# EMPLOYEE ASSISTANCE RESOURCE GUIDE

ASAP
ARMY SUBSTANCE ABUSE PROGRAM

## FORT POLK

UPDATED 1 OCT 2026

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# Purpose of this Guide



Connect individuals to supportive and reliable resources



Promote wellness at work and at home



Encourage early help-seeking and reduce stigma



Easy-to-use with categorized sections

# Disclaimer

This guidebook is maintained to enhance public access to information and resources.

Information within this guide is not intended to provide specific advice. Information resources are designed to help users better understand their rights and resources available. Individuals are urged to consult with their local Employee Assistance Program Coordinator for additional assistance.

Reference within this guide to any specific commercial products, process, service, manufacturer, company, or trademark does not constitute its endorsement or recommendation by the U.S. Government.

This guide has links to other Federal and State agencies, and private organizations. The inclusion of external hyperlinks does not constitute endorsement or recommendation by the U.S. Government of the linked Web resources or the information, products, or services contained therein.

# The Employee Assistance Program

The Employee Assistance Program (EAP) is a free, confidential, and voluntary employer-provided benefit offering support for personal or work-related issues. Think of your EAP as a confidential support concierge for your well-being! Whether you're dealing with burnout, family stress, communication struggles, substance misuse, work stressors, grief, or something else, they are the professional or know a professional who can help.

## What services are offered?

- Counseling and Support: Short term counseling and assessment services for a variety of adult-life stressors.
- Referrals: To community resources, local/internationally, for ongoing support.
- Workplace Consultations: The program can provide consulting and mediation services to help improve organizational effectiveness and meet mission goals.
- Psychoeducational Trainings and Education: The EAP can offer prevention education guidance for the employee, the supervisor, or the organization as a whole to increase cohesion, morale, and understanding.

## Confidentiality

- The Employee Assistance Program (EAP) is a confidential resource to get support. What you share stays confidential and is only released with your written permission, unless required by law for safety or protection. Your privacy matters, and the EAP is here to help you without judgment.

## Eligibility

- Department of Army (DA) Civilians
- Retired Military
- Family members of Active-Duty Service Members, DA Civilians and Retired Military over the age of 18 years old

# Confidentiality and EAP

We are dedicated to maintaining the highest standards of confidentiality. All information you share is held in strict confidence to ensure a secure environment with our primary goal to protect you and build a foundation of trust. However, it is also our professional and legal duty to inform you about specific, limited circumstances where confidentiality may be superseded by law.

Understanding the Limits of Confidentiality

While our commitment to you is steadfast, there are specific, rare situations where legal and ethical obligations require us to disclose information to appropriate authorities. These exceptions are mandated by law to ensure the safety and well-being of all individuals.

Disclosure of confidential information is required in the following circumstances:

| Situation | Description |
|---|---|
| Threat of Harm | If there is reason to believe you pose an imminent threat of harm to yourself or to another person. |
| Suspected Abuse or Neglect | If there is any suspicion of abuse, neglect, or endangerment involving a child or vulnerable adult. |
| Legal Mandate | If your records are subpoenaed by a court of law or otherwise subject to a legally binding order for release. |
| Disclosure of Criminal Activity | When information is shared regarding involvement in certain illegal activities, as defined by reporting statutes. |
| Specialized Security Programs | If you are a participant in certain security-sensitive programs (e.g., nuclear, chemical), we are required to comply with program-specific reporting and disclosure protocols. |
| State Laws | If there is a law or mandate requiring disclosure of information that is state specific to the location of services provided. |

These exceptions are strictly governed and are not taken lightly. Their purpose is to uphold our legal and ethical responsibilities while protecting the safety of the community. Outside of these clearly defined limits, your information will remain confidential.

We encourage you to ask any questions you may have about these policies. It is vital that you feel fully informed and secure.

