

# OCHR FACTSHEET

## Department of the Navy Civilian Employee Assistance Program Provides Employee Assistance and Work-Life Programs

April 2015

### DON CIVILIAN EMPLOYEE ASSISTANCE PROGRAM

This Fact Sheet:

- Describes the DON/FOH partnership (DONCEAP) to help employees and their families
- Explains which Employee Assistance Programs and Work-Life services are offered to employees and their families
- Provides information on how to quickly access EAP 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 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](http://DONCEAP.foh.hhs.gov)) or by phone (**1-844-DONCEAP**). A professionally staffed call center will 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, identity theft issues, 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 001-888-829-0270  
**[DONCEAP.foh.hhs.gov](http://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 is also available 24/7 online at <http://DONCEAP.foh.hhs.gov/>. When reaching the webpage, you 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](mailto:DONhrfaq@navy.mil).

