



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 November 22, 2016 at the APWU Headquarters. Attendees included Manny Peralta (NALC), Sue Carney (APWU), Patrick Devine (USPS), Deborah Atkins (USPS EAP Administrator), and Debbie Ore (USPS).

Minutes Update:

- ▶ Outstanding minutes from June and July. June minutes will be posted. July minutes unfinished, Sue will send them out. No minutes for September and October.

JCEAP News:

- ▶ February LA JCEAP hired 2 Counselors. A Supervisor needs to oversee the Counselors. Deb Atkins will contact HR Manager and get a more specific account of things. Philly JCEAP needs to fill 1 counselor position.

End of Month Report:

- ▶ Bob McCullough went over the report. Calls to the service center increased 18.3% from SPLY. The actual call numbers were 5,461 last October and 6,463 this year. The increase in calls did raise the Average Speed to Answer (ASA) to 12 seconds, and the target is 10 seconds. Magellan will take measures to schedule staffing to meet the target. Web-based cases continue to be logged, but at a lower rate than previous months. Promotion on this web feature needs to continue.

DAC Issues/Requests:

- ▶ Connecticut Valley still needs 1 member from APWU; it will be taken care of by Officer.
- ▶ Triboro DAC has rescinded request for video. Will revisit upon any follow-up request.

Advisory Committee Guidelines Update:

- ▶ Deborah Atkins made changes on the document to make document compatible with Advisory Committee, being inclusive to all JCEAPs and DACs. Atkins will compose letter and will get NJC member's signatures for field dissemination.

FY 2017 Audit Plans for FY 2016:

- ▶ No plans for audit yet this year. Will wait for staffing of DACs and continue discussion as to best model to use.

Holiday Promotion:

- ▶ Magellan has holiday promotion nearly done. NJC members asking to preview material.

The next NJC meeting will be held at the NALC building on January 12, 2016 from 12:00 p.m. to 3:00 p.m.

Make the Call!

USPS Employee Assistance Program
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