

COMDTINST 1740.7B
2 SEP 2011

COMMANDANT INSTRUCTION 1740.7B

Subj: EMPLOYEE ASSISTANCE PROGRAM (EAP)

- Ref: (a) Department of Homeland Security (DHS) [Management Directive \(MD\) 254-02](#), Employee Assistance Program
 (b) Drug and Alcohol-Free Departmental Workplace, [DOT ORDER 3910.1C](#)
 (c) Critical Incident Stress Management (CISM), [COMDTINST 1754.3](#) (series)
 (d) Legal Assistance Program, [COMDTINST 5801.4](#) (series)
 (e) Personnel Manual, [COMDTINST M1000.6](#) (series)
 (f) Workplace Violence and Threatening Behavior, [COMDTINST 5370.1](#) (series)
 (g) Contracting Officer's Technical Representative (COTR) Certification, Appointment & Responsibilities, [DHS MD 0780.1](#)

1. **PURPOSE.** This Instruction establishes the Coast Guard's EAP per reference (a), and prescribes associated policy, procedures and responsibilities.
2. **ACTION.** All Coast Guard unit commanders, commanding officers, officers-in-charge, deputy commandants, and chiefs of headquarters staff elements shall comply with the provisions of this Instruction. Internet release is authorized.
3. **DIRECTIVES AFFECTED.** Coast Guard Employee Assistance Program, COMDTINST 1740.7A, dated October 21, 1997, is cancelled.
4. **APPLICATION.** This Instruction applies to all full-time appropriated civilian, and non-appropriated fund employees and their families and Coast Guard members on active duty and their family members. It also applies to U.S. Navy Chaplains and U.S. Public Health Service Officers and their family members while serving with the Coast Guard. To a lesser extent it applies to Coast Guard Reserve members. Reservists on active duty 30 days or less and their dependents are eligible for crisis phone counseling with a licensed mental health provider. This benefit includes phone counseling for Reservists on inactive duty (weekend drill). Reservists on active duty receive the same EAP benefits as all other active duty personnel beginning on the 31st day of active duty. Reservists called to active duty for a period of greater than 30 days in support of a contingency operation are eligible for full EAP services from the date of notification of orders.

DISTRIBUTION SDL No. 159

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NON-STANDARD DISTRIBUTION:

5. **BACKGROUND.** In 1992, as part of the Work-Life Initiative, the Coast Guard adopted an EAP to provide a broad range of services to eligible beneficiaries defined in paragraph 4 above. A professional firm, hereafter called EAP Contractor, has been contracted. The EAP Contractor can be reached by calling 1-800-222-0364, 24 hours a day, 7 days a week.
6. **DEFINITIONS.** Terms used in this Instruction and other EAP-related terms are defined in enclosure (1).
7. **DISCUSSION.**
 - a. The Coast Guard EAP is designed to assist eligible employees and their dependents in addressing personal issues including, but not limited to, marital and family conflict, interpersonal relationship problems, conflict at work, depression or anxiety, help with community resource referrals, career changes, substance abuse, stress management, grieving a loss, personal decision making, and child and eldercare services. It is not intended for problems requiring more than six (6) face-to-face counseling sessions to resolve.
 - b. The goals of the Coast Guard EAP are to:
 - (1) Assist employees in addressing personal issues and problems before they have a negative impact on work performance and/or conduct.
 - (2) Address individual issues and problems in the quickest, least restrictive, and most convenient manner.
 - (3) Assist supervisors in addressing the needs of employees.
 - (4) Reduce any stigma associated with help-seeking behavior.
 - (5) Provide just-in-time help and information to all employees when needed, including web-based services and training webinars.
 - (6) Assist supervisors and civilian employees with substance abuse assessments and treatment monitoring per reference (b).
 - (7) Limit health insurance costs and reduce workers' compensation claims and early discharges through prevention of more debilitating conditions.
8. **PROCEDURES.** The Coast Guard EAP provides the following services: Critical Incident Intervention, Financial Consultation, Legal Consultation, Resource and Referral, Short-Term Problem-Solving, and Supervisor Consultation.
 - a. **Critical Incident Intervention.** This service can be requested by contacting the cognizant Health, Safety, and Work-Life (HSWL) Regional Practice (RP) staff. Services include interventions described in reference (c) that require a mental health professional. Services can be delivered in conjunction with Critical Incident Stress Management (CISM) Team activities arranged by the Employee Assistance Program Coordinator (EAPC) at the cognizant HSWL RP Office.
 - b. **Financial Consultation.** Provides consultation with a financial expert via the EAP Contractor's toll-free number, 1-800-222-0364. Intake specialists will arrange for a financial expert to call back within one business day. Once connected, the financial expert can address financial needs and goals, and help develop and implement a plan to address financial issues.
 - c. **Legal Consultation.** Provides consultation with an attorney by phone or in person to discuss legal concerns. A consultation is arranged by contacting the EAP Contractor's toll-free number. Additional visits or services are available at discounted rates. Note: this service is intended to augment, and does not replace, the services already available to Coast Guard military personnel

