



**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**

**Susan Wozniak**

EAP Administrator

**Meeting Minutes**

Meeting Minutes  
NJC Zoom Meeting  
March 19, 2024  
10:30-11:35 ET

Meeting hosted by NPMHU

In Attendance: Debbie Szeredy, APWU; Daleo Freeman, APWU; Manuel Peralta, NALC; Neil Ryan, NPMHU; Patrick Devine, USPS; Susan Wozniak, USPS; Hope Gilchrist, NDBH

The following agenda items were discussed.

The February 27, 2024, NJC meeting minutes were reviewed. The parties agreed that the February meeting minutes should be edited to include that the meeting was held by Zoom. The February meeting minutes were approved with edit.

The Month End Reports for February 2024 were reviewed. The EAP4YOU.com page views dropped from 33,866 in January 2024 to 12,341 in February 2024. In response to this significant drop NDBH has formed a committee to review the reasons for the drop and recommend solutions. NJC members raised the change to the EAP Home page which now no longer contains any images of postal employees.

The issue of complaints from employees calling the EAP call center was discussed in detail. Examples shared indicated that the callers were not receiving attention that they thought should be given. Hope reviewed the call center procedure and highlighted the "In the Moment" support available to employees calling the EAP call center. During explanation the NJC was advised that there are times when only one person is available at the call center. If the licensed team member is tied up at the time the called will receive a call as soon as possible.

Susan has received the DAC Members' information from all the Unions and will be sending the list to the NJC.

Patrick informed the NJC that he needs an additional two weeks to start to implement the USPS plan for DAC meetings to resume, closing with we will fix the problem organization wide in 2 more weeks.

Members of the NJC requested an update into the status of the counselor vacancies in Los Angeles and Philadelphia. The NJC will be updated on these vacancies at the April meeting.

Next meeting scheduled for April 16, 2024, at 11:00 A.M.

