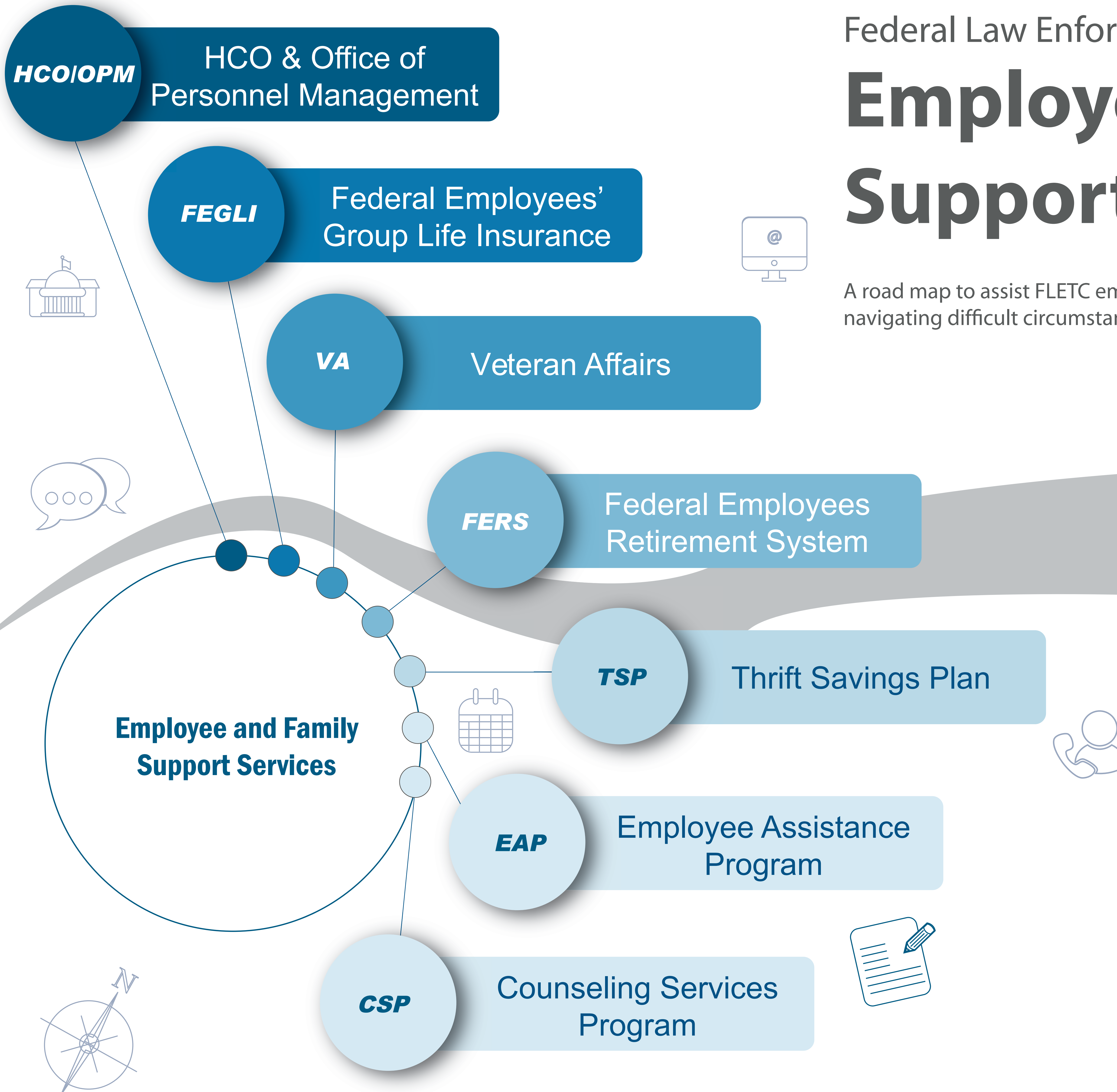


Federal Law Enforcement Training Centers

Employee/Family Support Services

A road map to assist FLETC employees and families navigating difficult circumstances.



Summary

Employees experiencing long term illness, incapacitation, and/or death can require unique or specialized support. The Federal Law Enforcement Training Centers (FLETC) is dedicated to providing employee and family support services in the event of a family crisis.

