

DHS*Together*
Resource Guide
Department of Homeland Security
U.S. Coast Guard

• **Coast Guard Support (CG SUPRT) Program (formerly Employee Assistance Program) –**

Toll-free number: (855) CG-SUPRT or (855-247-8778)

Website: www.CGSUPRT.com

Who is Eligible for this Program?

The CG SUPRT Program is available to the following members of Team Coast Guard:

- Active Duty members and their dependents
- Members of the Selected Reserve and their dependents
- Full-time Civil Service employees and their dependents
- Full-time Exchange System and MWR employees and their dependents

Purpose of Program

The CG SUPRT Program is a professional staffed service that is available 24/7. Its purpose is to assist CG employees with a wide range of mental health and other life concerns, such as depression, relationship issues, and work stress, which may impact their ability to perform on the job and/or the family.

Program Confidentiality

As mandated by law and regulations, all contact with the CG SUPRT are held in strict confidence, except in some unique situations such as when someone threatens to harm himself or others. The CG SUPRT Program is provided by an outside contractor to better assure confidentiality and access in all the CG locations.

Services of CG SUPRT

- For Individuals: Services include face to face assessment, referral and short term counseling for a wide variety of personal concerns such as depression, relationship discord, and career transition. The program also offers telephonic assistance for financial and legal concerns. Another service of the program is telephonic and information assistance with life events that impact everyone. Examples of this service are finding eldercare and childcare providers and assistance with negotiating the college application process. CG SUPRT also offers health coaching to assist employees and their family members with health matters such as smoking cessation, weight management, and stress reduction. Finally, the program can assist with tax preparation.
- For Management: Managers may also consult with the CG SUPRT Program when there is a workplace situation that may impact the stress of his/her employees OR when an employee's conduct or performance may be impacted by a personal concern.
- For Organizations: Critical incidents, downsizing, and other large scale events can impact an entire organization. Services include training, critical incident response and education.
- For Everyone: CG SUPRT offers an extensive website that contains articles, mental health assessments, and national resources

What to Expect:

When employees contact CG SUPRT, they can expect to talk with a professional who will first gather information such as the nature of the concerns, and, if they would like face to face counseling, where they would like to meet with a counselor. Then the employee will be contacted by a local counselor to begin the process of setting up an appointment. Usually an appointment is established within a few days unless there is an emergency situation. Telephonic requests will be transferred to the appropriate specialist.

·National Suicide Hotlines

**** If you believe that you or anyone you work or live with is at IMMEDIATE risk, please call emergency services (911). ****

If you believe that you or anyone you work with is at risk for suicide, bring it to the attention of someone who can help. **Don't keep it a secret.** If the person is on active duty, informing the person's chain of command is essential, particularly if the person is unwilling or unable to obtain help on his/her own. Alternatively, you can call one of the hotlines listed below for assistance.

National Suicide Prevention Lifeline - A 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. By dialing 1-800-273-TALK, the call is routed to the nearest crisis center in our national network of more than 140 crisis centers. The Lifeline's national network of local crisis centers, provide crisis counseling and mental health referrals day and night. If you are hearing impaired, you may call 1-800-799-4889 (TTY). Red Nacional de Prevención del Suicidio: 1-888-628-9454. Additional information is available at: <http://www.suicidepreventionlifeline.org>.

Veterans Crisis Line - An online, toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring VA responders, and their loved ones can call **1-800-273-8255** and **Press 1**, chat online, or send a text message to **838255** to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care. Their website is: <http://www.veteranscrisisline.net/>. Using the same contact information, Active Duty members can alternatively contact **The Military Crisis Line**, which offers the same services listed above to service members in crisis.

Boys Town National Hotline - This is an accredited 24/7 crisis, resource and referral line that is staffed by trained counselors specialized in helping teens and parents deal with problems (e.g., suicidal behavior, depression, relationships, chemical dependency, physical abuse, etc). Call 1-800-448-3000 to speak with a counselor or send an email. TTY line: 800-448-1833. Their website is: <http://www.boystown.org/hotline>.

