



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

August 17, 2020
NJC Meeting Hosted by USPS

NJC Members Present:
Patrick Devine USPS
Mannuel Peralta NALC
Debby Szeredy APWU
Eric Leslie NDBH
Mary Milner Assistant EAP
Absent Debbie Atkins

Scheduled Meeting WebEx 11:00am- 3:00pm (EST)

Minutes: Approved and Published.

Month End Report: Reviewed. Reviewed the increase in alcohol use and how that may be reflected in the increase of assessments and addiction Library Topics.

The average Speed to Answer (ASA) continues at 5 seconds. There were 7,188 calls managed, with an abandonment rate of 1%, 11,077 web page views. Mystrength activity of 214, Talkspace activity of 413 and 34 Critical Incident Responses.

Suicide Prevention: It was explained that a draft was given of the Suicide Prevention Campaign to the unions to review. It appears we will be able to get that out to coincide with September Suicide Prevention Month. I explained how it will roll out to HR managers and how the DACs will need to be a big part of getting the word out. The kickoff week will begin in earnest after Labor Day.

Web App: It was explained how the EAP App will be put on hold due to USPS IT needing to further safeguard it. Manny wondered what extra things the app can do other than just take the user to the website. Eric explained that many apps on your phone just open to their website. It makes it convenient to go to the Home Page without having to search for it on Google.

DAC: Spent some time updating the DACs lack of entering notes around the country and how through Manny's suggestion we add "copy and paste" instructions on the opening notes page to help make it easier to enter the notes without having to retype them all. He also suggested that we create a downloadable fill in the blank PDF to help the DACs keep track and pass the document for changes amongst themselves for notes approval. Eric explained that He would try and get that accomplished through putting a ticket in with IT for the work order. JCEAP Committee updates were given, including LA JCEAP's reasons for not wanting to put in notes due to their not trusting the approval process. Reviewed the Hawkeye loading issue that Eric recreated and how that is being fixed. Shared how important DACs are in getting the EAP message out to the districts. He explained that the Spotlight will be up this Thursday. Went over Northland DAC as being the next Spotlight DAC. Reviewed Northland's video they turned in for NJC's approval. There were concerns that it did not focus enough on EAP and what they are doing to support the EAP and its message. Manny shared updates he would like to see and Patrick agreed to them.

JCEAPs: Reviewed JCEAP Committee meeting history. Philadelphia JCEAP, Kenneth Johnson has not been trained on the Advisory Committee Guidelines process and has not had one since he has been in the position. He was very interested in getting it going. Eric explained he sent him the Advisory Committee Guidelines and how he will need to reach out to his HR Manager to get further instruction on what will be needed to get it going again. Eric will help him as much as possible with understanding what the Committee's purpose is.

Other Business: Debby would like a copy of the orientation package the handouts, cards, brochures that is given at orientation by the EAP consultants. Patrick agreed to get that to her. Debby stated a suggestion was made by the Hawkeye DAC that we should have an EAP presentation at the clerk and carrier academy. Manny said NALC is already doing it at their academy. Patrick agreed to look into this possibility for a formal module to be added to all the window clerk academies. Eric explained that the Union trainers can invite the Consultants to any training they are having and the Consultant would accommodate them.

Schedule Next Meeting: Next meet is September 15, 2020 and October 13, 2020.

