

# CHR FactSheet

## DON Civilian Employee Assistance Program

*Issued: Feb 2021*

### Civilian Employee Assistance Program (CEAP)

This Fact Sheet:

- Provides CEAP program overview and services offered
- Answers Frequently Asked Questions
- Provides contact information for services and additional information

### Background

Department of 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 Navy (DON) values its employees and has partnered with Magellan Health to provide a centralized Employee Assistance and Work-Life program for employees and their household members. The Department of Navy Civilian Employee Assistance Program (DONCEAP) provides a wide range of services to employees and their household members.

Employees can access services 24/7 through the web [www.MagellanAscend.com](http://www.MagellanAscend.com) 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 and household members include:

- Access to licensed counselors who provide in-person, or telehealth, short-term counseling for a wide range of concerns to include relationship, legal, financial, family, substance abuse, depression parenting, and more.
- Assist with a wide range of concerns to include short-term problem solving, lifestyle coaching or crisis management
- Help when there is an incident or crisis that affects the workplace such as psychological first aide, grief groups, consultation and education.
- Access to Work-Life specialists who provide information, resources and referral to:
  - Childcare (daycare, preschools)
  - Eldercare (assisted living, in-home care)
  - Daily life (relocation, event planning)
  - Family (adoption, prenatal)
  - Legal and Financial (credit and debt, tax tips, identity theft issues)
- Comprehensive information and resources 24/7/365 via the web or phone 1-844-DONCEAP
- Library of resources including health and wellness articles, presentations, webinars, and podcasts



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## Frequently Asked Questions

### Q: Who is eligible to use the DONCEAP?

DONCEAP Services are available to all DON 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?

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

### Q: Are my interactions with the DONCEAP counselors shared with my supervisor?

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: Are there other ways to contact DONCEAP or Work-Life services?

Information is also available 24/7/365 online at <https://www.magellanascend.com/>. When reaching the webpage, you will be asked to create an account by using DON as your agency. This information identifies the agency only and not the employee.

## Still Need Assistance?

- For more information please visit <https://www.magellanascend.com/>
- DONCEAP Assistance helpline, 1-844-DONCEAP (1-844-366-2327); TTY: 711
- For additional questions about DONCEAP, contact your organization's DONCEAP coordinator or servicing Human Resources Office.

## For additional information:

<https://portal.secnav.navy.mil/orgs/MRA/DONHR/DONCEAP/Pages/default.aspx>

