



EMPLOYEE ASSISTANCE PROGRAM
National Joint Committee

Committee Members

Susan M. Carney, APWU
Human Relations Director

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

Patrick M. Devine, USPS
Manager, Contract
Administration (NPMHU) &
Employee Workplace
Programs

Ad Hoc Member

Dr. Deborah J. Atkins, USPS
EAP Administrator

The National Joint Committee (NJC) held a meeting on February 10, 2016 at the APWU Headquarters.

Attendees included Manny Peralta (NALC), Sue Carney (APWU), Patrick Devine (USPS), Deborah Atkins (USPS EAP Administrator), Michelle Ditchey (USPS), Debbie Ore (USPS).

As the new USPS EAP manger, effective January 23, 2016, Patrick Devine expressed enthusiasm about working together in a productive manner in order to achieve program goals. Sue and Manny welcomed Patrick and shared that they look forward to working with him.

Announcements (Deborah Atkins)

- The internal JCEAP's will be able to access the updated data base system being used by the national vendor Magellan Health (MH), known as EAPPlus. EAPIS will no longer be used. Affected Districts will be required to purchase a user license for each of its JCEAP professionals. Citrix will need to be installed by their District IT. Detailed instructions will be sent to the affected JCEAPs. The NJC also agreed MH will train all internal JCEAP counselors on the EAPPlus system.
- MH agreed to incorporate its Computerized Cognitive Behavior Therapy (CCBT) program into our EAP. The program, which is expected to be a tremendous asset, will include modules on Sleep, Depression, Substance Abuse, Anxiety, and OCD. Postal employees and eligible family / household members will be able to access CCBT through a passcode protected, confidential landing page within the USPS EAP website. Logistics are still being finalized. They will be shared with the NJC for consensus prior to activating the page.
- The USPS Health & Wellness Group offered to include EAP Life Coaching information in one of its monthly mailings to postal households. The EAP Administrator will provide a draft of the postcard for NJC review prior to submission. The NJC requested the EAP QR code and the 800-EAP-4YOU / TTY: 877-492-7341 is included on the postcards.
- An office site, located in the Torrance Postal Facility, has been selected to house the new LA District DAC consultant (MH). Torrance is located in the southern end of the LA District, formerly Long Branch, and is approximately 12 miles from LAX. The NJC was assured that all office specifications would be satisfied.

Month End Report

- A review of the Month End January 2016 Report identified a .57% increase in Calls Managed from SPLY. The Average Speed to Answer was 9

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seconds. Although this is within the targeted range, there is still room for improvement. The Abandonment rate was 1.3% (our goal is less than 2%). A 3.87% decrease from SPLY was noted in the number of covered employees, 560,109 (1Q2016). My Magellan (37.7%), Library & Resources (14.4%), EAP Counseling Services (11.1%) and Self-Assessments (11.9%) received the highest percentage of page views. These were the top four Content Categories for the SPLY.

- A timeline chart spanning February 2014 – January 2016 identifying call volume and web use illustrated the USPS EAP experienced its highest call volume to date in October 2016 (6554), and indicated that web usage also hit an all-time monthly high of 2200 views. The NJC applauded the milestones but stressed higher expectations when considering the size of our workforce. The NJC committed to working with Magellan through the EAP Administrator to explore more creative ways to drive employees and eligible family / household members to the EAP (800) number and website.
- There were 40 Critical Incident (CI) responses, which included 5 suicides. There were two additional suicides that occurred in January that were subsequently reported.
- EAP participated in ten union or management association functions in the month of January; four APWU, three NLRCA, two NALC, and one NAPUS.

Suicide Prevention

- Additional suicide prevention concerns were illuminated when the NJC learned that one of the individuals who died as a result of suicide was a new employee. The NJC recognized that there is generally a lack of baseline knowledge regarding new employees which makes it difficult for co-workers to identify behavioral changes and warning signs. The NJC stressed the importance of thoroughly briefing our new employees on EAP services during new employee orientation in order to introduce them to the wide array of EAP benefits that are available from the onset of their postal employment and to ensure they understand how to access them.
- The EAP Administrator will investigate through all necessary sources to ascertain the scope of EAP information that is being shared at employee orientations and will report back to the NJC accordingly. The USPS created a new PSE orientation PowerPoint. It was suggested that EAP information slides be added to the presentation if they are not included already. The NJC was advised there is information posted on Blue specifically for new hires, however there was a shared concern over the postal site not driving a high user volume amongst bargaining unit groups.

JCEAP Audits

- The NJC finalized the remaining three audit reports: Philadelphia, Los Angeles, and St. Louis/Gateway. The EAP Administrator will send the reports to each respective District HR Manager with instructions to promptly share with their JCEAP, emphasizing the need for the JCEAP to correct any deficiencies that may have been cited by the designated deadlines. The EAP Administrator will monitor progress and report status to the NJC.

JCEAP Operations

- The NJC was updated on the current status of JCEAP operations. MH recently hired a new counselor, Andrea Shaw to fill the St. Louis / Gateway counseling position effective February 22nd.

- LA has two vacancies, an EAS-18 and an EAS-16. The JCEAP is currently reviewing external applicants for these positions. In the interim the LA JCEAP should refer individuals to the Call Center to obtain appropriate services. The JCEAP may also consider acquiring temporary counseling services through temporary hiring agencies until an EAP Supervisor and counselor is selected by the JCEAP.
- Cynthia Winder was awarded the Philadelphia JCEAP Supervisor position, EAS-18. Philadelphia must aggressively work together to fill one of its two counselor vacancies, EAS-16 in accordance with USPS hiring protocols.
- Efforts to fill the JCEAP vacancies will be monitored closely by the EAP Administrator and reported to the NJC.

Other Business

- The NJC agreed to review the existing DAC Guidelines to determine if they can be applied to the JCEAPs, wholly or partially, in concert with the 1994 JCEAP MOU. The NJC agreed to consider whether the NJC should attend Philly JCEAP meetings to lend support.

Next Meeting (ad hoc): Tuesday, February 23; 1:00 p.m. – 3:30 p.m.; APWU

Agenda Items:

- Review/discuss the video on bullying. Provide findings to Suncoast District Advisory Committee.
- Review Guidelines and make determination regarding JCEAPs.
- Discuss NJC attendance at Philly JCEAP meetings.
- Updates on LA and Philadelphia hiring efforts / operations.
- Suicide Prevention Update: EAP information being shared by MH during new employee orientations, PSE PPT (EAP slides).