



**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 14, 2017 at the USPS Headquarters. Attendees included Manny Peralta (NALC), Sue Carney (APWU), Patrick Devine (USPS), Deborah Atkins (USPS EAP Administrator), Deb Ore (USPS) and Bob McCullough (Magellan Health, Inc.) via phone.

**Minutes:** The minutes for the October 19, 2017 were presented at the meeting, reviewed, and accepted by the NJC. They will be posted immediately following the meeting. The EAP Administrator will provide an overview of all the meetings from the past 2 calendar years. The NJC discussed drafting, reviewing and posting minutes more promptly, and will not plan to wait until the next meeting, but communicate through e-mail and calls.

**Month End Report (for October 2017):** Bob McCullough led the discussion. Calls to the Service Center (SC) came in at 7,861; a 12.17% increase to SPLY and maintains the increase in calls we have seen to 7,500 to 8,000 a month. The ASA remains high at 13 seconds, abandonment rate at 1.8% which is under the required 2%. The NJC was sent information that as of COB on November 14<sup>th</sup>, the staffing at the SC is 100% and the ASA as of this date is 10 seconds, so November is trending well.

Executive Director, Tom Lamkin, in the interest of streamlining the NJC reports and giving a visual report of monthly information, made a few changes to the month end report. Some changes were specifically discussed, NJC members commenting favorably. The changes included:

- Add the number of clinical calls managed
- Add the number of calls per 1,000 (this is an effective way to look at our call volume and would be a new addition to our reporting we do)
- Add the USPS EAP Call Volume graph to give a visual of our call volume
- Add the USPS EAP Website Usage graph to give a visual of website usage
- Would move mandatory reporting above CIR (makes sense due to page spacing)
- Would move program awareness (union attendance) above CIR (again, due to page spacing)

Would make the following changes to the types of CIR:

- Add non-employee suicide – since we track the number of suicides, it makes sense to have this as its own category
- Remove bomb threat – we have historically had very few and we could count them under terrorism
- Remove injury – almost all injuries are due to an accident and so they would be counted there (which, they tend to be anyway)
- Add community incident – this is becoming a more common event and we currently count it under other; however, we could start counting community shootings, civil unrest, etc. under this category
- Add illness as a category – currently we count this under other but it happens frequently enough it should have its own category (diagnosed with illness, heart attack, etc.)

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**Critical Incident Responses:** Bob McCullough updated on scheduled deployment dates. Deployment planning has been on-going since August 26<sup>th</sup>, and have no end date in site. The focus right now is on the Puerto Rico response. The following deployments to Puerto Rico are planned:

Nov 30 – Dec 9th	2 Consultants plus local Caribbean Consultant
Dec 10 – Dec 16th	2 Consultants plus local Caribbean Consultant
Dec 17 – Dec 23	2 Consultants plus local Caribbean Consultant

EAP Administrator informed the NJC that there is recruitment for a part-time Caribbean District Clinician to be hired. This position is obviously in addition to the current full-time Caribbean District Consultant.

**District Advisory Committees:**

The number of DACs that are meeting and active were discussed. The NJC's last effort at review had districts at nearly 100% meeting. The EAP Administrator will table the DAC activity through meeting minutes posted on the advisory committee webpage on eap4you.com and distribute to the NJC. Plans for facilitating and supporting districts was discussed briefly, focus will be to make sure we have union and management representatives assigned.

**LA New Hires:** The EAP Administrator had the first opportunity to address the NJC following her September visit to meet with the new EAP supervisor and counselor. The NJC received pictures and an overview of the meeting content at the time of the meeting. Counselor resumes will be shared. A data review meeting is planned for December and will be followed up with the NJC.

**Philly Counselors:** Philadelphia JCEAP and DHRM have agreed on a candidate for the EAS-16 and are awaiting on a clearance. Follow up will be done by EAP Manager.

**Dakotas:** Sue Carney, APWU attended the last Dakotas DAC meeting via WebEx. She understood the committee to be at an impasse in meeting scheduling. EAP Administrator had spoken with those in the meeting and recalled they had worked things out. Further information is needed. The NALC shared a copy of the March 27, 2014 letter from the Dakotas DAC signed by Robert Clarkson (USPS) and Christy Heitman (APWU) on the subject of an impasse relating to how meetings are held. This matter remains unfinished business.

**Medical Officer:** The NJC question regarding cessation from mood stabilizers, opioids, and anti-depressants remains unfinished business.

**EAP Awareness Month:** NJC in agreement over the recommended topics - raising awareness about critical incident stress management services to employees and consultations to management and union officials; opioid and anti-depressant use and cessation; and outreach to men (not exclusive) about benefits of EAP and suicide prevention, especially in themes that would remove the stigma of reaching out for help. NJC to send possible handouts, etc. to use by Friday, and reviewing by next week.

**RFP:** This discussion necessitated the dismissal of Bob McCullough from the call. This was also Bob's last meeting as he has resigned from Magellan Health Services effective 12/1./2017. Much thanks, praise, appreciation, and good wishes were conveyed to him. The NJC was updated on the changes to the RFP timeline.

There will be no December NJC Meeting.