



EMPLOYEE ASSISTANCE PROGRAM National Joint Committee

Committee Members

Susan M. Carney, APWU
Human Relations Director

Manuel L. Peralta, Jr., NALC
Director, Safety & Health

Joseph R. Berezo, USPS
Manager, Contract Administration
(NPMHU) & Workplace
Environment Improvement

The meeting of the EAP National Joint Committee (NJC) was held on May 24, 2012 at APWU Headquarters.

Attendees included Manny Peralta (NALC), Sue Carney, (APWU), Joe Berezo, (Manager, Contract Administration NPMHU and WEI) and Debbie Atkins, (EAP Administrator).

- In reviewing the April report, the question was asked about what the maximum wait time for a caller is when then call into the service center. The report lists the average time to answer, and which is always a strong number and under the 10 second requirement, however, it was asked as to what is the maximum. Magellan will be contacted for detailed information.
- NJC discussed in detail the data and information from the 3 JCEAP audits that have been completed – Detroit JCEAP, Gateway JCEAP, and Philly JCEAP. Plans were made to document audits and reconvene discussion after the LA JCEAP audit takes place next week.
- Coordination of the communication to the Detroit JCEAP and DAC was discussed. A letter will be drafted of the decision and sent to the district.
- A draft of an addition to the retirement section of the EAP website was discussed. The NJC had requested that Magellan put information on the retirement section of the website that is specific to a USPS employee's experience, eRetire and OPM site information. Revisions were made and will be shared with Magellan for them to make this change to www.eap4you.com.
- The next meeting is scheduled for June 14, 2012 at 10:00 a.m. at APWU Headquarters.

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