



EMPLOYEE ASSISTANCE PROGRAM
National Joint Committee



Committee Members

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Human Relations Director

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Director, Safety & Health

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Manager, Contract Administration (NPMHU) & Employee Workplace Programs

The meeting of the EAP National Joint Committee (NJC) was held on February 26, 2013 at NALC Headquarters.

Attendees included Manny Peralta, (NALC), Sue Carney, (APWU), Allen Mohl (USPS), Deborah Atkins (USPS EAP Administrator), Christine Leslie (EAP Executive Director, Magellan Health Services), and Tom Lamkin (EAP Clinical Director of Field Operations, Magellan Health Services)

- Magellan executives presented the FY 2012 Staffing Analysis for NJC's review. Recommendations for enhancing EAP efficiency were made by Magellan. The NJC emphasized the goal of increasing utilization rates overall.
- The NJC discussed the current definition being used regarding utilization, which is the number of confirmed counseling cases divided by the number of eligible postal employees. It was decided that this current formula will continue to be calculated and tracked, however, to better capture the value of the EAP to the USPS, a new utilization formula was designed. This practice is common to the EAP industry, whereby organizations look for utilization that positively impacts employees. The new formula takes into account the following services: individual counseling cases, consultations, CISM participants, coaching cases, training participants and clinical.
- Magellan reported a 5.2% utilization rate for 1QFY13 based on the new formula.
- The NJC will draft a letter to JCEAPs looking at their record destruction procedures and will provide proper record destruction procedures with Magellan's consultation.
- Moving forward, NJC meeting minutes will be prepared and disseminated to NJC members for review and approval within three days after meeting. Outstanding September and December 2012 minutes will be completed and posted.
- The January 2012 month end report was reviewed. A substantial increase of 466 calls to the service center was noted. Two suicides were reported, a decrease from last month's four. Personal finances were ranked as top library topic at 12.2%, an increase from last year's 9.4.

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- Magellan reported advancements to the EAP website with the completion of the new information links formatting. Magellan will continue to work with NJC members individually getting their feedback in updating the DAC portion of the EAP website.
- The March meeting was not scheduled.