

Key DoD & DoW Resources for Professional Services

Quick-Reference Guide - Updated August 2026

When you or someone you support is facing a personal, professional, or workplace challenge, finding the right office quickly can be difficult. This guide is structured around the **problem you need to solve** rather than the administrative names of the offices, helping you find immediate, relevant help.

Quick-Reference Matrix

Use this table to quickly map your situation to the correct support resource.

<i>If you are experiencing...</i>	<i>...or you need to...</i>	<i>Your best starting point is...</i>
Suicidal thoughts or severe distress	Get immediate crisis intervention or suicide prevention support.	Defense Suicide Prevention Office https://www.dsapo.mil/ Veterans/Military Crisis Line: 988 then press 1
Sexual assault or harassment	Seek crisis support, counseling, or explore reporting options.	Sexual Assault Prevention and Response Program https://www.sapr.mil/ Safe Helpline: 877-995-5247 (24/7 hotline)
Workplace conflict or sensitive issues	Discuss issues informally and explore conflict-resolution options safely.	Ombuds Program
Workplace discrimination/retaliation	File a formal complaint or seek systemic resolution for unfair treatment.	Equal Employment Opportunity (EEO) Program
Personal stress, burnout, or mental health	Find short-term counseling, substance abuse, or relationship counseling.	Employee Assistance Program (EAP) & Civilian Employee Assistance Program (CEAP)
Deployment, relocation, or family issues	Navigate military family life, child care, or deployment support.	Military OneSource
HR policy questions or civilian benefits	Find policy manuals, career guidance, or administrative policies.	Defense Civilian Personnel Advisory Services (DCPAS)

1. Immediate Crisis & Safety Support

DSPO: Defense Suicide Prevention Office

- **Who it is for:** Service members, veterans, civilian employees, and their families.
- **What they do:** Leads the Department's efforts to prevent suicide among service members, veterans, and their families. Provides resources, education, and immediate intervention and postvention support.
- **Key Resources & Contact Info:**
 - **Veterans/Military Crisis Line:** Dial **988**, then **press 1**
 - **Website:** <https://www.dspo.mil/>
 - **Crisis Text Line:** Text 838255
 - **Crisis Line Website and Online Chat:**
<https://www.veteranscrisisline.net/get-help-now/chat/>

SAPR: Sexual Assault Prevention and Response Program

- **Who it is for:** All Department service members and, in some cases, civilian personnel and their dependents.
- **What they do:** Serves as the primary resource for eliminating sexual assault within the ranks. The program fosters a culture of prevention through comprehensive education and provides dedicated, compassionate advocacy and support for victims of sexual assault. All Safe Helpline services are: anonymous, confidential, and tailored to support members of the DoW community and their loved ones affected by sexual assault.
- **Key Resources & Contact Info:**
 - **Safe Helpline (24/7 Hotline):** 877-995-5247 or text 55-247 (inside US)
 - **DoW SAPR Website:** <https://www.sapr.mil/>
 - **Safe Helpline Website and Online Chat:** <https://safehelpline.org/>

2. Workplace Issue & Conflict Resolution

Ombuds Program

- **Who it is for:** All civilian employees, military personnel, and contractors depending on the component.
- **What they do:** Provides a confidential, independent, informal, and impartial resource to discuss workplace issues, navigate conflicts, and explore resolution options without initiating a formal grievance process. It serves as an early-intervention tool to resolve friction before it impacts mission readiness.

- **Key Resources & Contact Info:**

- *Note: There is no single department-wide Ombuds website. Search online for "[Component Name] Ombudsman Program" (e.g., "Air Force Ombudsman Program").*
- **Navy Ombuds Portal:** [Navy Ombudsman Program](#)
- **DoW OIG Ombuds:** [DoW Office of the Inspector General Ombuds](#)

EEO: Equal Employment Opportunity Program

- **Who it is for:** Civilian employees, job applicants, and contractors.
- **What they do:** Administers, monitors, and enforces the federal EEO program within the Department. Its primary mandate is to prevent, identify, and resolve workplace discrimination, harassment, and retaliation, thereby promoting good order, readiness, and organizational discipline.
- **Key Resources & Contact Info:**
 - **Defense Equal Opportunity Management Institute (DEOMI):** <https://www.deomi.mil/>
 - **Defense Logistics Agency (DLA) EEO:** <https://www.dla.mil/EEO/>
 - **DoW OIG EEO Office:** <https://www.dodig.mil/Offices/Equal-Employment-Opportunity/>
 - **Washington Headquarters Services (WHS) EEO:** [WHS EEO Programs](#)
 - *Note: Search "[Component Name] EEO" (e.g., "Army EEO") to find the specific office for your component.*

3. Personal Counseling & Family Support

EAP: Employee Assistance Program & CEAP: Civilian Employee Assistance Program

- **Who it is for:** All Department employees, with CEAP specifically dedicated to civilian employees.
- **What they do:** Offers confidential counseling, referrals, and support services to help employees address personal and work-related challenges. This includes stress management, substance abuse, relationship issues, financial difficulties, and more.
- **Key Resources & Contact Info:**
 - *Availability is often managed at the installation or agency level. Check with your HR department or supervisor.*
 - **DCPAS Employee Assistance Website:** <https://www.dcpas.osd.mil/policy/worklife/employeeassistance>

- **DLA and other Defense Agencies and Field Activities (DAFA) EAP Support Line:** (866) 580-9046
- **DON CEAP Support Line:** (844) 366-2327
- **DAF CEAP Support Line:** (866) 580-9078
- **Magellan Federal Member Portal:**
 - **DLA and other DAFA:** <https://member.magellanhealthcare.com/>
 - **Other components (e.g., DAF, DoN):** www.MagellanAscend.com

Military OneSource

- **Who it is for:** Active-duty, National Guard, and Reserve service members, their immediate families, and veterans. (Some resources are also available to DoD civilians).
- **What they do:** A comprehensive resource providing a wide range of information, support, and services to service members, their families, and veterans. Covers moving, deployment, relationships, career, and daily military life.
- **Key Resources & Contact Info:**
 - **Phone:** 800-342-9647
 - **Website:** <https://www.militaryonesource.mil/>

4. Career Policy Support

DCPAS: Defense Civilian Personnel Advisory Service

- **Who it is for:** DoW civilian workforce and HR practitioners.
- **What they do:** Provides HR policy and guidance for the civilian workforce. While not a direct service provider to employees, their portal contains invaluable information, toolkits, and links to work-life and professional resources.
- **Key Resources & Contact Info:**
 - **Website:** <https://www.dcpas.osd.mil/>

Important Considerations

- **Confidentiality:** Many of these resources offer highly confidential services (especially Ombuds, Chaplains, EAP, and SAPR Restricted). Be sure to ask about specific confidentiality and reporting policies when you contact a resource.
- **Eligibility:** Some resources have specific eligibility requirements (e.g., CEAP vs. military-only programs). Confirm that you are eligible for the specific service you are seeking.

- **Component-Specific Resources:** Always check with your specific component (Army, Navy, Air Force, Marines, etc.) for additional resources and localized programs.
- **Installation Resources:** Many programs are delivered at the installation level. Your local Family Support Center or Human Resources office is a great physical starting point.

How to Find More Specific Information

- **Contact Your HR Department:** Your HR department is the best starting point for finding information on available local resources.
- **Check Your Installation Website:** Most bases/installations host directory pages listing local program contact numbers.
- **Search Smartly Online:** Use search terms like "[Your Component] [Specific Resource]" (e.g., "*Air Force EAP*") to find localized, relevant links.