



DEPARTMENT OF THE NAVY
COMMANDER
NAVAL EDUCATION AND TRAINING COMMAND
250 DALLAS STREET
PENSACOLA, FLORIDA 32508-5220

NETCINST 12792.1A
N1CP
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NETC INSTRUCTION 12792.1A

From: Commander, Naval Education and Training Command

Subj: NAVAL EDUCATION AND TRAINING COMMAND CIVILIAN EMPLOYEE
ASSISTANCE PROGRAM

Ref: (a) 5 U.S.C. 2105
(b) 42 CFR Part 2
(c) DON CHRM, Subchapter 792.1, Civilian Employee
Assistance Program, of Dec 05
(d) DON CHRM, Subchapter 792.3, Drug Free Workplace, of
Oct 05
(e) DON DFWP Handbook

1. Purpose. To establish the Naval Education and Training Command (NETC) Civilian Employee Assistance Program (CEAP) policy per reference (a) and to assign responsibilities in support of the Department of the Navy (DON) CEAP; a comprehensive program to assist DON civilian employees and their family members with work/life challenges that they may face in today's environment.

2. Cancellation. NETCINST 12792.1.

3. Applicability. NETC civilians who are paid from appropriated funds and meet the definition of an employee per reference (b), and their family members, are eligible to use CEAP. For the purpose of this instruction, a family member is defined as any legal dependent, (regardless of home address), or significant other living in the employee's household.

4. Policy. NETC values its employees and their contributions to the mission. NETC fully supports and encourages civilian employees and their families to utilize CEAP to overcome stresses caused by relationships, school, health, finances, work, family, or other issues that could impact an employee's quality of life at home and at work, including those that have or will adversely affect job performance or conduct.

a. CEAP is a centralized employee assistance and work/life program for DON civilian employees and their families that provides professional services to address a wide range of concerns including relationships, legal, financial, family, substance abuse, depression, parenting, problem solving, management coaching, crisis management, and many other personal situations. Employees can access services 24/7 through the web or by phone. A professionally staffed call center can provide answers to questions, research information, link employees to a wide variety of qualified local services and provide licensed confidential support to help with difficult issues. All available CEAP resources may be found at <https://member.magellanhealthcare.com>. DON CEAP may also be reached by telephone at 1-844-366-2327 (1-844-DONCEAP).

b. CEAP consultation services are provided at no charge to eligible civilian employees and their family members. Some fees may apply for additional services beyond the consultation; employees are advised to consult with the designated CEAP counselor regarding such fees during the consultation.

c. CEAP services are voluntary and confidential, per reference (c). An employee's consultation is protected and only shared with those who will be providing services to the employee.

5. Responsibilities

a. Commander, NETC (CNETC):

(1) Issue NETC policy supporting employees' usage of the DON CEAP.

(2) Designate in writing, a NETC domain CEAP Administrator to exercise oversight responsibility for the implementation of CEAP for all subordinate activities and commands, per reference (a). The NETC CEAP Administrator's name and contact information must be provided to the DON CEAP Administrator.

b. Commanding Officers (CO) and activity heads:

(1) Support employees' usage of and encourage usage of the CEAP, per this instruction.

(2) Consult or negotiate, as appropriate, aspects of DON CEAP that may impact conditions of employment for bargaining unit members.

(3) Designate in writing an activity/command CEAP Administrator. Ensure that all CEAP Administrators are given adequate training and sufficient time to perform their assigned duties.

(4) Appoint an appropriate number of in-house and/or contract CEAP Counselors. Ensure that all CEAP Counselors are given adequate training and sufficient time to perform their assigned duties. The CEAP Administrator may also be a CEAP Counselor if that meets the activity/command's needs and sufficient time is available to perform both functions.

(5) Ensure private and confidential facilities are available for employees seeking assistance from CEAP.

c. NETC Human Resources Office Director:

(1) Provide advice and assistance to COs and activity heads, and to the NETC domain CEAP administrator in support of the CEAP.

(2) Disseminate CEAP policy and guidance as it is issued by higher authorities.

(3) Assist COs and activity heads in consulting or negotiating, if necessary, aspects of CEAP that may impact conditions of employment for bargaining unit members.

(4) Include union representatives in CEAP training and orientation programs to ensure mutual understanding of DON CEAP policy, referral procedures, and other program elements.

d. Command CEAP Administrator(s):

(1) Implement and operate the CEAP as outlined in the Program Administration section below. Effectively publicize the CEAP and events associated with it. Ensure employees are informed about CEAP and the voluntary nature of the program. Communicate topics related to drug and alcohol abuse via

memoranda, seminars, and articles in command publications, newsletters, or websites. All new employees will be informed of CEAP services available to them.

(2) Evaluate and assess the CEAP, report program effectiveness to CNETC and the DON's CEAP Manager, as requested, and with employees' confidentiality requirements, per reference (c).

(3) Provide appropriate training to educate and inform command managers and supervisors about CEAP. Appropriate training topics include the following:

(a) A review of the types of employee personal problems that supervisors may experience.

