



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 May 8, 2019 at the USPS Headquarters. In-person attendees included Manny Peralta (NALC), Sue Carney (APWU), Deborah Atkins (USPS EAP Administrator), Barbara Council (EAP Assistant), Dr. Tasha Jackson (New Directions Clinical Field Director), Eric Leslie (National Consultant). Patrick Devine (USPS) was absent from the meeting, as such official decisions could not be made.

Review of Minutes:

Concern was expressed over continuing delay in posting minutes that have been reviewed and accepted. We need to post April 2018, November 2018, and February 2019 minutes. All are complete and will be posted.

Month End Reports:

The final month end report from Magellan Behavioral Health indicates the following activity for the month of March 2019: Calls managed = 8,448; Average Speed to Answer (ASA) = 12; Abandonment Rate = 1.8%; Web hits = 3,753, CCBT = 104; Union contacts = 0; Suicides = 7; Critical Incident Responses = 54.

Effective on April 1, 2019, New Directions took over as the EAP Service Provider. Eric Leslie, National Consultant and Dr. Tasha Jackson, Clinical Director led the discussion on the April month end report from New Directions.

Calls = 8,256; This is strong number.
March = 8,448; Feb = 7,506; Jan = 8,098; Dec = 6,210; Nov = 7,006; Oct = 8,188

ASA = 10; Met the requirement. Noteworthy with a high amount of calls. Would like to see it under 10.

AR = 2%; Met the requirement. Would like to see it under the requirement.

Web hits = 6,459; This is an excellent number and virtually the highest number ever. The average for the last 13 months is 3,354. The NJC wants to see further months at this rate, as the April number could have been impacted by EAP Awareness Month and curiosity about the new website.

Talkspace and MyStrength activity = 494;

Union contacts = 10; Activity good.

Suicides = 3;

CIRs = 57; Incidents handled well for a relatively high number of incidents.

Review of Website Look and Features:

General discussion and explanation of site including change recommendations.

We discussed MyStrength, and NJC ideas to expand it. Further, Talkspace utilization, and how the service works? Eric Leslie will work to get some feedback on possible changes.

Make the Call!

USPS Employee Assistance Program

1-800-327-4968

(1-800-EAP-4-YOU) TTY: 1-877-492-7341
www.EAP4YOU.com

LA and Philly JCEAP Updates:

The LA and Philadelphia JCEAPs have successfully transferred to the new data entry system with New Directions.

The new counselor in Philadelphia was noted to have a superior ability in learning the system and there is still one level 16 counselor vacancy to be filled.

LA had a resignation of one EAS-16 counselor and is in the process of re-posting the position.

DAC Discussion:

Agreement that Northland DAC's anti-bullying campaign has support of the NJC members there, will follow-up with USPS. EAP Administrator will follow-up with DAC, and the NJC looks forward to any feedback or article about the event.

We addressed the few outstanding submissions from DACs and Debbie will follow up on these: Honolulu, Gulf Atlantic. No consensus was reached on Hawkeye.

Areas Recommended for Focus/Campaign/Initiative:

Suicide Prevention
App release promotion
Union Consults
Opioids

Video Counseling, more explained
Family Use, particularly with on-line features
Webinars on the website

The unions raised concern relating to the employee population for purposes of tracking utilization. They will be included.

The NJC raised concern on what is identified as a "consultation". As a result, the NJC was assured that this will be addressed.

The NJC discussed access to records since there has been a change in service provider. The NJC was advised that an individual has the right to request copies of their counseling sessions consistent with controlling regulations. Employees seeking these records need to call the 800EAP4YOU number.

The unions also asked for assistance with the decision reached on the Dakotas as our agreement has not been complied with as of May. This continues as unfinished business.

The NJC was advised that there are 6 consultant vacancies (Northland, San Francisco, Baltimore, Appalachian, Central PA and Salt Lake City). Further, there are approximately 10 to 15 clinician vacancies throughout the country.