per reference (d).

- d. Resource and Referral. This service is currently also known as Worklife4You. It provides 24/7 guidance, via the contractor's toll-free number and/or online. This service includes:
 - (1) Personalized and prescreened referrals for resources related to child care and parenting, pregnancy and adoption, adult care and aging, education, health and wellness, relocation, pet care, and other daily life issues,
 - (2) Free prenatal, child safety, college, adult care, and health promotion kits,
 - (3) Parenting discussion group and network,
 - (4) Scholarship and educational loan assistance,
 - (5) Personalized relocation packets,
 - (6) Access to a customized online site that allows employees to update friends and family members on life events such as birth of a new baby, illness, injury, etc., and,
 - (7) Live and on-demand webinars on a variety of topics available via the internet.
- e. Short-Term Problem-Solving. Provides face-to-face and/or phone counseling with a licensed mental health professional arranged via the EAP Contractor's toll-free number. For face-to-face counseling the EAP Contractor customer service representative will require the caller's name, a brief description of needed assistance, and a telephone number at which a local counselor may contact the caller. Eligible personnel and their family members are normally entitled to up to six (6) sessions per problem per fiscal year. Referral types and procedures are further defined as follows:
 - (1) Referrals to EAP. Types of referrals for face-to-face counseling include:
 - (a) Informal (self-initiated). Refers to all requesters of services who call on their own initiative. Supervisors are not entitled to receive any information regarding informal referrals, including verification of contact, without the written permission of the client.
 - (b) Informal (management initiated). Employees can be informally referred by supervisors. In these instances nothing is put in writing and the supervisor is not entitled to verification of attendance unless the employee gives written permission.
 - (c) Formal (management initiated) Supervisory Referral. Formal supervisory referrals must be in writing and highlight the reason(s) for the referral. See reference (a) for additional guidance regarding formal referrals. The supervisor/manager calls the EAP Contractor's toll-free number ahead of the employee. The purpose of the call is to alert the Contractor regarding the reason for the referral. The EAP counselor will ask the client to sign a release of information allowing the counselor to tell the supervisor or other manager that the employee attended the appointment. No other information will be revealed to the supervisor without the written consent of the client. Note: formal referral memorandums are not adverse actions and are not filed in the Official Personnel Folders.
 - (d) Regardless of whether or not the employee is informally (verbally, with no memorandum completed) or formally (via memorandum to the employee) referred, the employee must be a voluntary client to be accepted as an EAP client. In both types of referrals the information that can be provided back to supervisors regarding the employee is limited. The EAP counselor cannot provide recommendations regarding fitness for duty, time off, or duty assignment and cannot provide written reports of any kind. With the client's

