



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

April 19, 2022

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

This meeting was hosted by the APWU - Minutes Taken by the NALC to assist

1) The month end report for March 2022 was reviewed.

The ASA improved from 34 seconds (February) to 14 seconds. Eric shared that recently New Directions lost one CSA to resignation. The abandonment rate reduced to 3% which is still over the target.

High activity included : Calls managed (7,395); Clinical calls managed (2,107); EAP 4YOU web hits (49694); Unique Visitors (31.548) MyStrength use (558); and Web Chats (273).

2) Debby shared that during her conferences she has been addressing elder care the zip code search available through New Directions. The library topics sho 810 views on caregiving.

3) Eric shared the Month Focus Campaign (see the menu bar at the top of the EAP4You home page). We discussed making the previous monthly focus items available for continued need/use. This will be reported on in the future.

3) Eric reported on the roll out of the training of duties and responsibilities of Advisory Committee training currently being provided to the New Directions team,

4) The NJC has been advised that the Philadelphia JCEAP has been meeting. They have not received applications from qualified internal applicants and are now in process to post the vacancies externally.

The NJC has scheduled our next meeting for May 12, 2022 at 11:00 AM

