



Employee Assistance Program
National Joint Committee

NJC Members

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Manager, Contract Administration (NPMHU) & Employee Workplace Programs

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**Neil Ryan
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Assistant to the National Officers

Ad Hoc Member

Dr. Deborah J Atkins USPS

EAP Administrator



Meeting Minutes

February 2, 2022

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

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

1) The month end report for November & December 2021 were reviewed.

The ASA was high on both months (17 & 18 seconds) with an abandonment rate of 5%. The NJC expressed continued concern with these numbers.

This was attributed to the sudden departure of 4 CSA's on the New Directions Staff. Eric used the term "...The Great Re-Shuffle..." to explain that as a result of Covid-19, and the supply and demand of EAP Professionals, so many left late last year.

New Directions is in the process of vetting replacements to bring the numbers closer to our expectation.

We were unable to determine if there were exit interviews the 4 CSA's that left. Further, there are 2 after hours CSA's that are currently out on leave and this is still impacting call time.

High activity included : Calls managed (7,190 & 6,784); Clinical calls managed (2,022 & 2185); EAP 4YOU web hits (48, 511 & 50,094); Unique Visitors (32,284 & 32,837) My Strength use (667 & 611); and Web Chats (287 & 308). We believe that the EAP link on the Lite Blue home page continues to drive these numbers.

2) The NJC Unions shared their currently planned National Convention schedule as follows:

NPMHU 8/8/22 through 8/11/22 Denver, CO
NALC 8/8/22 through 8/12/22 Chicago, IL
APWU 8/15/22 through 8/18/22 Washington, DC

Possible invitation for EAP Counselors participation in the at the national conventions

We shared that Covid-19 could potentially affect the schedule and whether the conventions are held in person or virtually.

3) The USPS announced that the unions will be updated on the proposed locations of EAP Consultants in the districts. Further, due to the restructuring, we may have more than one DAC in some districts.

Whereas the National Postal Mailhandler's Union have formally joined the NJC and will be joining at the DAC level, as well as the changes brought about by the recent USPS restructure, the NJC has discussed and agreed to prepare a module on orientation for all DACs to focus on promotional activity. This will be an ongoing agenda item until completion.

4) Patrick and Eric explained the updates done to the EAP website (EAP4YOU.com) which appears more user friendly. Also discussed was that the restructuring, which abolished some districts, will continue to maintain DAC minutes for historical purposes.

5) Counselor Face to Face availability is currently still limited due to Covid-19.

6) Los Angeles and Philadelphia JCEAPS are still in the solicitation/hiring process.

7) The next NJC Meeting is Scheduled for 3/15/2022 at 11:00 am EST.