- written consent, the EAP counselor can provide verbal information regarding the client's condition.
- (e) Mandatory Referral by the Coast Guard Medical Review Officer (MRO). This type of referral is used in cases involving civilian employees who occupy a “testing designated position” under reference (b) and are referred to the EAP by the MRO as a result of a confirmed positive drug test. In these cases the EAP will clinically evaluate the employee and assist the employee in identifying a treatment program if needed. The EAP normally will monitor the client’s compliance with treatment for up to 12 months after completion of the initial treatment program. Subject to the client’s written agreement, the EAP will share assessment recommendations and monthly compliance reports with the MRO and the client’s supervisor throughout the treatment period. Information about this program, including procedures for scheduling a post-accident/incident or reasonable suspicion test, can be found on the Civilian Human Resources website: <http://www.uscg.mil/civilianHR/staffing/dfwp.asp>.
 - (f) In all cases if a client is determined to be a danger to self or others, the EAP provider is required to take action to ensure the proper authorities, (e.g., law enforcement) are notified. The purpose of such notification is to ensure that the client and/or others are protected, regardless of whether or not the client has given his/her consent.
- (2) Referrals *from* EAP for follow-on care. If the EAP assessment reveals that more than a total of six (6) sessions are likely to be needed, the EAP counselor will assist the individual as needed in locating longer-term care via CG medical, TRICARE, insurance, or other resource. The purpose of this referral after the assessment session is to ensure that the most appropriate care is provided and that the client does not have to start over with a new therapist. Normally referral options include the following:
- (a) Active duty members are referred to their Primary Care Manager or unit medical point of contact to arrange for on-going care.
 - (b) Military family members are normally referred directly to TRICARE or to a nearby military medical treatment facility (MTF). The EAP Counselor can assist family members in identifying available TRICARE benefit plan providers. Beneficiary Counseling and Assistance Coordinators assigned to MTFs and TRICARE Service Centers can also assist military members and their family members in accessing and using TRICARE services. For contact information go to www.myTRICARE.com.
 - (c) Civilian employees and family members are normally referred to their private health plans for ongoing treatment or are assisted in locating other care options within the community.
 - (d) Additional help in locating providers can be obtained by contacting the cognizant HSWL RP Office, local CG Clinic, and/or Primary Care Manager.
- (3) Time off for EAP counseling sessions. Supervisors of military personnel have the discretion per reference (e), chapter 7, to allow members time off to attend these sessions. Coast Guard civilian employees are eligible for administrative leave for each EAP session, up to one hour per session, and associated travel time, for a total of up to six (6) sessions per problem per calendar year, with prior approval by the supervisor. To qualify for this benefit both session and travel time must occur during the person’s regular work hours and the employee must sign a release-of-information form in the counselor’s office which authorizes the counselor to release attendance information to the supervisor.

(4) Confidentiality. All personal information shared by EAP clients will be fully protected within regulations set forth by the Privacy Act, Freedom of Information Act (FOIA), and any applicable rules of evidence. EAP records and information provided by employees may only be disclosed:

- (a) With the written consent of the client,
- (b) To appropriate authorities, as defined by state statute, when the client commits or threatens to commit a crime or other act that could result in danger to him/herself or others,
- (c) To appropriate agencies defined by state statute and Coast Guard policy, as indicated in the Client Statement of Understanding signed by all EAP clients. The Statement of Understanding informs clients that information shared regarding instances of child abuse or neglect, or family violence, will be reported to the Coast Guard.
- (d) Pursuant to the order of a court of competent jurisdiction, including a subpoena if signed by a judge,
- (e) To medical personnel in an emergency,
- (f) To the record custodians of a new EAP Contractor when the old contractor has transferred records to them,
- (g) To the Department of Justice (DOJ) for the adjudication of a claim for or against the U.S.,
- (h) To the DOJ for preparation for litigation involving the United States or a federal employee acting within the scope of his employment,
- (i) To an MRO or other authorized official per reference (b), for those employees who have tested positive to drug tests, and
- (j) Upon written request of the Coast Guard, to trial counsel, Coast Guard Investigative Service (CGIS), or other criminal investigators for civil or criminal law enforcement activity. (However, in a court-martial, the information obtained may be used only to impeach or rebut evidence presented by an accused who is the subject of the record.)

f. Supervisor Consultation. Provides supervisors and managers consultation with a counselor via the EAP Contractor's toll-free number. Consults can also be provided face-to-face. Services provided for managers and supervisors include assistance in referring employees to the EAP, and guidance about how to appropriately support employees who have personal issues and problems that may be affecting their work performance. This service also provides for an EAP counselor to participate as a team member on a Crisis Intervention Team per reference (f).

g. See http://www.uscg.mil/worklife/employee_assistance.asp for additional EAP information and related websites.