***Privacy going to/leaving from appointments cannot be guaranteed as most EAP services are conducted within an office setting, however your services and disclosures will remain confidential.**

# How to Access the EAP

**Self-Referral**

Individual identifies a challenge

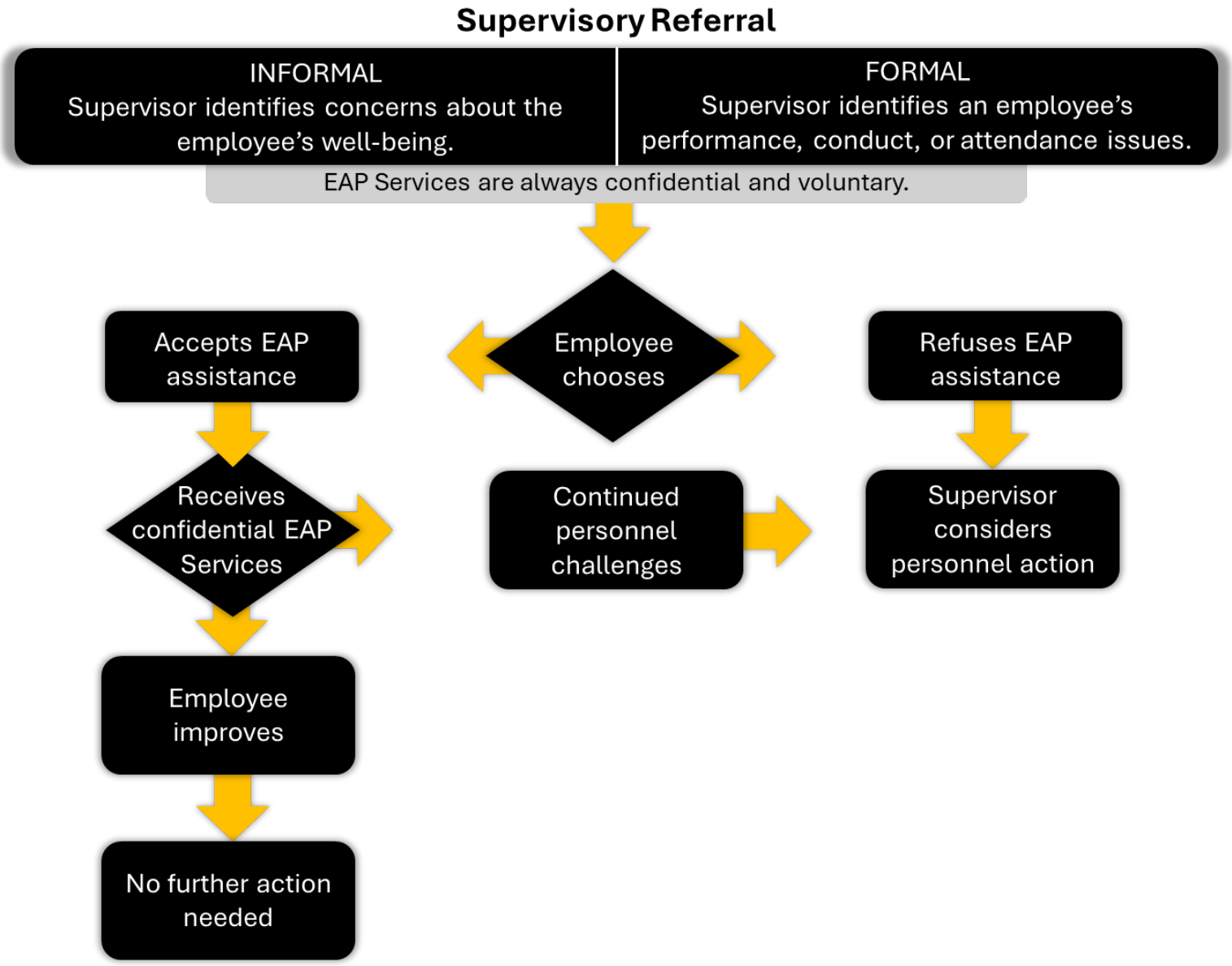
↓

Contacts EAP directly

↓

Receives confidential EAP Services

# How to Access the EAP




Who is my Employee Assistance Program Coordinator (EAPC)?

