

WELCOME TO Jewish Family Service

Thank you for the opportunity to work with you and your family. Since 1928 we have been privileged to be a part of the community. This handbook is your guide to Jewish Family Service. The information will assist you in receiving the most from your experience with us. Please review this handbook in order to fully understand our services, commitment to quality and your rights as a client of the agency. Additional brochures further explaining services and other information that may be helpful to you are available in our lobbies, or from a staff member. Our staff is always available to answer questions and provide you with more information.

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OUR MISSION

Inspired by the wisdom and values of Jewish tradition, we strengthen lives through compassionate service.

In order to provide the community with the best possible service we adhere to the following core values.

- ❖ **Chessed**
Compassion and caring for others.

- ❖ **B'tzelem Elohim**
Regardless of our appearance, beliefs or backgrounds, we are all God's creatures. If we see each person as created in the image of God, we can see humanity and dignity in all people.

- ❖ **Rodef Shalom**
Pursuers of Peace - While "pursuit" or mindless chasing are often looked upon as negative, peace and justice should be pursued anywhere from person to person, to communities and even nations. We should strive to find our common thread of humanity and pursue understanding, empathy and mutual respect.

- ❖ **Tzedakah**
The obligation of the Jewish community to create justice in the world.

- ❖ **Tikkun Olam**
The collective obligation to work toward making the world right and whole.

- ❖ **Shmirat Halashon**
Guarding one's use of language. Talking about others behind their backs, even if what we are saying is true, is prohibited. The guidelines for "shmirat halashon" remind us that what we say about others affects them in ways we can never predict. Words can hurt or heal depending on how we use them.

- ❖ **Al Tifrosh Min Hatsibur**
Solidarity - When you feel different from others in your community, don't isolate yourself. Find allies and supporters who you can talk to. If you know someone who is feeling isolated, reach out, be an ally and a friend

OUR ETHICAL PHILOSOPHY

Jewish Family Service has a public responsibility to provide high quality services to the community that it serves. Our organization is based on the premise of promoting the dignity and individual rights of every person served. In conjunction with our Mission Statement and Core Values, we have the following ethical standards, which establish the foundation upon which our work is based.

- ❖ Marketing Code of Ethics: Marketing practices for the Agency reflect the core values of honesty and integrity. All printed material and advertisements are representative of services offered and include no false statement or misleading information. If a client is approached for participation in agency marketing efforts, participation is at will, and declining involvement will in no way impact services provided.
- ❖ Contractual Relationships Ethics: In order to most appropriately meet the needs of those who we serve, JFS works with other community and state entities. These partnerships are for the benefit of the persons we serve, and all interactions adhere to the confidential standards of the Agency. When external referrals are provided to the person served, whenever possible staff provides more than one referral option for the person served. The agency does not engage in accepting referral fees from the outside referral sources.
- ❖ Service Delivery and Business Code of Ethics: JFS employees are expected at all times to reflect the highest business and professional standards in their conduct; this includes maintaining professional boundaries with those that we serve and identifying any potential conflict of interest from personal or other professional interests. JFS Staff members are not allowed to personally accept gifts, money or gratuities for services provided. Fees for services, or donations and tributes should be given to the Agency. Agency staff is expected to be respectful of the personal property of clients and visitors to the Agency, as well as of other personnel and property owned by the Agency.

JFS staff can act as a witness to the signing of documents, assuming that there are no conflicts of interest. JFS staff members abide by the National Association of Social Workers Code of Ethics. These principles include service to clients, social justice, dignity and worth of the person, importance of human relationships, integrity and competence. The complete NASW Code of Ethics is always available for further detail.

- ❖ Human Resource Code of Ethics: A JFS employee must fulfill all the requirements of their job classification in accordance with Federal, State and local laws, licensing or registration regulations, professional standards, as well as Agency policy and guidelines. Staff members strive to achieve the highest levels of service, performance and social responsibility. Staff members are the most valued resource, and recognize the importance of representing the Agency in a positive manner and conduct themselves accordingly in all interactions. Staff will not participate in soliciting fundraising efforts for personal interest to the persons we serve.
- ❖ Professional Code of Ethics: Professional ethics require, among other things, the observance of confidentiality regarding any and all client information, the avoidance of sexual misconduct, substance abuse, or client mistreatment of any kind. For additional information, see the JFS Client Rights section of this handbook.