(b) CEAP's relationship to the DON Drug-Free Workplace Program (DFWP). Illegal drug usage and alcohol abuse information, symptoms of drug and alcohol abuse, and recommended methods for addressing suspected or identified illegal drug and alcohol abusers.

(c) Supervisory techniques to assist employees returning to their work site.

(d) Personnel management issues such as the relationship of CEAP to performance appraisals, disciplinary actions, leave usage, supervisory notes, and other documentation.

(e) Confidentiality requirements applicable to CEAP.

e. CEAP Counselors. Provide the initial short-term counseling and provide referrals for long-term counseling for employees from an activity/command as outlined in the Program Administration section.

f. Supervisors:

(1) Approve employees' requests for flexible work schedules and/or the use of leave flexibilities, including annual leave, sick leave (when regulatory requirements are met), leave without pay, credit hours, or compensatory time previously earned, to allow employees to participate in CEAP services.

(2) Refer employees to CEAP in situations when alcohol, drugs, or other personal problems are adversely impacting job performance and/or conduct.

(3) Per reference (d), provide referral to CEAP in writing for employees with reported positive drug tests.

(4) Give appropriate consideration to employee efforts to resolve personal problems, which may include their failure or refusal to participate in counseling, when determining corrective actions for performance and/or conduct deficiencies.

(5) Under no circumstance, attempt to diagnose the employee's problems, or try to order an employee to undergo a medical examination for the purpose of determining his or her fitness for duty. Supervisors are only allowed to encourage and recommend/refer employees to seek counseling through DON CEAP services.

g. Employees may voluntarily participate in CEAP and are encouraged to seek assistance through DON CEAP to overcome alcohol, drug, or other personal problems that are adversely impacting their performance or work/life balance. Employees are also encouraged to cooperate with supervisors and CEAP counselors in matters relating to the program. Employees will:

(1) Refrain from the abuse of any type of drugs and will not report for duty under the influence of alcohol or drugs.

(2) Correct performance and/or conduct problems, and keep all referral appointments made by CEAP counselors for overcoming alcohol abuse, drug misuse, and/or other personal problems.

(3) Be prepared to use personal leave and pay for costs incurred from CEAP referral appointments.

6. Program Administration

a. CEAP is a centralized program for DON civilian employees and their families that provides access to licensed counselors who provide confidential, professional, and short-term counseling for a variety of personal issues. Professional services offered include:

(1) Referral to an appropriate community agency or service for medical treatment, rehabilitation, or other assistance.

(2) Follow-up counseling to aid an employee in achieving an effective readjustment to their job, during and after medical treatment or rehabilitation.

(3) Help when there is an incident or crisis that affects the workplace, including psychological first aid, grief groups, consultation, and education.

(4) Access to work/life specialists who provide information, resources, and referral to a wide variety of qualified local services for long-term purposes.

b. The voluntary nature of the employee referral is an important aspect of CEAP. Employees are encouraged to seek assistance for alcohol, drug, and/or other problems before they adversely impact job performance or conduct.

c. Confidentiality relating to CEAP: Per reference (c), information regarding discussions with employees and CEAP counselors cannot be disclosed without the employee's permission, except for instances of suspected child abuse and neglect, or for employees who commit or intend to commit crimes that would harm someone else or cause substantial property damage.

d. Employees participating in CEAP are still subject to adverse disciplinary action. The employee will:

(1) Be held to the same standards of professional conduct regardless of personal, family, or health problems. CEAP will not be used as a shield from adverse actions.

(2) Not be protected from adverse actions while participating in CEAP when they have been identified as using or possessing illegal drugs, except under Safe Harbor conditions. Reference (e) defines Safe Harbor as an opportunity for assistance to those employees who voluntarily seek treatment for drug use, insulating the employee from discipline for admitted acts of using illegal drugs when the agency is unaware of such use.

e. The relationship between DON CEAP and the DON DFWP is that:

(1) Employees with a reported positive drug test result will be referred to CEAP. Employees will not be protected from adverse actions when they have been identified as using or possessing illegal drugs, except under Safe Harbor conditions.

(2) Per reference (d), employees invoking Safe Harbor will:

(a) Voluntarily identify himself or herself as a user of illegal drugs to a supervisor or other higher level management official prior to being identified through other means and/or before being officially informed of an impending drug test.

(b) Obtain and successfully complete counseling and rehabilitation through the CEAP, if possible.

(c) Consent in writing to the release of all counseling and rehabilitation records related to the illegal use of drugs to appropriate management and CEAP officials.

(d) Agree to follow-up testing by the command as part of or as post treatment of counseling or rehabilitation.

(e) Subsequently refrain from illegal use of drugs.

7. Action. COs and activity heads will follow the guidance and direction prescribed in this policy.

8. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the Department of the Navy Assistant for Administration, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager.

9. Review and Effective Date. Per OPNAVINST 5215.17A, NETC will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 (Review of Instruction). This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically on the NETC public web site (www.netc.navy.mil) or by e-mail at netc-directives@us.navy.mil.