

OCHR FACTSHEET

DON Partners with FOH to Offer Employee Assistance and Work/Life Programs

March 2014

DON CIVILIAN EMPLOYEE ASSISTANCE PROGRAM

This Fact Sheet:

- Describes DON/FOH partnership (DONCEAP) to help employees and their families
- Explains what employee assistance programs and work/life services are offered to employees and their families
- Provides information on how to quickly access DONCEAP and Work/Life services

Background

Department of the Navy employees are busy juggling work and family and it is not unusual to encounter difficulties with stress, family, relationships, alcohol, work, or other issues which impact their quality of life. The Department of the Navy values its employees and has partnered with the Department of Health and Human Services Federal Occupational Health (FOH) to provide a new centralized employee assistance and work/life program for employees and their families. The Department of the Navy Civilian Employee Assistance Program (DONCEAP) provides a wide range of services to employees and their families.

Employees can access services 24/7 through the web (DONCEAP.foh.hhs.gov) or by phone. A professionally staffed call center (**1-844-DONCEAP**) can provide answers to questions, research information, link employees to a wide variety of qualified local services and provide licensed confidential support to help with difficult issues.

Services Offered

Some of the services available to employees include:

- Access to licensed counselors who provide in-person, short-term counseling for a wide range of concerns to include relationships, legal, financial, family, substance abuse, depression, parenting, and more
- Assistance with a wide range of concerns to include short-term problem solving, management coaching or crisis management
- Help when there is an incident or crisis that affects the workplace – psychological first aide, grief groups, consultation and education
- Access to work/life specialists who provide information, resources and referral to:
 - Childcare (daycare, preschools, etc.)
 - Eldercare (assisted living, in-home care, etc.)
 - Daily Life (relocation, event planning, etc.)
 - Family (adoption, prenatal, etc.)
 - Legal and financial (credit and debt, tax tips, etc.)
 - Child care (nursery–graduate school, etc.)
- Comprehensive information and resources 24/7 via the web
- Library of resources including health and wellness articles, presentations, webinars and podcasts

Contact DONCEAP at

1-844-DONCEAP (1-844-366-2327)

TTY 1-888-262-7848

International 1-888-262-7848

DONCEAP.foh.hhs.gov



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Frequently Asked Questions

Q. Who is eligible to use the DONCEAP?

A. DONCEAP services are available to all Department of the Navy civilian employees and their family members (any legal dependent, regardless of home address, or significant other living in the employee's household).

Q. How much does it cost to access the DONCEAP?

A. DONCEAP consultation services are provided at no charge to civilian employees and their families. Some fees may apply for additional services beyond the consultation.

Q. Are my interactions with the DONCEAP counselors shared with my supervisor?

A. DONCEAP services are voluntary and confidential within the limits of the law. Your consultation is protected and is only shared with those who will be providing services to you.

Q. How do I contact DONCEAP by phone?

A. Call 1-844-DONCEAP (1-844-366-2327) or 1-800-262-7848 for hearing impaired to make a confidential appointment with a licensed counselor or to speak with a work/life specialist. The qualified and licensed counselors are independent of the Department of the Navy. When you contact the program you will be asked to identify your agency.

Q. Are there other ways to contact DONCEAP or work/life services?

A. Information also is available 24/7 online at <http://DONCEAP.foh.hhs.gov/> When reaching the webpage, employees and visitors will be asked to enter your Command and which service you are pursuing. This information identifies the Command only and not the employee.

Still Need Assistance?

For additional questions on DONCEAP or Work/Life services, email the DON HR FAQ box at DONhrfaq@navy.mil.