OVERVIEW OF JFS SERVICES

Jewish Family Service is proud to be able to provide an array of services to individuals and families. We strive to provide services and programs that are tailored to your specific needs. Please note that while we are pleased to offer our services to any individual regardless of religion or ethnicity, some of our programs have guidelines and eligibility requirements. If at any time you would like to learn more about our services, please ask a staff member for additional information, or feel free to contact our Resource Center.

RESOURCE CENTER

Resource Specialists provide information, assessment and referrals to those seeking help in our community.

OLDER ADULTS

- ❖ Assistive Technology: Eligible Jewish adults can receive personal emergency response systems or other assistive technology aids to help them safely age in place.
- ❖ Friendly Visitors: Friendly visitors provide companionship to older adults in their home or out in the community.
- ❖ Geriatric Care Management: Geriatric Care Managers work to identify critical needs and customize a plan of care that includes physical safety, social wellness, financial stability, and other important areas.
- ❖ Holocaust Survivor Assistance: Expert Care Managers help with indemnification and restitution claims, home care services, translation, emergency financial assistance, and other services with the sensitivity necessary for this group's unique needs.
- ❖ Home Care: A customized service plan is provided to enable older adults to live in the comfort of their own home and ease the strain on family caregivers.
- ❖ Kosher Meals on Wheels: We partner with the National Council of Jewish Women and Jewish Senior Life to prepare and deliver warm nutritious kosher meals.
- ❖ Mind University: In partnership with JVS, our cognitive wellness program focuses on the basics of keeping your brain healthy through wellness workshops and cognitive training.
- ❖ Transportation: Rides to critical appointments are provided with door-through-door assistance by our licensed and insured drivers. Wheelchair transportation is also available.
- ❖ 24/7 Care Management: Premium round-the-clock management services are offered through ElderCare Solutions of Michigan.

MENTAL HEALTH & WELLNESS

- ❖ *Cancer Thrivers Network for Jewish Women*: This group is dedicated to enriching and empowering Jewish women through activities, friendship, resources, education and humor. Women who have been diagnosed with cancer at any time in their lives are welcome.
- ❖ *Counseling*: Therapists provide support through life transitions, helping people cope and reach for new goals. Counseling is available for individuals, children, couples, older adults, and families.
- ❖ *Crisis Response Team*: Trained volunteer responders provide support to help mitigate trauma in response to community crises, in partnership with Project Chai.
- ❖ *Domestic Abuse Intervention*: Counseling and education are provided with a goal toward empowering individuals to create safety in their interpersonal relationships.
- ❖ *Health Care Navigation*: Certified Health Care Navigators assist community members in accessing health insurance through the health care marketplace.
- ❖ *Mental Health First Aid*: Through this nationally accredited program, we train participants to assess mental health, give aid in a crisis, and respond to signs of mental illness and substance abuse.
- ❖ *Mentor Connection*: Oakland County youth are matched with volunteer adult mentors to receive support and guidance through this unique relationship.
- ❖ *Wellness Programs*: We provide our community with wellness offerings including classes on living a healthy lifestyle and opportunities for physical and social activity.

SAFETY NET

- ❖ *Affordable Housing Resources*: We partner with area housing agencies and help clients explore options and access affordable housing.
- ❖ *Basic Needs Assistance*: If existing community resources are not able to meet an individual's needs, we assess eligibility for JFS assistance and help eligible clients with basic needs such as food, transportation, housing expenses and utilities.
- ❖ *Connection to Community Resources*: By serving as liaison with community agencies, we provide comprehensive support to our clients and link them with the appropriate resources to help with employment, legal assistance, health insurance coverage, financial counseling and others.

FAMILY CASE MANAGEMENT

Family Case Managers take a holistic approach to help community members overcome challenges with a customized plan that will help them achieve their goals.

