



EMPLOYEE ASSISTANCE PROGRAM
National Joint Committee

Committee Members

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Ad Hoc Member

Dr. Deborah J. Atkins, USPS
EAP Administrator

The National Joint Committee (NJC) meeting was conducted by WebEx on February 22, 2018.

Attendees included Manny Peralta (NALC), Sue Carney (APWU) Patrick Devine, (USPS), Deborah Atkins (USPS EAP Administrator), Tom Lamkin and Robin Doleno (Magellan Health, Inc), (National EAP Consultant, MH), and Debbie Ore (USPS EAP Coordinator)

- 1) The NJC discussed the meeting minutes and the minutes need to be posted promptly. As such, it was proposed and agreed that minutes will be drafted by the host entity within 3 business days of the NJC meeting and the recipients are to review, make their edits and then return to Debbie Atkins to finalize within 4 additional business days, so that we can post timely.

The lists of the meeting minutes were shared with the committee, as missing minutes include July 27, 2016 & September 12, 2017. The NJC meeting minutes as reviewed, edited and sent to Debbie Atkins.

- Debbie explained the calendars and coding.

- 2) End of month review in detail. Lengthy discussion as to the Average Speed to Answer (ASA), which reflects 12 seconds for January 2018. The NJC discussed that going back to 2011, the ASA rates were as low as 4 to 6 seconds.

During discussion, we explored the number of calls generated (per week) and the general time frames as follows:

6:00AM to 7:00PM	1400 Calls with 11 counselors
7:00PM to 6:00AM	300 Calls with two counselors.

Magellan will explore possible solutions to reduce ASA numbers.

- Tom reported the call center is fully staffed.
- Reviewed the end of month CIRs and explained Sue would like "other" to be defined or referenced on the graph page.
- Upward trend in calls and web based confidential care.

During discussion on tracked suicide rate it was revealed that not all suicides involve EAP intervention.

- Sue requested report on suicide rates. Detail will be discussed.
- Debbie reported first suicide prevention campaign began in 2014.
- Agreed to further discuss this in the future.

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- 3) Discussion on the subject of issues with the call center referring employee to Cynthia (Philadelphia) when the employee calling has had issue in the past. Will explore further.
Tom Lamkin advised that Magellan is looking into the database and zip codes to update referrals and other issues.
Discussed call center monitoring of calls for quality control issues, but the employer should be able to opt out of the monitoring if they want privacy.
- 4) Discussed Critical Incident response in Dublin OH due to the murder of the supervisor and the postmaster. There is ongoing response planned.

Discussed the critical incident response of the Florida High school shooting.
Discussed NALC concern as to why there was a 17 day delay in responding to the death on an employee in Wichita KS (12/24/17 death). Tom Lamkin advises that the USPS did not reach out for a counselor until 1/7/2018. We then discussed why HR did not arrange for a counselor earlier. Debbie Atkins will follow up.
- 5) Discussed the status of the LA JCEAP and the new counselor and supervisor as well as the process in hiring the third counselor.
- Debbie reported on LA JCEAP progress, meetings, and refresher trainings
 - It was agreed that the LA JCEAP meeting minutes should be posted
 - Discussed the hiring of the level 16 counselor in Philadelphia, but advised that there is a delay in acquiring the security clearance. We are concerned as to what is causing the delay and the possibility of losing the counselor that was selected.
 - Robin will assist with the new hire clinical training.
 - Debbie has been in discussion with the HR Manager.
- 6) Discussed the unfinished issue relating to the Dakotas DAC and their face to face meetings. During the November 2017 NJC meeting all parties were provided a copy of the March 27, 2012 letter from Robert Clarkson (USPS DAC Member) and Christy Haitman (APWU) which advises that the committee did not reach consensus on changing their meetings (from in person meeting to web type), requesting that the NJC provide them guidance. We discussed that we had discussed this issue in 2012, but no instructions were sent from the NJC, therefore this is still unfinished business.
- 7) The NJC also reviewed the Video prepared by the Central IL DAC. Following the view, we agreed to the following:
- Delete reference to “1 counseling on the clock per year”
 - The DAC will be advised to strike reference to development of a retirement plan.
 - Correct typos
 - Take out the golden eggs
- 8) We discussed the issue that surfaced from the Anchorage SW DAC as relates to “financial counseling”. Tom Lamkin will explore and advise as to issue.
- Discussion regarding Central Plains DAC meeting minutes but no union representation at meetings.
 - No agreements can be made without all entities at the table.
 - Debbie spoke about the Inspection Service and the Suicide Prevention Initiative for Central Plains.
 - Robin and Tom provided updates on Central Plains; an April DAC meeting is planned.