MIchael Otterbacher,

1591 Bell Richard Ave Fort Polk Bldg 920, 0800-1600 Mon- Fri

# ⚠ Crisis Support

<u>For immediate danger or life-threatening emergencies, call 911.</u>

### 988 Suicide & Crisis Lifeline

- Dial **988,** Text & Chat available
- Website: https://988lifeline.org
- 24/7 confidential support for mental health, suicidal thoughts, or substance-use crises
- Veterans: Press **1**

### American Red Cross

- Provides emergency shelter, meals, supplies, reunification services, and recovery after natural disasters
- Website: https://www.redcross.org

### DoD Safe Helpline (Sexual Harassment/Assault Support)

- **877-995-5247**
- safehelpline.org
- 24/7 confidential support for the DoD community

### FEMA Disaster Assistance

- Provides federal support after natural disasters, including housing help, financial assistance and recovery resources for individuals and families
- Website: https://www.disasterassistance.gov

### National Domestic Violence Hotline

- **1-800-799-SAFE (7233)**
- thehotline.org
- 24/7 confidential support, safety planning, and resources

### National Problem Gambling Helpline

- **1-800-GAMBLER**
- Call, text, or chat available
- Provides confidential information and treatment resources in your area

# Career and Professional Resources

## Career Management & Federal Employment Resources

### Army Benefits Center – Civilian (ABC-C)

- Provides benefits counseling and access to the Employee Benefits Automated Tracking System (EBATS).
- Website: https://abc.army.mil

### Defense Civilian Personnel Data System (DCPDS / MyBiz+)

- Self-service portal for HR tasks: personal data, pay, SF50s, performance, awards, and employment verification.
- Website: https://compo.dcpds.cpms.osd.mil (Login required)

### Office of Personnel Management (OPM)

- Primary HR authority for Federal employment.
- Use for verifying service computation dates, education, retirement eligibility, and policy guidance.
- Website: https://www.opm.gov (Some services require login)

### USAJOBS

- Official Federal Government employment website.
- Website: https://www.usajobs.gov

## Professional Development & Education

### Civilian Education System (CES)

- Progressive leader development for Army Civilians (GS-07 through GS-15).
- Includes foundational, basic, intermediate, and advanced courses.
- Information & application: https://civilians.army.mil/

## Workplace Conflict Resolution & Support

### Army Reserve Family Programs (ARFP)

- Provides resources to enhance Soldier and Family readiness and resilience.
- Website: https://www.usar.army.mil/ARFP

### Army Inspector General (IG)

- Confidential channel for reporting fraud, waste, abuse, misconduct, or violations of regulation.
- Contact: Local IG office or usarmy.usarc.usarc-hq.list.ig@army.mil

### Equal Employment Opportunity (EEO)

- Handles discrimination complaints based on race, color, religion, sex, national origin, age, disability, or retaliation.
- Strict timelines apply.
- Contact: Local installation EEO office or usarmy-usarc.usarc-hq.mbx.eeo@army.mil

### USAR Psychological Health Program

- Behavioral/Mental health support for Army Reserve Soldiers, TPU civilians, and families.
- Contact: usarmy.usarc.usarc-hq.mbx.psychological-health-program@army.mil

### Uniformed Services Employment and Reemployment Rights Act (USERRA)

- Protects employment rights of Reserve Component Soldiers returning from military duty.
- Website: https://myarmybenefits.us.army.mil

### U.S. Merit Systems Protection Board (MSPB)

- Adjudicates appeals related to adverse actions and protects merit system principles.
- Contact: mspb@mspb.gov or (202) 653-7200
- Website: https://www.mspb.gov

### U.S. Office of Special Counsel (OSC)

- Investigates prohibited personnel practices, whistleblower retaliation, and Hatch Act violations.
- Contact: info@osc.gov or (800) 872-9855
- Website: https://osc.gov

# Financial Wellness

## Federal & Military Financial Resources

### Defense Finance and Accounting Service (DFAS)

- Military pay information, LES access, tax documents, and financial management tools
- Website: https://www.dfas.mil

### Federal Employee Education & Assistance Fund (FEEA)

- Emergency hardship loans and grants
- Scholarships for federal employees and their families
- Disaster relief and financial education
- Website: https://feea.org

### Military OneSource

- Free financial counseling (in-person, phone, or virtual)
- Tax services, budgeting tools, and relocation financial planning
- Website: https://www.militaryonesource.mil

### Office of Personnel Management (OPM)

- Information on federal pay, benefits, retirement systems, and policy guidance
- Website: https://www.opm.gov

### Thrift Savings Plan (TSP)

- Manage contributions, investment funds, and retirement planning
- Access statements, calculators, and beneficiary forms
- Website: https://www.tsp.gov

## Financial Counseling, Credit, & Debt Support

### AnnualCreditReport.com

- Official site for free credit reports from Equifax, Experian, and TransUnion
- Website: https://www.annualcreditreport.com

