

	KANSAS CITY, MO POLICE DEPARTMENT	DATE OF ISSUE	EFFECTIVE DATE	NO.
	PERSONNEL POLICY	11-09-10	11-09-10	820-4
SUBJECT			AMENDS	
Policy Series 800: Member's Health 820 - Employee Assistance Program (EAP)				
REFERENCE		RESCINDS PPBM: 820-3		

*I. INTRODUCTION

The department has established an Employee Assistance Program (EAP) with New Directions to provide confidential assistance to department members, their dependents, and any individuals living in the household. The EAP benefit is extended to household members regardless of age, legal, marital, or bloodline status. The EAP is available to help someone who may be experiencing personal problems such as relationship, financial, legal, emotional, and health and wellness issues.

New Directions is a mechanism to receive assistance in dealing with problems, both work related and non-work related, prior to those problems having any significant adverse effect on job performance. This program is not intended to serve as a substitute for psychological fitness for duty examinations. Supervisors and commanders should continue to handle inadequate job performance in accordance with existing policies.

II. POLICY

- *A. Eligible covered persons may receive up to six (6) visits with the EAP at no cost. Department members enrolled in any of the department sponsored health plans through Blue Cross Blue Shield of Kansas City also have mental health benefits available to them. All applicable co-pays/deductibles apply for those benefits.

Some members seeking assistance may be referred to community resources for highly specialized or long-term treatment. When possible, several referral sources will be given to the member, and the New Directions counselor will match the resource with the member's financial situations and/or health care benefit to reduce costs incurred by the member.

- B. In accordance with statutory restrictions, department administrators will not be provided with the identity of a person seeking information about assistance or actually participating in the program. Specific case information will not be made available to the Department without a signed and notarized release being provided by the member or a household member. For billing purposes, only statistical information regarding the amount of service provided by New Directions will be reported to the Department.
- C. Counselors will be available twenty-four (24) hours a day to talk with an employee or household member. Based on the assessment of need, a counselor can be dispatched if a crisis situation exists.

- D. A variety of day and evening appointment times are available at office locations throughout the Kansas City metropolitan area.

III. PROCEDURES

- A. Any eligible covered person may contact New Directions twenty-four (24) hours a day at (800) 624-5544 or (913) 982-8398.
- B. The caller will have to identify himself or herself as a department member, a dependent, or a covered individual in the member's household. Each eligible person must provide health insurance information for referral purposes.
- C. The counselor will assess the level of immediate need. If it is a crisis situation, a counselor will be dispatched to personally meet with the client.
- D. The Department will pay for all services performed through the EAP; however, members will be responsible for referral treatment for long-term or specialized care not covered by their health care insurance.
- E. In addition to the EAP, any member who wishes to receive personal counseling from a member of the clergy may contact any of the Police Chaplains listed on the department telephone directory.

James D. Corwin
Chief of Police

Adopted by the Board of Police Commissioners this _____ day of _____ 2010.

Patrick McInerney
Board President

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