- ❖ Legal Referral Service: We help clients facing tough economic times to obtain legal consultation and possible representation. This program is supported by the Jewish Women's Foundation.
- ❖ Public Benefits Enrollment: Case Managers assess eligibility and provide application assistance for Medicaid, food assistance, child care subsidy, utility assistance, and housing related expenses, as well as serve as liaison with community agencies.

RUSSIAN SPEAKING COMMUNITY

- ❖ Immigration and Citizenship: Our Board of Immigration Appeals partially-accredited staff assists with document preparation. Citizenship instructors provide classroom instruction to help new Americans prepare for the naturalization interview.
- ❖ Mental Health: Through a contract with Easter Seals, we provide psychiatric treatment and case management services for those with severe and persistent mental illness who are eligible.
- ❖ Translation and Interpretation: Our Russian language translators provide interpreting services at medical appointments and written translation for legal documents, personal correspondence, and more.

ABOUT OUR STAFF

Our staff members are educated, credentialed and experienced, which ensures that our staff is knowledgeable in all areas. Furthermore, we have established educational relationships with higher learning universities in the state, who send interns to us for advanced training.

HOW CAN I EXPECT TO WORK WITH THE STAFF?

Consistent contact with our staff will allow support and assistance to be provided as needed. For certain programs, you will work together to create a person centered plan that places you at the center of your own care to help you meet your needs. Progress toward your goals will be evaluated periodically and transition planning will take place to help you access additional local and natural supports within the community as needed once you are discharged from services. For programs and services where no formal plan is documented, open communication and feedback is essential between you and our staff. It is the goal of our staff to help you determine how to best utilize our services and community resources to meet your needs. Additionally, our staff works within a team work approach. If you are requesting assistance from more than one program within our agency, our staff will work together in order to best meet your needs. This may require our staff to share information as it relates to the services we are providing.

WHEN I COME TO THE OFFICE LOCATIONS WHAT SHOULD I EXPECT?

To provide the most comfortable atmosphere possible, it is expected that appropriate behavior will be maintained in both facilities. Depending on the service that you are receiving, there may be paperwork that needs to be completed. In some cases, this paperwork is mailed to you prior to your appointment. If you have any questions concerning the documentation requested, please contact us and we will be happy to review the items. In the cases where paperwork is not mailed to you beforehand, there may be items to complete once you arrive for your first appointment. If you have any questions about these forms, please let a staff member know.

It is JFS's policy that children cannot be left unsupervised in the lobby; this is for their own safety. JFS cannot be held responsible for any child left in the lobby unattended.

WILL STAFF NEED TO COME TO MY HOME?

We tailor our services to best meet the needs of your individualized situation. In general, this will not require us to schedule home visits. However for some programs and services, it is essential and necessary for us to arrange appointments at your home.

WHAT IF I NEED TO MEET WITH A PSYCHIATRIST FOR MEDICATION?

We are pleased to offer psychiatric services for our active counseling clients. To ensure continuity of care, in order to utilize our psychiatrist, you must also see a JFS therapist at least once a month. Our psychiatry services include evaluations, medication prescriptions, medication reviews and medical referrals for clients with mental health disorders. If we cannot accommodate your psychiatric and/or medication needs, we will give you a referral to an agency that will be able to.

AGENCY POLICIES

WHAT IS THE AGENCY'S POLICY ON CONFIDENTIALITY?

In order to protect your privacy, our staff cannot share privileged communication with anyone outside the agency without your informed and written consent, except in some emergency situations described by the laws of the State of Michigan and the Federal government. We have many policies and procedures in place to protect your confidential information. When you are receiving mental health counseling, we are required to give you notice of our privacy practices, which is given to you at your first appointment, and available to you at any time. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purposes of treatment, payment, business operations, or when we are required by law to do so.

WHAT IS THE AGENCY'S POLICY ON HOW TO REQUEST A COPY OF A FILE?

As stated in the Your Rights Handbook and noted on your copy of the privacy notice, you have the right to request a copy of your client record. This request should be made in writing and given to the Agency Privacy Officer (identified on page 11). You may be charged a fee for the cost of copying your records.

