



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

October 18, 2022

Present: Debby Szeredy, Patrick Devine, Manuel Peralta, Neil Ryan, Susan Wozniak, and Eric Leslie

This meeting was hosted by the NALC

1) The NJC confirmed that the minutes of our July 12, 2022, meeting have been reviewed, approved, and posted.

2) The month end report for July/August/September were reviewed.

The Average Speed to Answer (ASA) continues at 10 seconds or less; web hits reached an all-time high (56,604 / 69,120 / 54,232) which may be attributed to the "carousel" in August which highlighted EAP on the Lite Blue page. Calls managed remained strong (6,722 / 7,659 / 7,036) and the abandonment rate improved to 2% by September.

Suicides reported reached 4 / 7 / 3.

3) The NJC discussed filling the appointments to the vacancies on the DACs to coordinate and schedule training/orientation of the committees. Also discussed that the staff members that respond on the 800 number; they are now fully staffed again with 12.

Discussed Alaska DAC needing to state the physical location, discussed adding Boise, ID to DAC List. Still looking for location of EAP office in Tallahassee. New Directions requested assistance with CIR contacting local presidents, asking unions to assist them with best practice for their consultants, unions agreed.

4) The NJC reviewed and discussed suicide prevention material and the new 988 line which

has been established as a central quick call in most locations throughout the country. We discussed continuing publicity on our 800EAP4YOU line, which will be answered round the clock to assist our employees reaching out for help. Presently there appear to be some

localities that do not sufficiently fund the 988 line and we do not want anyone in need to call a line not being answered. The USPS will search for any policies created by Dr. Atkins regarding the National Suicide Hotline, and how we should be advertising the best way for our employees to reach out about suicide prevention and on our 800EAP4You line.

5) We discussed that the monthly focus for October focus is on Opioid abuse. Discussed the utilization of FindHelp.org, an added website resource for assistance.

6) LA/Philadelphia JCEAPs and Susan are working on updating Job Requirements and Job

Description for JCEAP counselor positions. Discussion took place that the Unions provide input and Article 19 provisions. Vacant positions still have not been filled in Philadelphia or LA.

7) Reminder of Union Request for the USPS Contract with New Directions. The Marketing Director/USPS wants to update website, agreed that a meeting would be held with NJC before any changes would be made.

8) The Next NJC meeting is scheduled for November 22, 2022. No meeting in December.