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1

Preparing your Family in the Event of a Crisis

Several programs may provide survivor benefits to your family and loved ones in the event of your incapacitation or death.

In preparing your family for a traumatic event or crisis to the family, the FLETC Human Capital Office (HCO) encourages you to keep your [designation of beneficiary forms](#) up-to-date for the following:

Federal Employees Retirement System (FERS)
Thrift Savings Plan (TSP)
Federal Employees Group Life Insurance (FEGLI)
Unpaid Compensation

Note: *You may update these forms by accessing the hyperlink above.*

If there is no designation of beneficiary forms on file in your eOPF, survivor benefits will be paid based on a statutory order of precedence. You may view the [order of precedence](#) at the hyperlink provided.

In advance of such an event, please be mindful of your family and loved ones. The last updated beneficiary form will be found in your eOPF. This will be the form that is used by HCO for the surviving family member(s).

You should also be sure to do the following in preparation of an unfortunate event:

1. Make sure your Emergency Contacts Information is up to date with your immediate supervisor.
2. Provide your family members with the name and phone number of your immediate supervisor.
3. Make sure your family members know the location of important documents such as your:

Living Will
Will

Copy of current designation of beneficiary form;
FEHB Election

FEGLI Election

Current bank information

Any financial documents needed in the event of an emergency

Copy of a Power of Attorney designation

Best Practice: *Secure important document in a safe or fire-proof container.*

2

Information for Surviving Family Members

If you are reviewing this information as a surviving family member of a Federal Law Enforcement Training Centers employee, FLETC offers its deepest condolences to you and your family.

We realize this is a difficult time. Therefore, this information is only intended to help alleviate your concerns and make you aware of information that you will receive in a more personal contact from the FLETC Human Capital Office (HCO) Employee's Benefits Team.

It's likely FLETC HCO has already reached out to you or the designated beneficiary for your loved one. In either case, you should know that the HCO Benefits Team will be available at your convenience to walk you through preparing the documents that will be used to provide eligible survivor benefits.

1. HCO Benefits Team Contact Info.

Phone: [\(912\) 267-2289](tel:9122672289)

Email: #FLETC-HCO WRB@FLETC.DHS.gov

- a. Your information will be requested by a FLETC Benefits Specialist
- b. In preparing for the call with the Benefits Specialist, please have your loved one's date of death (and Power of Attorney if you are not the designated beneficiary for your loved one).

c. When available the Benefits Specialist will initially need the following:

Three (3) copies of the Certified Death Certificate

Certified copy of the marriage certificate
(if applicable)

Certified copy of the Divorce Decree
(if applicable)

2. You will be contacted by the assigned Benefits Specialist to explain eligible benefits.
3. The Benefits Specialist will provide the necessary documents for the Survivor's Benefit package.
4. See **Surviving Family Members Assistance Programs**, Section 3, for information on programs specific to psychological, emotional, physical, and spiritual wellness.

3

Surviving Family Members Assistance Programs

Counseling Services Program (CSP)

The CSP supports the psychological, emotional, physical, and spiritual wellness of staff, students and their families by offering a comprehensive [Counseling Services Program \(CSP\)](#).

CSP Contact Info.

Main Office [\(912\) 267-2633](tel:(912)267-2633)

[1 \(877\) 235-7337](tel:1(877)235-7337) (24 hours-a-day)

Employee Assistance Program (EAP)

The [Employee Assistance Program](#) provides an array of services to employees and their family members. The services provided can help to address and work through any personal or workplace challenges.

EAP Contact Info.

[1 \(844\) 725-7619](tel:1(844)725-7619) (24 hours-a-day)

Peer Support Program (PSP)

The PSP is a comprehensive, needs-based response for individuals and groups experiencing personal and/or professional distress. The purpose is to mitigate the harmful effects of stress for those seeking assistance in coping with life's adjustments.

PSP Contact Info.

[\(912\) 261-4504](tel:(912)261-4504)



The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.