### Consumer Financial Protection Bureau (CFPB)

- Budget worksheets, credit report guidance, debt tools, and financial literacy resources
- Website: https://www.consumerfinance.gov

### FINRA Investor Education

- Investor protection, fraud prevention, and retirement planning tools
- Website: https://www.finra.org/investors

### National Foundation for Credit Counseling (NFCC)

- Accredited nonprofit credit counseling
- Debt management plans, budgeting help, and financial education
- Website: https://www.nfcc.org

## Government & Community Financial Assistance

### 2-1-1 (United Way / Local Community Resource Line)

- Free, confidential referral service for financial assistance
- Helps with rent, utilities, food, housing, employment, and emergency support
- Dial **211** or visit your state's 2-1-1 website

### MyMoney.gov

- Federal financial literacy resources
- Covers budgeting, saving, credit, taxes, and retirement
- Website: https://www.mymoney.gov

### Social Security Administration (SSA)

- Retirement, disability, and survivor benefit planning
- Estimate future benefits and manage your account
- Website: https://www.ssa.gov

# Mental and Emotional Health

## Army Civilian & DoD Support Programs

### Army Employee Assistance Program (EAP)

- Confidential short-term counseling, assessments, and referrals
- Available to **Army Civilians, Appropriated fund/Non-appropriated fund employees, and eligible family members**
- Contact your installation's EAP office for appointments

### Chaplain Services

- Confidential spiritual support and counseling
- Available to **all personnel on the installation**, including Civilians

### Directorate of Prevention, Resilience, and Readiness (DPRR)

- Provides training and resources on resilience, conflict resolution, substance abuse prevention, and harassment prevention.
- Website: https://www.armyresilience.army.mil/ard/programs-home.html

### Installation Behavioral/Mental Health Clinics

- Some services may be available to **Army Civilians on a space-available or occupational-health basis**
- Contact your local military treatment facility for eligibility and access

### Military OneSource (for eligible Civilians)

- Available to **Army Civilians who are also Guard/Reserve members or family of Service Members**
- 24/7 non-medical counseling (virtual, phone, or in-person)
- Phone: **800-342-9647**
- Website: https://www.militaryonesource.mil

### TRICARE Mental Health Services

*(For Civilians who are TRICARE-eligible dependents or retirees)*

- Therapy, psychiatric care, and crisis support

- Website: https://www.tricare.mil

## National Mental Health Organizations & Treatment Locators

### National Alliance on Mental Illness (NAMI)

- Education, advocacy, and local peer support groups
- Website: https://www.nami.org

### Psychology Today

- Searchable directory to find licensed therapists, psychiatrists, treatment centers, and local support groups based on location and specialty.
- Website: https://www.psychologytoday.com

### Substance Abuse and Mental Health Services Administration (SAMHSA)

- National treatment locator and 24/7 helpline
- Helpline: 1-800-662-HELP (4357)
- Website: https://www.samhsa.gov

## Peer Support Groups

### Alcoholics Anonymous (AA)

- Peer-support fellowship offering meetings and recovery resources for individuals seeking help with alcohol use.
- Website: https://www.aa.org

### Narcotics Anonymous (NA)

- Support group providing meetings and recovery programs for people seeking help related to substance use.
- Website: https://www.na.org

### Al-Anon Family Groups

- Support for family members and friends affected by someone else's alcohol use.
- Website: https://al-anon.org

### Nar-Anon Family Groups

• Support for loved ones of individuals struggling with substance use.

• Website: https://www.nar-anon.org

### Gamblers Anonymous (GA)

• Support group providing meetings and recovery programs for people seeking help related to gambling.

• Website: https://www.gamblersanonymous.org

## Online Therapy & Wellness Platforms

*(Private services; may require out-of-pocket payment or insurance.)*

### BetterHelp

- Online therapy via video, phone, or messaging
- Website: https://www.betterhelp.com

### Brightside Health

- Online therapy and psychiatry specializing in depression and anxiety
- Website: https://www.brightside.com

### Calm

- Meditation, stress reduction, and sleep support
- Website: https://www.calm.com

### Cerebral

- Online therapy and medication management
- Website: https://www.cerebral.com

### Headspace Care (formerly Ginger)

- On-demand mental health coaching and therapy
- Website: https://www.headspace.com

### Talkspace

- Virtual therapy and psychiatry services
- Website: https://www.talkspace.com

# Physical Health and Wellness

American College of Sports Medicine (ACSM)

