
DEPARTMENT OF THE NAVY CIVILIAN EMPLOYEE ASSISTANCE PROGRAM (DONCEAP)

DONCEAP and WorkLife Program:
An Orientation for Employees



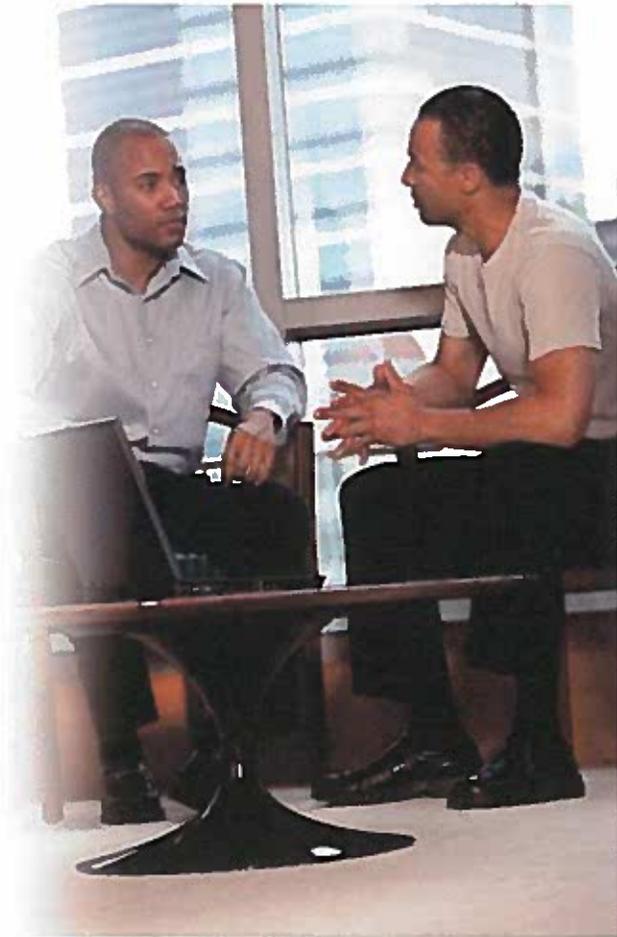
OBJECTIVES

- Define the Department of the Navy Civilian Employee Assistance Program (DONCEAP) and review range of services offered
- Explain WorkLife benefits
- Review confidentiality
- Discuss ways to access DONCEAP and WorkLife



THE DONCEAP: A DEFINITION

Worksite-based, confidential assessment, referral and short-term consultative service for any personal problem that has a negative impact on work performance



TRUE OR FALSE?

- Everyone has personal concerns
- People think problems must be big before asking for help
- Assistance is a phone call or click away
- Help is *confidential*



OVERVIEW OF DONCEAP RESOURCES

- In-person assessments
- Short-term, problem-solving counseling and consultation
- Referrals to community resources
- Legal and financial services
- Group services
- 24/7 telephone support
- Website resources



SHORT-TERM COUNSELING CAN HELP:

- Challenging relationships
- Emotional reactions and regulation
- Stress
- Anxiety
- Depression
- Grief
- Workplace problems



DONCEAP CAN ALSO HELP WITH:

- Alcohol and drug abuse, misuse, and co-dependency issues
- Parenting concerns
- “Sandwich generation” issues



WHAT EMPLOYEES CAN EXPECT

- Highly qualified, licensed professionals
- Private, in-person meetings
- Clinical assessment
 - Clarify the problem
 - Identify options
 - Develop a plan
- Referral to appropriate resource if needed
- Follow-up



CONFIDENTIALITY

- Private, voluntary discussions
- Authorization for Disclosure (AUD) forms
- No identification of individuals in agency reports
- Confidentiality in accordance with federal and state laws



LEGAL AND FINANCIAL CONSULTATIONS

- Telephonic connection for legal and financial advice
- Local in-person attorney services
- Simple will preparation
- Online legal services
- Identity theft solutions
- Family budgeting/financial planning
- Savings and investment strategies
- Determining retirement needs
- Identifying a local financial planner
- Selecting which credit card to pay off first



GROUP SERVICES

- Critical incident response services for crises in the workplace
- Grief support following a loss in the workplace
- Orientations to the DONCEAP
- Health and wellness presentations



