



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 April 13, 2016 at the NALC Headquarters.

Attendees included Manny Peralta (NALC), Sue Carney (APWU), Patrick Devine (USPS), Deborah Atkins (USPS EAP Administrator), and Bob McCullough (Magellan Health, Inc.).

- The meeting began with a review of the March meeting minutes. After a thorough examination of the content, the minutes were approved for posting.

Month End Report

- The March End of Month report was reviewed. The number of calls to the service center has been on an upward trend throughout this fiscal year. March continued that trend by having over 7,000 calls, which is a new high. The number of web hits has also been trending up this year and reached a new high as well. In discussion reviewing the critical incidents, a few areas were detailed. There were 2 requests regarding the courtesy death notifications. One was having the message include the date of the incident and the date of the response, not just the response date. The response date usually doesn't happen on the day of the incident or notification of the incident. This communication would help when reaching out to an employee group, helping see patterns, and ensuring the response date was timely. Second, when a notification includes 'union will be contacted (because they were not at the site or not available)', that whomever is contacted will be sent to the respective NJC member. Both requests will be discussed with the MH director and follow up will be provided to the NJC.
- During the course of the month end report, the topic of the campaign 'Silent No More' came up. Discussion of the status and scope of this initiative was undertaken. It was agreed that a series of communications highlighting the emotional story of Patrick Byrne from Lynn, MA, NALC Branch 7 President, would begin on June 1, 2016. It will be a series of communications highlighting Mr. Byrne's story and a voice for the need to break the stigma of mental health needs. This initiative will also be profiled in the upcoming NALC convention.

Critical Incidents

- Reference was made to critical incidents that have been in the national spotlight and where some have been chronic. First, Flint, MI where the water has been unusable, the situation in the Detroit Metroplex, and Abilene, TX has recently received word they are not able to use the water.

Make the Call!

USPS Employee Assistance Program
1-800-327-4968
(1-800-EAP-4-YOU) TTY: 1-877-482-7341
www.EAP4YOU.com

The EAP has been involved in outreach to Flint, MI and the 2 others noted will be reviewed. MH will generate a report to the NJC on the outreach that has taken place to the Postal Service in the Flint, MI area.

Web-based Counseling

- The launch for the web based counseling remains set for Friday, April 15, 2016. An outline of communications was detailed by the EAP Administrator.
 - Friday at 9am, announcement to Area and District HR Managers
 - Screen Saver scheduled for April 18th through May 8th
 - LINK article to coincide with the launch on the 15th
 - Safety Stand Up Talk – We have been doing a monthly EAP Message for Safety every month this fiscal year
 - Messaging by the Medical Directors, OHNAs, etc.
 - Utilizing the EAP District Advisory Committees by providing numerous handouts and presentations
 - EAP field staff will be informing and educating people at every opportunity
 - Channeling the message through all WEI work teams – the National Committee Against Workplace Violence, Area TAT Contacts, HQ TAT
 - EAP is providing a presentation appropriate for postal visions in districts

Overviews of all of the informational and promotional handouts, etc. were shared by MH. At the conclusion, the NJC agreed to write a letter to MH recognizing all the work they have done in preparing this feature for use by Postal Service employees. The NJC will be sent the communications from this meeting and they will also be notified as soon as the first announcement is made on Friday morning.

JCEAP Operations

- The NJC had considered attending the Philadelphia JCEAP as a supportive measure during this time of transition. Recent reports have indicated the committee is operating smoothly at this time. Every needed support will be given to the one remaining staff there, who has been overseeing all EAP needs for over a year without any additional counselors. The Philly JCEAP needs to fill one counselor vacancy. The Los Angeles JCEAP is in the process of staffing for a counselor supervisor and two counselors.
- The NJC is awaiting an update of the status of follow-up from each JCEAP based on the FY 2015 audits. A verbal run down was discussed, but a table/grid will need to be provided.

Status of EAPlus

- Los Angeles has no staff members, at the time new staff are on board, arrangements will be made to have them begin on the new system. Philadelphia is meeting with their local IT this week to get things underway.

Next Meeting: Wednesday, May 11, 2016; 12:00 p.m. – 3:30 p.m.; USPS HQ (meeting room will be sent prior to the date)