

Q1. What actions do I need to take as a member currently using CG SUPRT counseling?

A1. Members currently using CG SUPRT counseling need to plan to terminate or transition services by NLT 25 Aug 2025. Below are some steps you can take:

1. Contact your CG SUPRT EAP counselor to discuss the contract ending on 25 Aug 2025 and your options.
2. Ask about continuity of services.
 - a) If you and your counselor think you would benefit from additional EAP counseling sessions, find out if the counselor is part of the new EAP vendor's network--the new EAP vendor can confirm this.
 - b) If your counselor is part of the new EAP vendor, contact the new EAP vendor to open a new EAP case under the same EAP counselor and continue with services.
 - c) If the EAP counselor is not part of the new EAP vendor's network, discuss with your counselor best practices for transitioning to a new EAP counselor and/or terminating services. Ask your counselor if he/she would recommend another counselor, then call the new EAP vendor to get connected to a new counselor under the new EAP vendor's network.
 - d) If you cannot continue with your counselor, explore with your counselor other support options or resources--e.g., your spouse's EAP if different than yours, your health insurance's mental health coverage, local community services, or paying out-of-pocket for ongoing counseling.

Q2. What actions do I need to take as a command?

A2. Please remove any flyers or postings that direct personnel to CG SUPRT. Your District Work-Life supervisor or EAP staff can provide new flyers and postings as well as answer questions about Military OneSource and FOH EAP and how these resources can help you and your members.

You can also request a Military OneSource or FOH EAP orientation. Military OneSource is designed only for military members/dependents and offers services specifically tailored to the unique needs of military families.

FOH EAP is for civilians/dependents, and while it provides similar services as Military OneSource, the services address typical civilian employee workplace challenges. Whether Military OneSource or FOH EAP, both provide resources and support to help manage workplace challenges, create productive work environments, enhance resilience, and support the CG mission.

Q3. Will calls to CG SUPRT automatically be forwarded to Military OneSource or FOH?

A3. On 26 Aug 2025, anyone calling the CG SUPRT phone # 1-855-247-8778 will be able to interact with an auto-attendant (or virtual receptionist) and select which EAP vendor they want to reach--FOH EAP for civilian employees/dependents, or Military OneSource for service members/dependents.

Q4. What actions do I need to take as a member wanting to talk with someone now?

A4. Telephonic access to CG SUPRT (1-855-247-8778) to speak with a counselor will remain available 24/7 to all CG members through the end of the current contract--25 Aug 2025. This includes immediate access to a qualified counselor for emergencies, acute/complex situations, or when the caller requests to speak directly with a counselor.

Q5. Can I request to stay with my current counselor that I connected with through CG SUPRT?

A5. If the member wishes to continue EAP counseling with their current EAP counselor, the member must contact the new EAP vendor to determine whether their current EAP counselor is part of the new EAP vendor's network. If the desired EAP counselor is part of the new EAP vendor's network, the member may request to be connected to this EAP counselor. If the EAP counselor is not part of the new EAP vendor's network, the member may request a new EAP counselor. The member can elect to continue with a non-network EAP counselor at his/her own expense.

Q6. What happens to my counseling record at CG SUPRT?

A5. All EAP counseling records stay with the contracted EAP counselor. If members want copies of their EAP counseling records, the member must contact their EAP counselor (not the contractor) to request their records. NOTE: All EAP records are destroyed per [The National Archives and Records Administration \(NARA\) General Records Schedules](#).

Q7. What if I'm in the middle of my 12 sessions with a CG SUPRT Counselor?

A6. CG SUPRT EAP counselors will be advised by the contractor to finalize existing services by the end of the contract (i.e., NLT 25 Aug 2025), and if necessary, refer the member to the new EAP vendor or other appropriate resources for ongoing support.

If the member wishes to continue in EAP counseling, the member must contact the new EAP vendor to request a new set of EAP non-medical counseling sessions. If the existing/previous EAP counselor is not part of the new EAP vendor's network, the member will need to be connected to a new EAP counselor per the new EAP vendor's policies. Session count will re-start under the new EAP vendor regardless of EAP counselor.

Q8. What does the Military OneSource Peer-to-Peer support consist of?

A7. Peer-to-Peer consultants have a master's degree in psychology or a social science field. They also have firsthand life experience as service members or military spouses. Peer-to-peer consultations are confidential and free. They will not affect your military career. Sometimes, talking to a peer who's shared many of your experiences can help you discover new solutions and make the most of your military life. You can use this service to discuss personal or career aspirations or challenges of military life.

Q9. What are the Critical Incident Response services under both Military OneSource and FOH EAP?

A8. Your District's EAP staff (or Work-Life supervisor when no EAP staff is available) is responsible for all Critical Incident Response (CIR) support. Please contact them to set up these services.

Q10. Will I be able to use Military OneSource from a Cutter while underway?

A9. Members may contact Military OneSource while underway if the Cutter has internet service or Wi-Fi capability. Military OneSource consultants (i.e., licensed counselors at the Military OneSource Call Center) can provide telephonic or virtual services while a service member is underway. If a service member was seeing a Military OneSource counselor (i.e., licensed counselors in the private sector) prior to going underway and they wish to talk with their counselor, the counselor must also have internet capability to conduct secure telephonic or virtual sessions; however, Military OneSource counselors in the private sector are not required to provide virtual sessions and may not have secure internet service for this purpose.

Q11. Will Spouse Education and Career Opportunities (SECO) be part of the EAP services?

A10. No. SECO is a separate contract that falls under Military OneSource; however, the CG is not part of this contract at this time. Also, the SECO program is only for spouses of military members. If a CG spouse calls Military OneSource to get information about SECO, they may get connected to the SECO Call Center, but they will only get general information.

Q12. What is the minimum age for children to be seen for Military OneSource counseling?

A11. Children ages 6-17 can receive Military OneSource counseling services in person or through video. Children ages 6-12 may attend confidential counseling sessions with a parent or caregiver present. This is considered a family session. For youth ages 13-17, a parent or caregiver must be available at the start of each counseling session to give consent.

Q13. Why can't civilians use Military OneSource and military personnel use FOH?

A12. Civilians and their families cannot use Military OneSource because it is a program specifically designed and funded to support active-duty service members, National Guard and Reserve members, and their immediate families. Resources are tailored for challenges unique to military life—e.g., frequent relocations, deployments, reintegration, etc. Eligibility is determined by federal policy.

Federal Occupational Health (FOH) is a division of the U.S. Department of Health and Human Services that provides occupational health and wellness services to federal agencies and tailored to the civilian workforce. FOH helps promote employee health, safety, and productivity through services like Employee Assistance Programs (EAP), medical evaluations, wellness programs, and health education that aligns with the programs and benefits provided to the federal civilian workforce.

Q14. What is happening to CG SUPRT?

A13. The CG SUPRT brand is owned by the Coast Guard and archived; however, the CG will continue to offer EAP and work-life services to the total workforce and their dependents. Civilian employees and their dependents will get services through FOH EAP, and CG service members and their dependents will get services through Military OneSource.