- Evidence-based exercise guidance and physical activity recommendations.
- Website: https://www.acsm.org

American Heart Association (AHA)

- Heart-healthy lifestyle tools, exercise tips, and prevention education.
- Website: https://www.heart.org

Centers for Disease Control and Prevention (CDC)

- Information on disease prevention, vaccinations, chronic conditions, and healthy living.
- Website: https://www.cdc.gov

MedlinePlus

- Reliable, easy-to-read medical information from the National Library of Medicine.
- Website: https://medlineplus.gov

MyPlate

- Nutrition planning tools, meal guidance, and healthy eating resources.
- Website: https://www.myplate.gov

National Institute on Aging – Exercise & Physical Activity

- Safe exercise guidance for adults, including strength, balance, and flexibility.
- Website: https://www.nia.nih.gov/health/exercise-physical-activity

President's Council on Sports, Fitness & Nutrition

- National fitness initiatives, exercise recommendations, and activity resources.
- Website: https://www.hhs.gov/fitness

YMCA of the USA

- Community-based fitness programs, wellness classes, and family recreation opportunities.
- Website: https://www.ymca.org

# Family and Dependent Care

### 211

- A nationwide service that connects callers and online users to housing, food, utility, caregiver, crisis, and other support services.
- Website: https://www.211.org

### Army Community Service (ACS)

- Offers family support, financial readiness, relocation assistance, and access to Military Family Life Counselors (MFLC).
- Website: https://www.armyresilience.army.mil/ACS/index.html

### Feeding America

- National hunger relief organization helping families find food banks and meal programs across the U.S.
- Website: https://www.feedingamerica.org

### FindHelp

- Searchable national directory to connect with local assistance programs for food, housing, financial help, healthcare, and more.
- Website: https://www.findhelp.org

### USA.gov Benefits

- Central portal to search federal benefit programs like SNAP, housing help, health insurance, and financial assistance.
- Website: https://www.usa.gov/benefits

### U.S. Department of Health & Human Services – Programs

- Portal to many HHS programs supporting children, families, nutrition, and public health.
- Website: https://www.hhs.gov/programs

### Volunteers of America

- Nonprofit assisting low-income families with housing, meals, rehab, and community programs.
- Website: https://www.voa.org

# Local and Community Resources

Chaplain Emergency Support

- (337) 208-2868

Military Police / Law Enforcement

- (726) 780-COPS (2677)

ACSPC Center

- +1 (726)-780-1073

Army Family Action Plan (AFAP)
Army Family Team Building (AFTB)
Army Volunteer Corps (AVC)
Exceptional Family Member Program (EFMP)
Family Advocacy Program (FAP)
New Parent Support Program (NPSP)
Victim Advocacy Program (VAP)
Financial Readiness Program (FRP)
Army Emergency Relief (AER)
Mobilization, Deployment, and Support Stability Operations (MD&SSO)
Relocation Readiness Program
Survivor Outreach Services
Military Family Life Counselors (MFLC)
Army Substance Abuse Program
Employee Assistance Program (EAP)
Risk Reduction Program
SHARP (Sexual Harassment / Assault Response & Prevention)
Suicide Prevention Program
Integrated Prevention Advisory Group (I-PAG)

### Child and Youth Services

- 726-780-1076

### Adult Education Centers

- Insert contact email & number

### Adoption/Foster Care

- 800-342-9647

### Barracks/Single Service Member Housing

- 726-780-1358

### Main Post Chapel

- (726) 780-0830

### Child Development Centers BLDG 3349

- 726-780-1386

### Child Development Centers BLDG 701

- 726-780-0398

### Citizenship and Immigration Services

- 726-780-1138

### Golf Courses

- 726-780-1281

Family Child Care/Child Development Homes

- 726-780-1446

Legal Services/JAG

- 726-780-1138

Household Goods/Transportation Office

- 726-780-0505

Hospitals/Medical Treatment Facility(s)

- 726-780-2175

Military and Family Support Center

- 726-780-1076

Temporary Lodging/Billeting

- 726-780-1359

Welcome/Visitors Center

- 726-780-1396

School Liaison Program

- 726-780-1402

Women, Infants, and Children (WIC & WIC-O) Deridder

- 337-463-4486

Women, Infants, and Children (WIC & WIC-O) Leesville

- 337-238-6410

Youth Programs/Centers

- 726-780-1991