·Coast Guard Work-Life Programs

The Coast Guard provides numerous Work-Life programs designed to support both unit commanders, and members and their families. These programs include health promotion, food service, employee assistance, transition and relocation assistance, personal financial management, adoption reimbursement, child development services, scholarships, special needs for family members, family advocacy, crisis intervention, substance abuse prevention and treatment, sexual assault prevention and response, suicide prevention, workplace violence services, and critical incident stress management. For information on these programs, as well as related support programs such as Coast Guard Mutual Assistance, go to the website noted below, or contact your regional Health, Safety and Work-Life Regional Practice.

Website: <http://www.uscg.mil/worklife>

This website is also accessible by going to <http://www.uscg.mil>, and selecting the “**Family**” icon at the top of the page.

Health, Safety, and Work-Life Regional Practices (HSWL RP): Toll-free number: (800) 872-4957

HSWL RP Work-Life staffs provide work-life programs designed to assist all members of Team Coast Guard and their family members. To obtain assistance, simply call the toll free number (800-872-4957), and follow the prompts. For your convenience, the three code extensions for the HSWL RP staffs are listed below:

Alameda (252)	Boston (301)	Cleveland (309)	Honolulu (314)
Ketchikan (317)	Kodiak (563)	Miami (307)	New Orleans (308)
Portsmouth (305)	San Pedro (311)	Seattle (313)	St. Louis (302)
Washington, DC (932)			

To access the web site for your Regional HSWL RP Work-Life Staff, go to <http://www.uscg.mil/worklife>, and click on “**Work-Life Regional Offices.**”

HSWL Service Center (HSWL SC) Command Duty Officer (CDO)

This watch provides a 24 hour/day reach back capability for HSWL service delivery and contingency response. ACUTE situations arising, whether internal or external to the Command, after normal working hours EST, should be communicated to the CDO by

telephone. The CDO will make needed notifications, make necessary consultations, task out/coordinate any needed actions on behalf of the Command.

To contact the CDO: Cell phone - 757-846-5348, Email: HSWL-SUPACT-CDO@uscg.mil

•Ready Coast Guard Program

Are you and your family ready for an emergency? Take these three simple steps to prepare -- Get a kit. Make a plan. Be informed. For more information on developing Family Readiness Plans, or developing a Personal Readiness Plan (PRP) to organize and store your personal information and paperwork, go to: <http://www.uscg.mil/worklife/ready.asp>

Resources for Healthy Lifestyle Change

Coast Guard Health Promotion Programs support healthier lifestyles for Coast Guard beneficiaries by promoting healthy nutrition and regular exercise, as well as stress management and health habits. Regional Health Promotion Managers are attached to each HSWL Regional Practice staff and can provide individual assistance with health behavior change. (Contacts for regional offices are listed above.)

CG SUPRT also offers health coaching to assist employees and their family members with health matters such as smoking cessation, weight management, and stress reduction. (CG SUPRT contact info is listed above.)

Tobacco Cessation

Available at WWW.UCANQUIT2.ORG, a free online resource for the US Military sponsored by the Department of Defense. You can also call the American Cancer Society Quit line at 1-800-QUIT NOW or 1-800-784-8669.

Visit the following free resources to help you quit smoking and chewing tobacco:

