



DEPARTMENTS OF THE ARMY AND THE AIR FORCE

JOINT FORCES HEADQUARTERS - ALASKA

HUMAN RESOURCES OFFICE

P.O. BOX 5800

FORT RICHARDSON, ALASKA 99505-5800

11 January 2008

MEMORANDUM FOR THE ALASKA NATIONAL GUARD (AKNG)

FROM: JFHQ -AK J-1/HRO

SUBJECT: The Technician Employee Assistance Program (HRO Policy Letter 08-01)

1. This policy letter supersedes HRO Policy Letter 03-02, Technician Employee Assistance Program.
2. Many Federal agencies are confronted with the fact that nearly one-third of their employee populations are less productive because of family, marital, legal, work stress, alcohol and other substance abuse, and other problems. Often a number of these factors combine to further compound the impact on employee behavior, productivity, and morale. The Employee Assistance Program (EAP) assists organizations, employees, and family members to help employees resolve concerns, recover from problems, prevent illnesses, and live healthier lives. Employers can often measure the EAP's effectiveness in terms of reduced absenteeism, increased productivity, and improved employee health and safety. Basically, EAP is an assessment, referral, and treatment service. Employees are provided total confidentiality for a self-referral. Requesting EAP assistance will not jeopardize the employee's job security or promotional opportunities.
3. EAP services are free to agency employees (technicians) and family members 24 hours a day, seven days a week, 365 days a year. Military technicians may contact a Military OneSource representative by calling 1-800-342-9647 or email at www.militaryonesource.com. Non-Dual Status (NDS) may members contact a 1-800-457-9808 or email at www.foh.dhhs.gov. Client Service Representatives, specially trained in customer service skills and preliminary triaging, respond to client telephone calls. They will facilitate the assessment process by obtaining the necessary preliminary information, then make referrals to assessment therapists who meet the caller's needs for geographic location and expertise. Routine appointments are established within 24 hours of the initial call to occur within 3 days or at the client's earliest convenience. Emergency appointments are available within 3 hours of the employee or family member's call. Agency employees are eligible for six visits per presenting issue, per year.
4. Any employee problems resulting from the use of alcohol or drugs present special circumstances for the agency's consideration. You must consult with HRO. Also, refer to HRO Policy Letter 08-02, Supervising Employees with Alcohol or Drug Related Problems.
5. For questions concerning EAP services or this policy, please contact the HRO Employee Relations Specialist at 428-6475 or 428-6444.

A handwritten signature in black ink, appearing to read "SC Dieffenderfer", with a long horizontal line extending to the right.

SHARON S. DIEFFENDERFER, Col, AKANG
Director, Manpower & Personnel