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FM COMDT COGARD WASHINGTON DC
TO ALCOAST
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ALCOAST 252/26

SSIC 5380

SUBJ: NEW CG CIVILIAN WELLNESS EAP SERVICES FOR COAST GUARD
CIVILIAN EMPLOYEES AND THEIR ELIGIBLE DEPENDENTS

A. Department of Homeland Security (DHS) Management Directive
(MD) No. 254-02, rev 00 Employee Assistance Program, May 31, 2007

B. Employee Assistance Program (EAP), COMDTINST 1740.7C

1. This ALCOAST announces, effective immediately, the launch of
"CG Civilian Wellness," the new civilian Employee Assistance
Program (EAP). All Coast Guard personnel need to be aware of this
new brand of the EAP program for Coast Guard civilians.

a. The EAP program's service commitment is: Supporting You and
Your Family. Strengthening Mission Readiness.

b. CG Civilian Wellness serves eligible Coast Guard civilian
employees and their eligible dependents.

c. The formal program's name is the Coast Guard Civilian
Wellness Program. The program is managed by the Office of Wellness
(CG-WFS-1) within Workforce and Family Services (CG-WFS). CG
Civilian Wellness marks the transition to a new DHS EAP contract
and service provider.

2. Support. CG Civilian Wellness supports mission readiness by
helping civilian employees and their families address personal,
family, and work challenges.

a. Timely EAP and WFS support can proactively help employees
resolve challenges, maintain personal and family readiness, and
in turn continue to support Coast Guard missions.

3. Awareness. Leaders and supervisors of civilian employees must
make sure all employees are aware of the new program, the program
name, the change in EAP service provider, the toll-free access
number, and the transition timeline for employees and family members
currently receiving services through existing EAP.

a. Transition Timeline.

(1) 06 AUG 2026: Transition begins. CG Civilian Wellness
becomes available for new requests while Federal Occupational Health
(FOH) remains temporarily active.

(2) 30 SEP 2026: Last day of FOH services. After this date,
all requests will be handled through CG Civilian Wellness. FOH will
refer callers and existing clients to CG Civilian Wellness for
continued support.

4. Counseling Continuity, Eligibility, and Access Information.

a. Employees or dependents with an FOH EAP counselor may continue
their approved service sessions through 30 SEP 2026. After that
date, FOH services will end, and FOH will refer callers and existing
clients to CG Civilian Wellness for EAP services.

b. Some FOH counselors may be part of the new network - this
is not guaranteed, and may be unlikely. However, if the FOH EAP
counselor is in the new network, the employee or dependent may
continue with that same counselor through CG Civilian Wellness

approval; otherwise, a new counselor will be provided.

5. In accordance with REFs (A) and (B), CG Civilian Wellness provides free, confidential support 24 hours a day, 7 days a week, 365 days a year (24/7/365) to support employee wellness and a resilient workforce.

a. Civilian employees and their eligible dependents may call 1-888-718-9508 for support. Services include:

(1) Confidential, short-term, solution-focused non-medical counseling for personal or family concerns, workplace stress, mental health, and substance use concerns. Services are free and available by phone, virtually, or in person for up to 12 sessions per person, per problem, per year.

(2) WFS Resources: Support for personal and family needs, including childcare and parenting resources; adult and elder care, including professional in-person assessments; dependent education and career resources; and financial and legal help.

(3) Management Consultation and Mission Readiness Support: Helps employees and supervisors address issues early. Includes supervisor consultation on performance and conduct; guidance on making EAP referrals; critical incident support; and training on resilience, stress, burnout, and supervisor duties.

(4) Whole Life Wellness and Practical Help:

(a) Emergency Backup Dependent Care: Helps secure short-term dependent care when regular arrangements fail. Provides up to 10 backup care days per FY, subject to funding, for children, adult dependents, or recovery self-care. Flexible options include in-home, center, or personal caregiver support.

(b) Tax Filing Support: Available JAN 2027. Provides access to free federal and multi-state tax filing, telephonic help, and online resources.

6. CG Civilian Wellness is available 24/7/365 by calling 1-888-718-9508. The website address for CG Civilian Wellness will be published at a later date. Until then, employees may refer to the CG WFS EAP website for current information and updates at:
(Copy and Paste URL Below into Browser)

<https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Health-Safety-and-Work-Life-CG-11/Office-of-Work-Life-CG-111/Employee-Assistance-Program-EAP/>

7. Admin Time-Off for Counseling Sessions.

a. Per REF (A), Supervisors may grant a reasonable amount of time during normal working hours to an employee to attend EAP counseling sessions during duty hours.

b. Per REF (B), Coast Guard civilian employees are eligible for administrative leave for each EAP session, up to one (1) hour per session, and associated travel time, for a total of up to twelve (12) sessions per issue, per calendar year, and with prior approval by the supervisor. See REF (B) for details.

8. Eligibility. An employee or their eligible dependent(s) may obtain EAP services by self-referral, supervisory referral, or other support service referral per REF (A).

a. CG Civilian Wellness is exclusively available to Coast Guard civilian employees and their eligible dependents.

b. Eligible dependents may obtain services for up to 180 days after the death of a Coast Guard civilian employee per REF (B).

c. Active duty and reserve military members are not eligible. Service members should continue to use Military OneSource and military Service support resources.

d. Contractors are not eligible and should refer to their employers.

9. This message will be cancelled on 5 AUG 2027.

10. POCs.

a. Mr. Jose Jasso, EAP Program Manager, COMDT (CG-WFS-1), at Jose.R.Jasso@uscg.mil.

b. Members may also contact their District Employee Assistance Program Coordinator/Specialist (EAPC/EAPS) or WFS Supervisor to ask about CG Civilian Wellness.

c. Contact information for EAPCs, EAPSs, and WFS staff are available on the CG WFS EAP website.

11. Blanca A. Sanchez, SES, Assistant Commandant for Workforce and Family Services, COMDT (CG-WFS), sends.

12. Internet release is authorized.