



## **EMPLOYEE ASSISTANCE PROGRAM** **National Joint Committee**

### **NJC EAP Meeting Minutes**

#### **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

**Date:** May 11, 2016

**Time:** 12:00 p.m. – 3:30 p.m.

**Host:** USPS

**Attendees:** Patrick Devine, USPS; Manny Peralta, NALC; Sue Carney, APWU;  
Ad hoc: Deborah Atkins; EAP Administrator; Christine Leslie, Magellan Health.

#### **Minutes:**

March 2016 meeting minutes were approved in last month's meeting and the EAP Administrator will check to see that they are posted. April's meeting minutes will be sent out for another review by members.

#### **End of Month Report:**

- ▶ This year's activity in the monthly reports has seen a noticeable rise in both service center calls and web hits. April's report continues this trend. There were 7,226 calls to the service center, which was a 15.25% increase from SPLY, and the highest number of calls in a month since 2008.
- ▶ The number of web hits was 5,193. This is an increase of 159% from SPLY, and other than 2 months in FY 2012, is the highest ever in all the years the website has been active.
- ▶ Both the increase in service center calls and the web hits are believed to be affected by the following 4 events: April was EAP Awareness Month, the coaching postcard was mailed out to all employees, the web-based CCBT counseling was launched, and the EAP field staff has been concentrating on promotion of the website.
- ▶ The launch of CCBT (web-based care) resulted in 317 employees opening cases in the 2 weeks of April following the launch of this new program. The initial response was noted as very encouraging to the NJC, who will be receiving monthly updates on this new service.
- ▶ The library topics visited on the web indicated a positive response to the coaching postcard and the web-based counseling promotions, which are topics not usually noted in the report. Three topics were listed in the top ten: smoking cessation, sleep issues, and caregiving, as well as an increase in weight management.
- ▶ Critical incident responses included 61 different station visits (119 responses) due to the Houston flooding.
- ▶ There were 47 union activities/conventions visited. NALC had 38% of the visits, and the rest were scattered amongst APWU, NAPS, NRLCA, NAPUS, and League of Postmasters.

**Make the Call!**

USPS Employee Assistance Program  
**1-800-327-4968**  
(1-800-EAP-4-YOU) TTY: 1-877-492-7341  
[www.EAP4YOU.com](http://www.EAP4YOU.com)

## **Suicide Prevention:**

There were 3 suicides reported in April. The NJC remains committed to prevention efforts. We discussed developing training, targeting union leadership (including shop stewards) and management. Two PowerPoint presentations have been released to the field, which EAP staff presents when requested. The EAP Administrator will look at options and discuss in the next meeting.

## **EAP Awareness Month Activity:**

We discussed that the EAP Administrator has not received any reports indicating DAC activity during April. We also discussed a lack of submissions for the annual DAC activity contest, which are due in by the May 15, 2016 deadline.

Not all districts that do events in April submit their work for recognition. A plan was developed whereby MH will get information from each field staff and gather information about what every district did for EAP month. This will be separate from reviewing the submissions; the NJC wants to have awareness into all the activities that were held for EAP Awareness Month. Magellan will report out this information in the next NJC meeting.

## **DAC Discussion:**

The Alaska DAC currently has some conflict needing NJC review. The NJC came to agreement on responding to the DAC, and will work to get meetings flowing regularly.

## **Advisory Guidelines:**

The NJC has agreed to make the following changes to the District Advisory Committee Guidelines:

- ▶ The name will be changed to the EAP Advisory Committee Guidelines and the booklet must now be applied by all District Advisory Committees and Joint Committee Employee Assistance Programs (JCEAP).
- ▶ The following language will be added to the Guidelines – on page 10, in paragraph 2: “The JCEAPs are required to adhere to these Guidelines except as specified otherwise in the Jointly Operated Postal Employee Assistance Program Memorandum of Understanding signed January 3, 1994. The new language would be added after the sentence that reads, “The primary difference between the two types of committees is the administrative responsibility for EAP contracts for local services.
- ▶ The Springfield, MA JCEAP will be removed from the listing of the JCEAPs, as it is no longer a functioning committee.
- ▶ The revision date will reflect 5/11/2016 based on the above changes.

A communication will go out to the districts and all counselors so that all stakeholders are aware of the update.

## **NALC and APWU Convention Plans for EAP Involvement:**

### **NALC:**

The NALC will be hosting two EAP presentations, one focusing on suicide prevention and one on critical incidents. Both will include information about the recent launch of web-based counseling. . Bob McCullough, National Consultant and local counselors will host a booth sharing EAP services and promotional material.

**APWU:**

The APWU will be hosting an EAP table manned by Christine Leslie, Executive Director of the USPS EAP and the Field Clinical Director, Tom Lamkin along with local counselors. The table will have running videos of EAP services and features, and handouts, informational aids, and promotional items.

**Magellan:**

A large number of EAP staff has recently been hired by Magellan Health. The new counselors are busy getting oriented to the USPS community and reaching out to union leaders and management to build relationships.

**Audit follow-up:**

The NJC's request for a table organizing the required follow-ups from the FY 2015 audits was shown via projector. There was some general discussion about the progress, but it was decided it would be best for each NJC member to receive the table to view individually.

**Meetings:**

The NJC agreed for the next meeting to be held at the NALC HQs on June 15, 2016 from 12:00 p.m. to 3:00 p.m.