

CONTACT Behavioral Health Services
Department of Organizational Development and Consultation

Frequently Asked Questions

What services are provided by the Organizational Development and Consultation Department (ODC)?

Organizational Development and Consultation offers the following services:

- Training – including the development and on-site delivery of customized presentations on a variety of management and wellness-related topics.
- Consultation – including mediation, facilitation and teambuilding activities for inter/intradepartmental issues.
- Traumatic Event Response – including coordination and on-site response to workplace traumatic events.

Where can I find more information about ODC services?

- Log on to www.contactbhs.com and click the **Services** tab. Choose “Organizational Development and Consultation” under the menu options. Or click the **Employers and Benefits Administrators** tab and select “EAP Resources.” You may also contact ODC staff listed below.

TRAINING SERVICES

What presentation topics are available from ODC?

ODC’s Seminar Menu offers 47 titles in three categories: Management Development, Employee Development, and Health and Wellness. To view and download a copy of the latest Seminar Menu, log on to www.contactbhs.com and click the **Services** tab.

How do I schedule an on-site presentation, such as a brown-bag lunch?

You may schedule an on-site presentation by calling ODC staff members at the numbers below.

Is there a fee for on-site presentations?

Most contracts have EAP Orientation and EAP Supervisor Training included at no charge. Costs associated with other presentations are dependent on the specifics of your contract. Please review your EAP contract to determine if training is covered. For further information contact ODC staff members at the telephone numbers listed below or call your account executive at 1-800-222-8335.

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Can ODC customize a presentation to fit the needs of my organization?

If you would like a customized presentation please contact Julio Benezra or Ina Mitchell at the numbers below.

CONSULTATION SERVICES

What consultation services does ODC provide?

- Mediation
- Group facilitation
- Teambuilding
- Executive coaching
- Employee performance coaching

What are the qualifications of the consultants?

CONTACT's consultants are state licensed clinicians who have received specialized training and have more than 30 years combined experience.

Where do these services take place?

Most consultation services are provided on-site for the convenience of our client organizations.

Is there a fee for consultation services?

Consultation fees are determined by the specifics of the client's EAP contract. Services may be provided at no additional cost if included in your contract. Otherwise, fees are determined by the service provided and may be discussed with ODC staff.

TRAUMATIC EVENT RESPONSE SERVICES

What is a traumatic event?

A traumatic event is an incident that falls outside one's range of experience and challenges one's ability to cope. The event can lead to a crisis condition by overwhelming an individual's usual psychological defense mechanisms. Examples of such occurrences include being the victim of a bank robbery or witnessing an industrial accident.

Frequently Asked Questions

What traumatic event response services are provided?

Traumatic event response services may include individual and/or group meetings based on a clinical assessment of the following:

- Number of individuals impacted
- Type of trauma
- Intensity of the trauma
- History of similar events

How do I arrange for on-site traumatic event response services?

Traumatic event response services are available 24 hours a day, 7 days a week, 365 days a year. To arrange for an on-site response, call 800-222-8335 and indicate that your organization has experienced a traumatic event. A CONTACT representative will take relevant information, identify a responder, and coordinate the response process.

How fast can a responder arrive at my location?

In most instances, a responder can be on-site within four hours of your initial request. For occasions such as holidays, for remote areas, or for evening hours, on-site response may be longer or assistance may need to be provided telephonically.

What are the credentials of responders?

All Contact responders have passed Contact's rigorous certification process. All responders are state licensed clinicians at the masters or doctoral level, have received the appropriate training, and have many years of experience in providing services.

Is there a fee for on-site traumatic event response services?

Most EAP contracts include one time per incident traumatic event response services at no charge. If not included, these services are available on a fee-for-service basis. For further information call ODC at the numbers below.