



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 19, 2018 at the USPS Headquarters. In-person attendees included Manny Peralta (NALC), Deborah Atkins (USPS EAP Administrator), and Barbara Council (Acting EAP Assistant), other were in attendance via phone and included Patrick Devine (USPS), Sue Carney (APWU), Thomas Lamkin (Executive Director, Magellan) and Robin Doleno (National Consultant, Magellan).

Month End Report (for both April & May 2018): Tom Lamkin and Robin Doleno led the discussion.

April:

Calls to the Service Center (SC) came in at 7,944; a 3.91% increase to SPLY and maintains the increase in calls we have seen in the range of 7,500 to 8,000 a month during the three month period ending in May of 2018. The ASA has maintained at 10 seconds for a two month period.

The abandonment rate was at 1.6% as compared to 2.7% for the same period last year. Web hits and CCBT cases both had significant spikes in usage. Web hits were 3,486 and CCBT were 80.

There were 91 critical incident responses and still on-going visits and work with a number of districts dealing with hurricanes, wildfires, and flooding. Deployments continue to Puerto Rico.

May:

Calls to the Service Center came in at 7,787 calls. ASA was also at 10 seconds. Web hits were at 3,189 and CCBT cases came in at a low of 45.

There were 80 critical incidents, and in addition to what are district calls, there is now volcanic activity in Hawaii and the Caribbean remains in need of support.

During the review of the month end reports, NALC raised concern that they were not getting all the critical incident response notifications at the time they happen, raising the issue because an item on the monthly report had not previously been brought to their attention. The APWU echoed this concern. During the meeting the NJC members agreed that the affected union will be notified of critical incident site visits as they occur, not waiting until the monthly report.



800-327-4968

(800-EAP-4-YOU) TTY: 877-492-7341
www.EAP4YOU.com

APWU: American Postal Workers Union, AFL-CIO
1300 L Street NW
Washington DC 20005-4107

USPS: Room 9326
475 L'Enfant Plaza SW
Washington DC 20260-9326

NALC: National Association of Letter Carriers, AFL-CIO
100 Indiana Avenue NW
Washington DC 20001-2197

LA and Philly JCEAP Updates/Audit Results:

The clinical audits on the LA and Philly JCEAP were presented for review to the NJC. Robin Doleno, the national consultant, conducted the audits and went through them explaining the process and the outcomes/assessments/recommendations reached. There will be a summary portion added to each and will be vetted by the NJC. Disbursement of the audits are a priority and the determination of presenting the JCEAPs and staff will be formulated.

DAC Review:

It is a project for the NJC and EAP Administrator, as well as, Magellan to get active DACs happening across the country. The review of DACs originate from reviewing who has posted minutes on the EAP website. We encourage those of you who haven't posted minutes to do so as soon as possible. The NJC discussed the AK DAC and other DAC activity. The NJC has committed to taking time in each NJC meeting to discuss issues and requests.

Suicide Prevention Measures:

During the month of March, there were 10 employees who died by suicide. This prompted the EAP Administrator and Magellan to review current preventative measures and up those efforts. Magellan focused on providing the EAP field staff with refresher training on strategies for suicide prevention. The goal is to develop something that we will release nationally.

CALM Training: Counseling on Access to Lethal Means. <https://www.sprc.org/resources-programs/calm-counseling-access-lethal-means>, which has been taken by the EAP field staff counselors. These efforts will continue.

It was agreed that it would be beneficial for the DACs to devote a meeting to undertaking the CALM training directed by their EAP consultant. Magellan, the EAP Administrator and the NJC will continue to jointly work on projects to address the issues.

NJC Communication to Gulf Atlantic and Greater Boston :

The letter to the Greater Boston DAC had been submitted for NJC review and final approval is still pending. An NJC letter to the Gulf Atlantic DAC is being prepared following our review of the videos they submitted. We value the work of the DACs, and want them to have the information from the NJC to proceed.

There will be no NJC meeting in July or August due to union conventions.