9. KEY DUTIES AND RESPONSIBILITIES.

- a. Commandant (CG-00A) shall ensure all chaplains are aware of the benefits of this program and that they promote its use.
- b. Commandant (CG-11) shall promulgate policy and guidance regarding the Coast Guard's EAP.
- c. Commandant (CG-111) shall:
 - (1) Promote self-care and the use of the EAP to all Coast Guard employees.

- (2) Coordinate, support, assist and guide all efforts to provide state-of-the-art EAP services to Coast Guard personnel.
- d. Commandant (CG-1112), the EAP Program Manager, shall:
- (1) Perform duties as Contracting Officer's Technical Representative (COTR) for the EAP per reference (g) and requirements listed in the EAP COTR appointment memo issued by the Contracting Officer.
 - (2) Perform EAP Contract-related duties as Trusted Agent for the Contractor Verification System.
 - (3) Provide EAP-related reports to DHS per reference (a).
 - (4) Ensure that use of EAP Critical Incident Intervention services is coordinated with DHS per reference (a) when the same critical incident has impacted one or more other DHS Components.
 - (5) Prepare policy and guidance regarding the Coast Guard's EAP.
 - (6) Provide consultation regarding the EAP as needed to Commands, the HSWL Service Center (SC) and HSWL RP Offices to ensure accurate promotion and resolution of service delivery issues.
 - (7) Monitor EAP utilization in the Coast Guard and ensure that EAP Contractor-provided quarterly utilization reports are sent to HSWL SC and RP Offices and to senior leadership as requested.
- e. Commandant (CG-112) shall:
- (1) Ensure that all Coast Guard medical personnel are aware of EAP and promote its use.
 - (2) Ensure procedures are in place at all Coast Guard medical facilities to efficiently support continuity of care when eligible Coast Guard EAP clients request to be transitioned to care under TRICARE/Military Health System (MHS).
 - (3) Ensure Commandant (CG-1112) is notified regarding any unresolved or recurring EAP service delivery issues that come to Coast Guard medical personnel's attention.
- f. Commandant (CG-12) shall ensure coordination of EAP services regarding the requirements of the Coast Guard's Drug Free Workplace Plan per reference (b).
- g. Commandant (CG-121) shall:
- (1) Ensure that all new civilian full-time hires receive information on the EAP services available to them.
 - (2) Coordinate EAP substance abuse professional assessment and treatment monitoring services for civilian employees with Commandant (CG-1112) where applicable per reference (b).
- h. Commandant (CG-CSC) shall ensure that all new non-appropriated fund full-time hires receive information on the EAP services available to them.
- i. Commander, HSWL SC shall:
- (1) Ensure the Work-Life requirements of this Instruction are implemented in the field.
 - (2) Assist Commandant (CG-1112) in identifying policy, program implementation, and funding needs of this program.

(3) Ensure Commandant (CG-1112) is notified regarding any unresolved or recurring EAP service delivery issues.

j. Coast Guard Healthcare Providers shall:

(1) Promote the use of EAP when appropriate to the needs of their patients.

(2) Support continuity of care when eligible Coast Guard EAP clients request to be transitioned from EAP counseling services to care under TRICARE/MHS or other resource.

(3) Notify the cognizant EAPC or HSWL RP Manager (RPM) when EAP service delivery issues come to their attention.

k. Command Chaplains shall:

(1) Promote use of EAP, when appropriate, to the needs of personnel and their family members.

(2) Notify the cognizant EAPC, or cognizant HSWL RPM, when EAP service delivery issues come to their attention.

l. Commanding Officers, Officers-In-Charge, and Supervisors shall:

(1) Promote the use of EAP when appropriate to the needs of personnel and their family members.

