



Employee Assistance Program National Joint Committee

NJC Members

Patrick M. Devine USPS

Manager, Contract Administration (NPMHU) & Employee Workplace Programs

Daleo Freeman APWU

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EAP Administrator



Meeting Minutes

NJC Meeting Minutes

October 19, 2021

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

This meeting was hosted by the USPS

The meeting began with approval of the September 2021 minutes which will be posted.

The following agenda items were addressed.

1) The month end report for August 2021 was reviewed and addressed. The ASA speed was under 10 seconds, the abandonment rate was 3%.

EAP Services (utilization) breaks down as follows: Calls managed - a record high of 9,174 (August 2017, 8700 highest calls managed under Magellan); Clinical Calls managed - 391 [we need to discuss how this has been and is now being reported]; My Strength - 526 sessions; Online Therapy - 14; and web hits - 45,844. Average Clinical Calls are made during lunch hours.

Follow-up on staffing more CSAs. Need to add more to cover crowded que calls and assign more follow-up technicians.

There was question posed relating to unique visitors. Eric Leslie circled back after the meeting indicating that unique visitors identify how many visitors are unique to that Month, (deeper experience reviewing more than one page).

Discussed that Caregiving issues continue to be the highest utilized topic in Library and need to look at the need to make sure we are providing needed services.

2) We have been struggling with getting DACs to meet and function for many years. Now we seek input and suggestions from all corners to get DACs back on track. Discussion on conflict of interest with changing any re-structuring of Districts and the effects on present DACs. Review New Training for DAC Members.

3) Continued discussion of impact of reorganization on District Advisory Committees.

4) NJC advised that some consultants would be hired. Latest number of USPS employees is 649,898. Discussed CSAs and Intake Counselor the follow-up specialist calls done three days later. CIRs are not tracking COVID incidents.

5) There was inadvertent lock out of the computer system which affected the Los Angeles and Philadelphia JCEAP, during the restructure, and this issue appears to have been corrected. Two jobs posted in JCEAP Los Angeles.

6) Web application -- still working on a tracker system on how many have downloaded app to phone, to review app interest.

7) Holiday Campaign will be Dealing with Fatigue, increase Monthly Focus, materials sent to field staff (Consultant) and provided to DACs

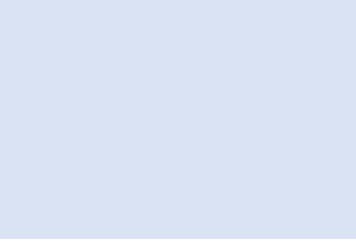
Other Business:

Discussed need to increase consultants, unions have again requested list of consultants, vacancies, and Consultants covering more than one District.

Discussed MOU on including the Mail Handlers, where that stands, and when it will be done.

Debby brought up the following hot spots where there are concerns in providing better services,

Debby requested follow-up on local issues in Appleton, WI Green Bay GMF, Flint, Michigan, Memphis, TN, and Providence, RI



Patrick agreed to investigate the above issues, and when issues like these come up, he would like the unions to provide him an email so that he can take care of it.