



Employee Assistance Program National Joint Committee

NJC Members

Patrick M. Devine USPS

Manager, Contract Administration (NPMHU) & Employee Workplace Programs

Debby P. Szeredy, APWU

Executive Vice President

Manuel L. Peralta, Jr., NALC

Director, Safety & Health

Neil Ryan

Assistant to the National Officers

Ad Hoc Member

Dr. Deborah J Atkins USPS

EAP Administrator

Meeting Minutes

NJC Meeting Minutes
March 15, 2022

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

The meeting was hosted by the NPMHU.

The following agenda items were discussed including the seven agenda items submitted by the Unions on March 10, 2022.

1. Location of Consultants & Location of DACs.

How many districts need more than one DAC to accomplish promotional needs? Patrick will provide the NJC with a list of all District Offices. The NJC will be holding a separate offline meeting to address this item.

2. Update on the Green Bay Issue.

Patrick has contacted management to address the issue and local management committed to an EAP presentation.

3. The USPS will make a presentation at the April 2022, NJC Meeting about workplace improvement resources available to address the labor management issues outside of the EAP program.

Separately, in a future NJC Meeting, New Directions will make a presentation on what EAP services are provided such as in a Critical Incident Response (CIR).

4. The February 2022 minutes had been approved and published.

5. The Month End Reports for January and February 2022 were reviewed.

Concerns were raised relating to the extreme increase in the Average Speed to Answer (ASA) rates of 24 seconds for January and 33 seconds for February. Eric attributes the ASA rate increase to CSAs staffing issues which have been addressed.

New Directions will provide a presentation to the NJC of the customer experience upon contacting EAP. In addition, Eric will provide customer service survey results to the NJC.

Calls managed were 6,336 for January and 6,144 for February. Decrease in February attributed to CSAs staffing and shorter reporting period for February (28 days). Caregiving continues to be lead library topic. EAP4YOU.com visits continue to be high. CIR for January was 37 and February was 32.

6. Update on the status of the Training Module for Advisory Committee Members.

Eric has prepared slides to conduct training for Advisory Committees as to their responsibilities in promoting the program. The presentation will be sent to NJC members. A suggestion was made for the available NJC members to participate in the training of the DACs with this material. A final decision has not been made.

7. Minor edits to the Advisory Committee Guidelines will be updated within two weeks.

8. Detroit DAC not meeting.

The Detroit DAC has not met since January of 2020, neither in person nor by video conferencing, yet the Detroit JCEAP has been able to continue their meeting with the full support of management. The NJC needs to support the continued existence of both committees as the DAC has been quashed by the management decision makers.

The Union members of the NJC propose that the NJC participate in a re-boot meeting for the Detroit DAC. The NJC agreed that we would address the Detroit District and the lack of meetings by their DAC as our first effort in restarting committees following the USPS restructure of 2020-2022.

9. Website.

The NJC discussed April Awareness Month noting that we have historically used EAP Awareness Month as an opportunity to challenge the DACs to do something measurable to shed light on EAP services. Eric shared that while the Consultant is in a facility, they have been asked to review the status of the EAP Promotional Material on the bulletin



boards and update as needed.

Clinical Finder will be updated on March 24, 2022 to the current District Consultant or Clinician based on the district reorganization.

10. JCEAP – LA/Philadelphia Update on Positions

No internal qualified candidates. Positions will be open to public. The position posting will be provided to the NJC members.

11. Eric addressed the role/responsibilities of the EAP District Consultant.

12. Next meeting scheduled for April 19, 2022 at 11:00 A.M.