1. Create your own Quit Plan <<http://www.ucanquit2.org/quitplansteps/Default.aspx>> , Quit Calendar <<http://www.ucanquit2.org/myaccount/quitcalendar.aspx>> , and Quit Blog <<http://www.ucanquit2.org/breakthecycle/blogs/Default.aspx>> .
2. Live chat one-on-one <<http://www.ucanquit2.org/livehelp/Default.aspx>> with a trained Tobacco Cessation Coach from 8:30 a.m. to 10:00 p.m. EST.
3. Share your story <<http://www.ucanquit2.org/breakthecycle/TobaccoTales.aspx>> about quitting tobacco with others.
4. Locate support <<http://www.ucanquit2.org/helplocator/Default.aspx>> and find information about different kinds of medicines <<http://www.ucanquit2.org/nem/Default.aspx>> to help you quit.
5. Order free materials <<http://www.ucanquit2.org/campaignmaterials/Default.aspx>> such as service specific posters, postcards, and DVDs to use in your tobacco cessation program.
6. Visit us on Facebook <<http://www.facebook.com/pages/Quit-TobaccoMake-Everyone-Proud/35785677947?v=wall>>, MySpace <<http://www.myspace.com/ucanquit2>> , and Twitter <<http://www.twitter.com/ucanquit2>> .
7. Link to [TRICARE Smoking Cessation Counseling Procedures](#)
8. **CG SUPRT Tobacco Cessation resources. Go to the site below and type "TOBACCO" in the search box:**
<http://www.CGSUPRT.com>

E-cigarettes are not considered "Nicotine Replacement Therapy", and should be treated like all other tobacco products.

Alcohol & Substance Abuse Prevention and Treatment

Alcohol Screening: Active Duty self-referral and Command referrals - USCG GET-SCREENED (757) 628-4329 Coast Guard Substance Abuse Prevention Specialists (SAP) are trained to coordinate alcohol screening for Active Duty personnel. Unit Command Drug and Alcohol Representatives (CDARs) can also assist with obtaining resources.

The CG SUPRT Program provides first level guidance to assess alcohol and substance abuse issues; and identifies resources for civilian employees and family members. Call 855-CGSUPRT (855-247-8778) toll-free to access these services.

Stress Management

Health Promotion Managers located at each HSWL RP can conduct personal assessments, offer educational materials, and provide guidance to develop a stress reduction plan. Refer to the HSWL RP contact info above.

•Additional Support Hotlines and Resources

Rape, Abuse and Incest National Network (RAINN). This Network provides victims of sexual assault with free, confidential services around the clock. 24/7 National Hotline: 1-800-656-HOPE(4673). Website: <http://www.rainn.org>

National Sexual Violence Resource Center. This Center provides national leadership, consultation and technical assistance by generating and facilitating the development and flow of information on sexual violence intervention and prevention strategies. Phone: 1-877-739-3895. Website: <http://www.nsvrc.org>

•Additional Resources for TRICARE Beneficiaries

Primary Care Providers and Mental Health Specialists

Contact your local Coast Guard or DoD Military Treatment Facility, sickbay or primary care manager or call the HSWL Health Benefits Line at **1-800-9-HBA-HBA** to obtain information on available services.

Other Behavioral Health Resources

Additional Behavioral Health information is available at <http://www.tricare.mil/mybenefit/home/MentalHealthAndBehavior/Resources>, or call your regional contractor for assistance:

TRICARE North Region

Health Net Federal Services, LLC
1-877-TRICARE (1-877-874-2273)
Behavioral Health Care Provider Locator and
Appointment Assistance Line: 1-877-747-9579
(8 a.m.–6 p.m. Eastern Time)
www.healthnetfederalservices.com

TRICARE South Region

Humana Military Healthcare Services, Inc.
1-800-444-5445
Behavioral Health Care Provider Locator and
Appointment Assistance Line: 1-877-298-3514
(8 a.m.–7 p.m. Eastern Time)
TRICARE South Behavioral Health:
1-800-700-8646
www.humana-military.com

TRICARE West Region

TriWest Healthcare Alliance Corp.
1-888-TRIWEST (1-888-874-9378)
Behavioral Health Care Provider Locator and
Appointment Assistance Line: 1-866-651-4970
(8 a.m.–6 p.m. in all West region time zones)
TriWest Behavioral Health Crisis Line:
1-866-284-3743
www.triwest.com

SELRES members desiring information on TRICARE Reserve Select can find that information at the following website:
<http://ra.defense.gov/>