ACCESS IS EASY VIA THE WEB

<http://DONCEAP.foh.psc.gov>

- Legal and financial information
- Online DONCEAP orientations
- Online stress management and change management seminars
- Webinars and podcasts
- Interactive tools and library

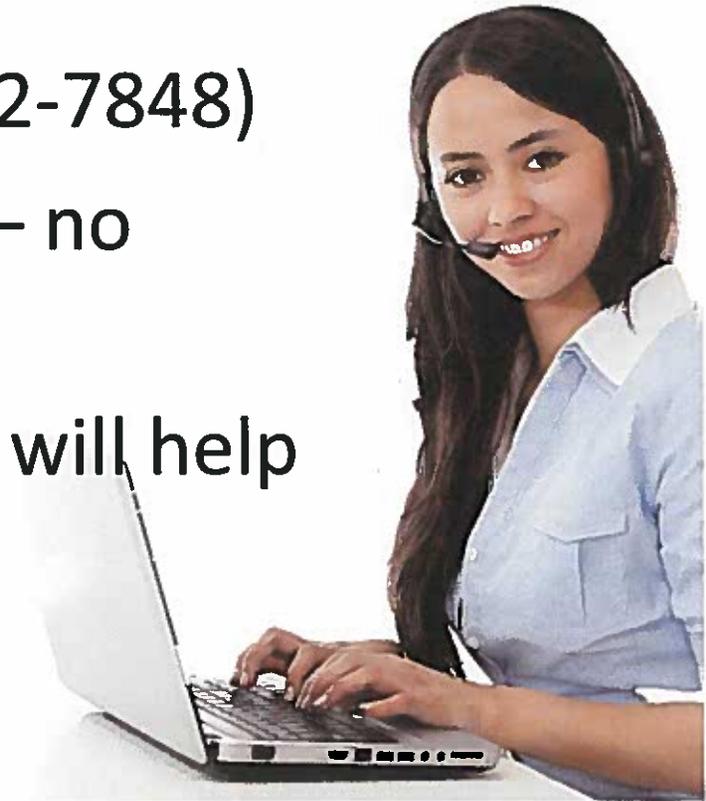


ACCESS IS EASY VIA TELEPHONIC

**Confidential assistance is available toll-free
24 hours a day, 7 days a week**

1-844-DONCEAP (TTY: 1-888-262-7848)

- A person answers the phone – no voicemail or call menu
- The DONCEAP representative will help you obtain needed resources



WORKLIFE SERVICES: AN ADDITIONAL BENEFIT

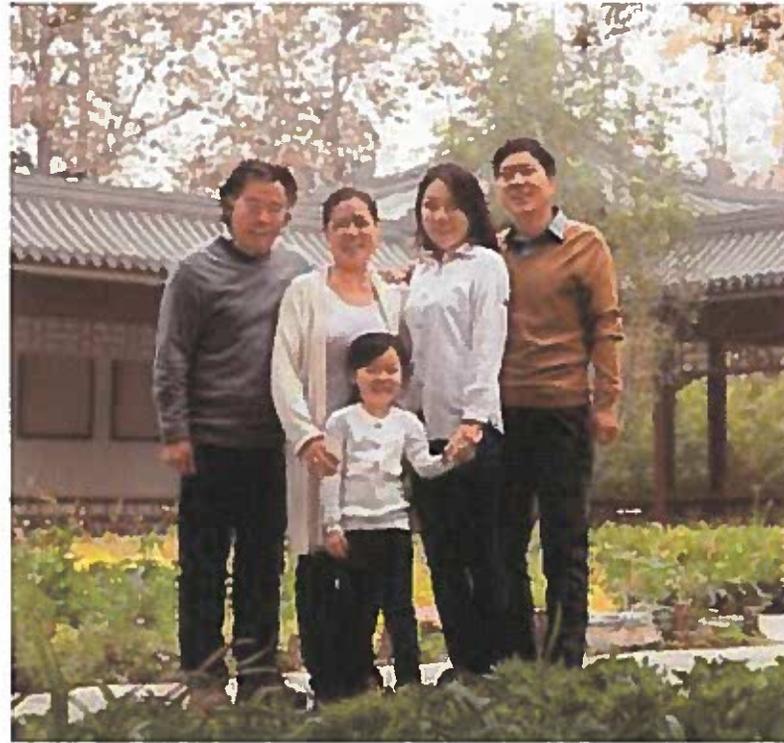
- The DONCEAP WorkLife program helps employees and their dependents manage day-to-day responsibilities and life events to help work/life balance
- Developed originally to address dependent care needs (child care and elder care)



LIFE EVENT MANAGEMENT

WorkLife areas of service are:

- Child care and parenting
- Adult care and aging
- Education
- Health and wellness
- Financial and legal
- Daily life



PROFESSIONAL CARE MANAGEMENT

Highly skilled professional care managers (PCMs) conduct an in-person assessment of a caregiver's loved one—for free.

