



EMPLOYEE ASSISTANCE PROGRAM
National Joint Committee

Committee Members

Patrick M. Devine, USPS
Manager, Contract
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Debby P. Szeredy, APWU
Executive Vice President

Manuel L. Peralta, Jr., NALC
Director, Safety & Health

Ad Hoc Member

Dr. Deborah J. Atkins, USPS
EAP Administrator

Meeting Minutes

August 24, 2021

Present: Debby Szeredy (APWU), Patrick Devine (USPS), Manuel Peralta (NALC), Neil Ryan (NPMHU), Mary Milner EAP Assistant, Eric Leslie (NDBH)

This meeting was hosted by the NALC.

Meeting Minutes for July 2021 were approved.

1) The month end report for July 2021 was reviewed and addressed. The ASA speed is back up to 10 seconds, which was tied to the abandonment rate (3%) and was explained as relating to the call center staff not logging off at the end of their shift, which keeps their line in the cue, even though the phone is not attended.

EAP Services (utilization) breaks down as follows: Calls managed - 7,652; Clinical Calls managed - 2,241; My Strength - 383 new sessions; Online Therapy - 16; and Web hits - 24,640 with 14,835 unique visitors.

2) The NJC was asked to submit recommendations to update the website, which will be considered.

3) Eric reported that the issue with the uploading of minutes from District Advisory Committees (DAC) has been corrected. Any committee who has had difficulty uploading the minutes are asked to re-submit. If problems are encountered, please bring them to the attention of the NJC.

4) The Unions have expressed concerns relating to the hiring of consultants, which is not limited to the Portland Area. We presently have number of vacancies throughout the country. Covid-19 has created a supply and skyrocketing demand issue. The most recent re-structure of the USPS has further affected the decision-making process as relates to where the consultants will be domiciled and how we will meet the EAP needs of all our employees.

The unions expressed concern over the reduction of staffing, but there has been no decision made at present.

5) The NJC has reviewed the Promotional PowerPoint which contains a song promoting EAP services. The NJC approved of the promotion with the changes recommended and put in place. We commend the Honolulu DAC again for their efforts.

6) During the last NJC meeting we asked for a breakdown of EAP services met by the current staff in the Philadelphia JCEAP, outside affiliates and the NDBH Consultant for the last six months. The numbers breakdown are as follows:

USPS Counselors / Consultants: 83

Outside Affiliates: 13

NDBH Consultant 25

7) Our next NJC meetings are scheduled for September 21, 2021 and October 19, 2021.

8) NJC agreed to have the Honolulu DAC's music played in the background for our future meetings.





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