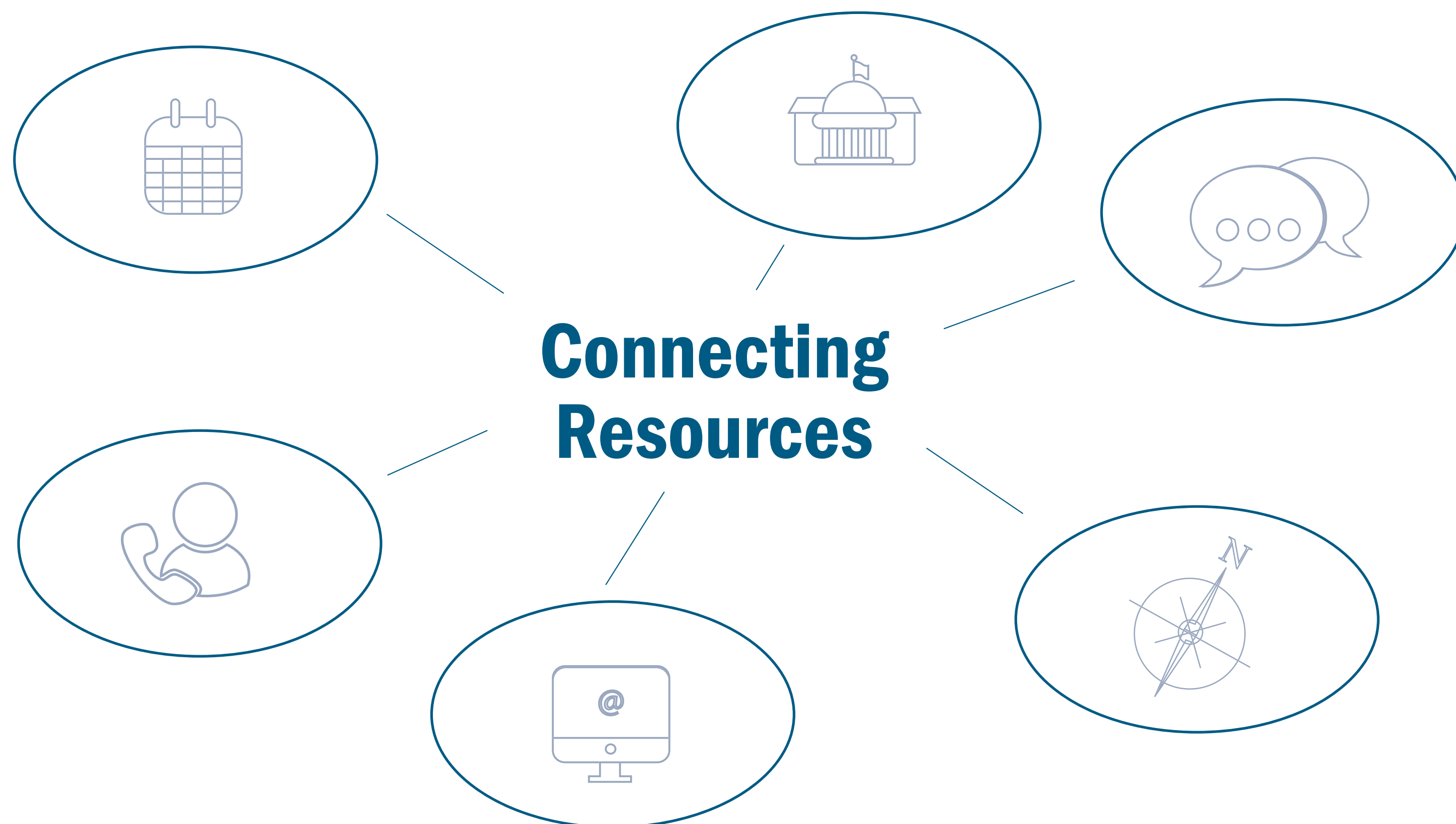
SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.



Connect with the Veterans Crisis Line to reach caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves. Veterans Benefits Administration Primary Contact: [1\(800\) 827-1000](tel:1(800)827-1000)

Conclusion

FLETC recognizes the challenges that our employees and their families can face. The very essence of the mission at FLETC comes from understanding the needs of our employees and family members. The information and services outlined above are here specifically to serve our employees and family members with genuine care and concern.



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2000 Bainbridge Avenue
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