

SUPERVISOR'S GUIDE TO THE DRUG-FREE WORKPLACE PROGRAM

The Drug-Free Workplace Program (DFWP) provides a confidential, step-by-step process to help DAF supervisors respond to concerns regarding substance use among civilian employees. Through the Employee Assistance Program (EAP), supervisors can take appropriate action while connecting employees to the support and resources they may need.

Take the following steps to begin the referral process.

▶ Step 1: Initiate the Referral

- Call the EAP dedicated toll-free number at **1-866-580-9078**.
- Request to speak with **Workplace Support**.

A **Workplace Support** clinician will guide you through the process by collecting referral details, explaining what to expect, and help you **set a clear deadline (defined date) for the employee to respond**.

▶ Step 2: Direct the Employee to Call EAP

- **Contact the employee** and instruct to call 1-866-850-9078.
- **Notify the employee** to call EAP by the defined date.

The Workplace Support team is available 24/7. A Workplace Support clinician will complete a confidential intake, review the program's privacy protections, and assign the employee a dedicated Case Manager to guide them through the process.

▶ Step 3: Initial Compliance Check

Within 24 business hours after the employee's deadline, the **Case Manager will notify you** whether or not the employee made contact.

- If **employee calls** – it is reported **compliant and the program continues**.
- If **employee does not call** – it is **reported as non-compliant**.

Intake is now complete. The employee will enter a three (3) phase approach which includes Assessment, Intervention, and Aftercare.

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What to expect after a DFWP intake - the three-phase DFWP approach.

After the intake, the employee begins a three-phase program through the Employee Assistance Program (EAP) to address substance misuse and support a successful return to mission readiness.

▶ Phase 1: Assessment

- Required for all referrals (1-2 sessions).
- **Assessment is paid** by the Drug-Free Workforce Program.

Every referred employee receives a professional assessment, up to two (2) sessions. If no further support is needed, the program may be complete. If treatment or education is recommended, the employee proceeds to Phase 2.

▶ Phase 2: Intervention

- Intervention may include **treatment and/or education**.
- **Costs for this phase are not paid** by the Drug Free Workplace Program (DFWP). Employee uses insurance or pays out of pocket.

Education may be provided one-on-one, in groups, or online. If treatment is needed, options include outpatient sessions, intensive outpatient care, or inpatient/residential programs.

▶ Phase 3: Aftercare

- **Up to 12 monthly sessions paid** by the Drug-Free Workforce Program (DFWP).
- **Based on recommendation** from the evaluator or treatment provider.

If enrolled, the employee attends once-monthly sessions for several months, up to one year. The Employer Representative receives adherence updates after each session and a final report when the program is complete.

DFWP FAQ's

How do I start a referral? Call EAP's 24/7 toll-free number, 866-580-9078 to begin the referral process.

What happens after the referral is made? The employee is given a deadline to contact the Workplace Support team. A licensed Case Manager is assigned to manage the process.

What is the Case Manager's role? They coordinate all aspects of the program and serve as the main contact for the Employer Representative, the employee, and providers.

Will I get updates? Yes, the Case Manager will provide adherence updates—but no clinical details.

Can I contact the treatment provider directly? No. To protect confidentiality, all communication should go through the Case Manager.

Does the program handle drug testing or return-to-work decisions? No. Drug testing and return-to-work decisions are handled by The Department of Air Force.

How long does the program last? It depends on the employee's needs but may last up to one year.