(2) Notify the cognizant EAPC, or cognizant HSWL RPM, when EAP service delivery issues come to their attention.

m. HSWL RPMs shall:

(1) Ensure that EAP use is promoted throughout the Work-Life area of responsibility (AOR).

(2) Ensure the Work-Life requirements of this Instruction are implemented.

(3) Ensure that an adequate supply of EAP-related informational materials are always available for customer use.

n. Employee Assistance Program Coordinators (EAPC) shall:

(1) Represent the EAP COTR as the Work-Life Regional point of contact for all matters related to the implementation of the EAP Contract.

(2) Report all unresolved and recurring EAP service delivery issues to HSWL SC and Commandant (CG-1112).

(3) Promote EAP at unit trainings and through regular communications with all units in the AOR.

(4) Ensure that all units receive an email message regarding each new edition of the Contractor-provided EAP Newsletter.

(5) Ensure that all CISM Peers and Applied Suicide Intervention Skills-trained personnel receive a supply of EAP wallet cards.

(6) Annually complete the Health Insurance Portability and Accountability (HIPAA) and Privacy Act training. This training is available at the Military Health System Learning Portal (<https://mhslearn.csd.disa.mil>).

10. **PRIVACY PROVISIONS.** The Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA) of 1996 apply to records that contain protected health information. These acts and regulations place procedural requirements on the use and disclosure of such information. The

applicable EAP Systems of Records Notice for military personnel can be found at <http://edocket.access.gpo.gov/2008/E8-25967.htm> and for civilian personnel at <http://edocket.access.gpo.gov/2008/E8-25969.htm>.

11. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this directive and have been determined to be not applicable.
12. FORMS/REPORTS AVAILABILITY. None.

MARK J. TEDESCO /s/
Rear Admiral, U.S. Public Health Service
United States Coast Guard
Director of Health, Safety and Work-Life

Encl: (1) Definitions

Definitions

1. Assessment. A phase of the EAP process in which the counselor interviews the client to determine the nature of the presenting problem and develops an action plan. This phase results in the opening of a new case file or re-opening of an existing case file, or, if in the client's best interest, referral to a more appropriate source of care.
2. Client. For purposes of this Instruction a client is any recipient of EAP Short-Term Problem-Solving counseling provided by the EAP Contractor.
3. Crisis Phone Counseling. A 24/7 service offered by the EAP Contractor for counseling over the phone with a licensed mental healthcare professional. This service is in addition to face-to-face counseling available to full time employees and to members on active duty over 30 days.
4. Critical Incident Intervention. EAP Contractor services or activities provided in response to a critical incident. Services and activities include, but are not limited to, defusings, debriefings, outreach to the workforce, psycho-educational activities related to trauma, anniversary responses, etc. Provided when requested per reference (c) of this Instruction.
5. Counseling. Professional services as provided by psychiatrists, psychologists, social workers, or other mental health providers who have a license or certification from the state(s) in which they practice.
6. Drug Free Workplace. Those laws, regulations and policies emanating from Executive Order (EO) 12564 of September 15, 1986, and subsequently the Drug-Free Workplace Act of 1988, that ordered federal employees to refrain from using illegal drugs, whether on or off duty. It mandates that the head of each Executive agency shall develop a plan for achieving the objective of a drug-free workplace. Elements of the plan include establishing a program to test for the use of illegal drugs by employees in sensitive or "testing sensitive positions"; training for managers and employees; and establishment of EAPs that emphasize high-level direction, education, counseling, referral to rehabilitation, and coordination with available community resources.
7. Drug Free Workplace Plan. A comprehensive plan required for all federal agencies incorporating EAP, civilian employee education, supervisory training, and the identification of illegal drug use in efforts to eliminate substance abuse from the workplace.
8. Employee. For purposes of this Instruction, unless otherwise specified, a civilian full time employee or an active duty regular member, or covered Reservist on active duty, of the Coast Guard or an active duty member of another DoD branch assigned to the Coast Guard, or a Public Health Service Officer assigned to the Coast Guard.
9. Family Member. For civilian employees any legal dependent regardless of home address or significant other living in the employee's household. For military members, any legal dependent regardless of home address.
10. Financial Consultation. An EAP service that provides consultation with a financial expert. Intake Specialists will arrange for a financial expert to call back within one business day. Once connected, the financial expert can address financial needs and goals, and help develop and implement a plan to address financial issues. There is no limit on the number of times this service can be used.
11. Job Rehabilitation Contract. A job rehabilitation contract that can be developed by the EAP Contractor, in close cooperation with human resources personnel, for each civilian employee referred to the EAP as a result of an acknowledge substance abuse problem or a verified positive drug test. The contract details treatment and the administrative steps to be taken by the employee, in collaboration with the EAP, the Coast Guard, and the supervisor, to resolve problems in efforts to

