



**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**

April 16, 2024

Present: Daleo Freeman, Debby Szeredy, Neil Ryan, Patrick Devine, Manuel L Peralta Jr., Susan Wozniak; and Hope Gilcrest (New Directions Behavioral Health)

This meeting was hosted by the NALC

1) The month end report for March 2024, was reviewed by Hope Gilcrest, highlighting the following:

The Average Speed to Answer (ASA) remains at 10 seconds or less; web hits dropped to a 4 year low of 10,633. During March 2024, 6,307 calls were managed, and the abandonment rate remained at 2%. MyStrength sessions were 161. There was a total of 49 Critical Incident Responses (CIR) for the month.

The total suicides for the month were 4, including a suicide/homicide.

2) During last Month's meeting, NDBH indicated that they have formed a committee withing their company, to study the reduction on utilization, specifically Web Activity with their site as a provider. The NJC was advised that NDBH has not reported out on their findings. This remains unfinished business.

3) This month's Monthly Focus is dedicated to EAP Awareness. The USPS is requesting prominent posting of EAP through the websites of the NJC Unions. Reference was made to the NALC's EAP Awareness Month Column in the April Postal Record.

4) On the matter of getting the District Advisory Committees back on track, Patrick Devine shared that a communication is being sent to the field from USPS Higher Level messaging that management has the responsibility to resume the meetings. The Unions requested a copy of that communication so that we too can assist in getting all committees to meet.

5) The NJC was advised that an offer was extended to hire a counselor for the Los Angeles JCEAP, however, the applicant turned down the offer.

The NJC was also advised that we still have not filled the Counselor vacancies in the Philadelphia JCEAP.

6) The NJC has scheduled its next meeting for May 28, 2024.

