



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 June 30, 2017 at the USPS Headquarters. Attendees included Manny Peralta (NALC), Sue Carney (APWU), Patrick Devine (USPS), Deborah Atkins (USPS EAP Administrator), and Bob McCullough (Magellan Health, Inc.).

Advisory Committee Issue:

- ▶ Lakeland has a long time member wanting to remain on the committee. APWU Officer confirming this person is their pick. Agreement that follow up with the district is appropriate.

Minutes Review:

- ▶ February minutes were agreed to be posted on the Advisory Committee website. July minutes will be drafted and sent to NJC members for review. These minutes plus today's meeting will bring minutes to date.

End of Month Report:

- ▶ Reviewed by Mr. McCullough. Call volume increased 17.36% over SPLY even with eligible employees decreasing 5.55%. Average Speed of Answer (ASA) was 2 seconds over target. With the increase calls and some staffing vacancies, 12 seconds is understandable. Discussed the highest times of call volume. Mostly late afternoon. Web-based counseling has consistently seen 3 to 4 new cases a day. The use of web-based service has not resulted in a reduction of face-to-face counseling cases. The web usage within the library saw the highest category to be Improve Family Communication. This is a new topic to be #1 on the list, and after some discussion, realized the Monthly Momentum Newsletter had to do with family and communications. There was also an increase in the use of self-assessments, which shows individuals seeking insight. It was agreed that the NJC would receive the text version of the Momentum Newsletter to know what would be coming up the next month.

LA and Philly JCEAP Updates:

- ▶ Both sites are understaffed with LA having no staff at this time. The NJC will keep informed of progression primarily through the EAP Administrator keeping in touch with HR Managers. The Admin will help with organization and planning to ensure hiring timeline is effective.

Gulf Atlantic Request:

- ▶ The Gulf Atlantic Advisory Committee has some employee EAP testimonials they would like to videotape, inspired by the 'Silent No More' information. They asked for advice about ensuring they were following needed policies about videotaping. Closure completed with their employee authorization reviewed.

Make the Call!

USPS Employee Assistance Program

1-800-327-4968

(1-800-EAP-4-YOU) TTY: 1-877-492-7341

www.EAP4YOU.com

Suicide Prevention Messaging Targeting Working Aged Men

- ▶ Discussion of development of a new initiative as part of the suicide prevention program. Decided that this new item will include the story associated with the 'Silent No More'. The NJC will continue discussion and work to sponsor this as a national communication for all Advisory Committees to use.

Opioid Work:

- ▶ Discussion of development of a messaging campaign to have all employees aware of the facts about opioids and promotion awareness to key information about resources available. Beginning drafts of a few items will be shared with the NJC and discussion to continue.

Outstanding Item:

- ▶ Request to get proper messaging about the dangers of stopping the use of prescribed psychotropic medications. This request is very old and needs closure. EAP Administrator to provide follow-up.

Next Meeting:

- ▶ The next NJC Meeting was not scheduled. NJC members will be contacted to find out their availability for next monthly meeting.