return the employee to full work performance. A job rehabilitation contract supports the process established by reference (b) of this Instruction.

12. Legal Consultation. A service that provides consultation with an attorney by phone to discuss legal concerns. Program can also provide an in-person consultation. Additional visits or services are available at discounted rates. Exclusions: this program does not include advice on matters relating to the EAP, a Coast Guard job, or business concerns.
13. Medical Review Officer (MRO). The individual identified by the Coast Guard's Drug Free Workplace Plan as responsible for receiving and interpreting laboratory results generated as result of the Drug-Free Workplace Plan.
14. Resource and Referral Service: An information service that includes individually-tailored responses to callers and website visitors. Services include:
 - a. 24/7 expert guidance, via EAP Contractor's toll-free number, 1-800-222-0364, or online at <https://www.worklife4you.com/> (use "uscg" for both screen name and password, case sensitive), to assist with child care and parenting, pregnancy and adoption, adult care and aging, education, health and wellness, relocation, pet care, and other daily life issues;
 - b. Personalized and prescreened referrals for resources related to child care and parenting, pregnancy and adoption, adult care and aging, education, health and wellness, relocation, pet care, and other daily life issues;
 - c. Free prenatal, child safety, college, and adult care kits;
 - d. Parenting discussion group and network;
 - e. Scholarship and educational loan assistance;
 - f. Personalized relocation packets;
 - g. Access to a customized online site that allows employees to update friends and family members on life events such as birth of a new baby, illness, injury, etc.; and
 - h. Live and on-demand webinars.
15. Return to Work Agreement. An agreement among a civilian employee, the employee's supervisor, the EAP, treatment provider and other parties as may be appropriate, to establish a set of conditions for the employee's return to work. It is usually issued following extended leave for treatment for substance abuse or physical or mental illness. The conditions found in the agreement are usually related to duties, conduct, attendance and treatment scheduling. The agreement also states any consequences, if agreed-upon conditions are violated, and what action the supervisor may take.
16. Short-Term Problem Solving. Limited sessions, one to six, with a licensed professional serving as a contractor EAP Counselor to resolve problems identified in the assessment phase. The intent of short-term problem solving is to work through the identified problem within the 6-session time frame thereby eliminating the need to refer the employee to another counseling resource.
17. Supervisor Consultation. Meeting and/or discussion between a supervisor and a contracted EAP Counselor. The consultation purpose is to discuss a potential supervisor referral, to assist the supervisor in making a referral, and to confer, as appropriate, when the intervention has ended. Services provided for managers and supervisors specifically include:
 - a. Assistance in referring employees to the EAP;
 - b. Guidance about how to appropriately support employees with personal concerns that may be affecting their work performance, health and/or well-being;

- c. Assistance with back-to-work conferences and reasonable accommodation agreements, in consultation with appropriate human resources specialists;
 - d. Performance management guidance/consultation particularly around issues related to employee conduct and performance, as well as those related to occupational situations and conditions that affect employee well-being, as appropriate, in consultation with human resources professionals;
 - e. Supervisor training and education; and
 - f. Management consulting and coaching.
18. Testing Designated Position. Any civilian employment position that has been designated for random alcohol and/or other drug testing by Federal Government mandate or management decision.