- In-Person Assessment
 - In-home—thorough assessment of the elder's home and living skills
 - Facility review—evaluation of selected facilities' environment, care, and staffing
 - Post-hospitalization—in-hospital visit prior to discharge to evaluate needs
 - Ongoing care coordination—support plan includes coordination of medical services, bill paying, appointment coordination, etc.
- Detailed Care Plan and Ongoing Support



"Thank you for the incredible evaluation of my mom. The geriatric nurse visited my mother's home and provided a thorough 8 page report!"
-Federal Employee



WORKLIFE SPECIALISTS

Specialists are available 24/7 to:

- Assess employees' needs
- Follow-up until needs are completely satisfied
- Provide personalized one-on-one assistance
- Send materials within minutes of a request, including free kits: Prenatal, Child Safety, College, Adult Caregiver's, and Be Well Kits
- Prescreen providers and generate detailed referrals with confirmed availability
- Provide gerontology and child development consultations

We employ Bachelor's and Master's level specialists (not generalists) who are educated and trained in one specialty area (child care, elder care, academics, etc.) so employees receive guidance from experts in their fields.



SELF-SERVICE ACCESS ONLINE

- Interact with specialists
- Search for providers nationwide
- Participate in webinars
- Join expert-moderated discussion groups
- Access tips, checklists, interactive tools, and in-depth articles

The screenshot displays the DONCEAP website interface. At the top, there are navigation options for 'TEXT ONLY | TEXT SIZE' and 'RESET', along with 'PROVIDER SEARCH' and 'TOOLS'. A search bar is present with the text 'Important Information Regarding Our Director's Center'. Below the search bar, there are tabs for 'WORKLIFE' and 'BENEFITS'. A horizontal menu lists various service areas: 'Child Care & Parenting', 'Senior Care', 'Wellness', 'Financial', 'Legal', 'Education', 'Daily Needs', 'Special Needs', 'Pregnancy', 'Adoption', and 'More'. The main content area is divided into several sections: 'WorkLife' with articles like 'Stress Reduction Tool Kit' and 'Child Care Options'; 'CHILD CARE & PARENTING' with '13 Ways To Boost Kids' Resilience'; and 'SENIOR CARE' with 'Create Safe Senior Spaces'. On the right side, there are promotional banners for 'PETERSON'S' and 'DONCEAP Orientation', along with 'Live Webinars' and a 'DONCEAP Webinar Library'.



WORKLIFE KITS ARE FREE

Designed to support and enhance our most common caregiving requests, call for the one that applies to you!

Prenatal Kit



Child Safety Kit



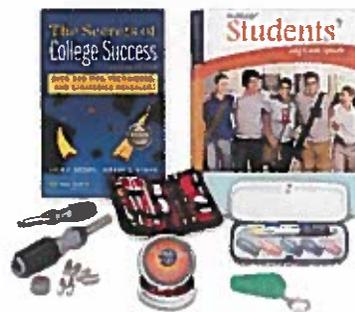
Adult Caregiver's Kit



Be Well Kit



College Kit



DONCEAP AND WORKLIFE: WE CARE, JUST CALL

- Prepaid agency benefit for employees and their families
- Early identification of personal problems that affect productivity and quality of life
- Improved wellness and work performance
- Voluntary, confidential services available 24/7, 365 days a year



WE CARE, JUST CALL

Confidential assistance 24/7. No voicemail or call menu, you will always be directly connected to a person.

1-844-DONCEAP

1-844-366-2327 / (TTY: 1-888-262-7848)

International: 001-866-829-0270

<http://DONCEAP.foh.psc.gov>



CERTIFICATE OF COMPLETION

Is hereby granted to

to certify that the following course has been completed to satisfaction



Civilian Employee Assistance Program

TWMS Course # 569618

Powerpoint presentation provided by DONCEAP.foh.psc.gov



Employee Signature

Date