



**Employee Assistance Program**  
National Joint Committee

**NJC Members**

**Patrick M. Devine USPS**

Manager, Contract Administration (NPMHU) & Employee Workplace Programs

**Daleo Freeman APWU**

Human Relations Director

**Manuel L. Peralta, Jr.,**

**NALC**

Director, Safety & Health

**Neil Ryan**

**NPMHU**

Assistant to the National Officers

**Ad Hoc Member**

**Dr. Deborah J Atkins USPS**

EAP Administrator



**Meeting Minutes**

September 21, 2021

Present: Debby Szeredy, Patrick Devine, Manuel Peralta, Neil Ryan, Mary Milner, Eric Leslie

This meeting was hosted by the USPS - Minutes Taken by the NALC.

1) The month end report for August 2021 was reviewed and addressed. The ASA speed was 7 seconds, the abandonment rate was 3%. Eric will check on ability to review high peak times that may cause abandonment rate to go up or down.

EAP Services (utilization) breaks down as follows: Calls managed - a record high of 8,837; Clinical Calls managed - 1,275; My Strength - 377 sessions; Online Therapy - 16; and Web hits - 25969 with 15,203 unique visitors .

Library topics within the web page hits indicated 663 on Caregiving, 314 on Emotional Wellbeing / addiction, 301 on Health assessments, and 278 on Relationships - Military life. Request to review employees Caregiving utilization with regard to their search for specific needs in their area utilizing their zip code and what EAP actually offers in services and where those resources come from.

Update on web app still working on way to assess how many employees have downloaded the EAP app to their phone.

2) The Suicide prevention materials were shared with the Area Directors of Human Resources requesting they forward to all District HR Managers, so that they too would distribute to all DAC members for use in the September Suicide Prevention campaign.

Similarly, the unions received this material on September 3, 2021 and forwarded the same through its communications channels.

The NJC has received no feedback through any entity on the use of the suicide prevention material nor what any DAC worked on in the September Suicide Prevention campaign.

3) Patrick advised that the restructuring should be completed in early October as it is expected all District HR Manager positions would be filled. Further, it is expected that announcements will be made on filling EAP Consultant vacancies and determining where these resources will be domiciled.

USPS working on the Memorandum of Understanding to include the Mail Handlers Union.

The Union's expressed concern relating to the current Consultant vacancies and its impact on serving the needs of the employee population.

4) The focus for October communication will be Emotional Intelligence & Emotional Wellness.

5) The Los Angeles and Philadelphia JCEAP has still not filled its vacancies. JCEAPS on 3rd phase of position availabilities, "Expert Training" was given to Philadelphia and Los Angeles JCEAPs.

6) Our next NJC meeting is scheduled for October 19, 2021 at 1:00 PM.