WHAT IS THE AGENCY'S POLICY ON ABUSE AND NEGLECT?

In order to provide you with the highest quality of care, we prohibit physical, mental, sexual, or verbal abuse of clients, or neglect of clients, which are all violations of the Code of Ethics we follow. We are required by law to report suspected abuse or neglect of minors and vulnerable adults.

WHAT IS THE AGENCY'S POLICY ON BEHAVIOR SUPPORT AND MANAGEMENT?

JFS promotes a culture and structure of positive supports for all of the clients served throughout its locations. JFS promotes an environment of respect and positive behavior and prohibits the use of any intrusive, restrictive behavior management interventions and any form of restraint, i.e. isolation, manual or mechanical restraints, or seclusion used as a means of coercion, discipline or retaliation. JFS staff will support your identified concerns through utilizing positive coping skills and/or referring to more appropriate services to address your needs if more intensive services are needed. JFS staff does not develop formal behavior support and management plans. Staff will utilize the treatment/service plan to address your concerns through strength-based interventions.

THE POLICY ON USING DRUGS, ALCOHOL AND TOBACCO IN THE BUILDING?

The sale or use of alcohol, tobacco and illegal drugs on our premises, including agency vehicles, is prohibited. Legal drugs such as vitamins, herbs and over-the-counter drugs, and prescription medication must be kept in your possession at all times. Cigarette smoking is allowed outside of the building in designated areas.

In order to get the most out of our work together, those who arrive at an appointment and appear to be under the influence of drugs or alcohol, may be asked to reschedule the appointment and staff may assist with arranging safe transportation home.

WHAT IS THE POLICY ON WEAPONS, DISRUPTIVE BEHAVIOR AND REASONS FOR DISCHARGE?

For safety and well-being, weapons of any nature are prohibited on our premises. We may be forced to exclude or discharge persons who bring weapons. Additionally, in order to maintain a safe environment for all, those who engage in disruptive behavior or demonstrate actions that present a physical danger, may also be discharged from services.

ADDITIONAL AGENCY INFORMATION

WHAT SHOULD I DO IF I HAVE A COMPLAINT ABOUT THE SERVICES I AM RECEIVING?

JFS strives to provide high quality services. However if you have a concern, we want to hear about your experience. It is only through your feedback that we can obtain valuable information to facilitate change that results in better service for you and others. By expressing your complaint to us, your current or future service will not be impacted. You also have the option to designate an individual to advocate on your behalf, and/or request other assistance required to advocate for yourself.

When making a complaint, you may discuss it with the staff member who is working with you, the staff member's supervisor and/or the department director. Complaints will be reviewed by administrative staff and others as appropriate, and an external review will take place as needed. Attempts to

resolve the complaint will be fully explored, and as appropriate, staff training, service modification and best practices will be addressed. You will receive a written notification regarding the actions to be taken in order to address the complaint. In most cases, you will be notified within 30 days. If you feel as though your Client Rights have been violated, please see page 7 for the process of completing a formal Client Rights Grievance.

IS THE AGENCY ACCREDITED?

Jewish Family Service is a COA-Accredited service provider. COA (Council on Accreditation) is an independent nonprofit organization whose focus is to ensure services meet client needs for quality and the best possible outcomes. When a provider you choose is COA-accredited, you are assured of the highest quality services.

DOES THE AGENCY HAVE SAFETY PROCEDURES?

We want you to know that your safety and the safety of our staff and visitors to the agency are very important. JFS has many policies and procedures in place to ensure this safety. Our staff members go through an extensive safety training program and the agency regularly conducts safety drills.

In the event of a safety drill, or a real emergency, the staff member that you are working with will direct and guide you to the appropriate location (if applicable) and/or the appropriate procedure.

In addition, if safety concerns are identified in your personalized plan of care, information and training relative to these concerns will be offered to you as a means to reduce risk and promote safety.

If needed, our staff will assist you and/or your family members to access resources, such as attorneys with expertise in this area, who can assist with facilitating changes, if appropriate, in legal autonomy status.

WHAT INFORMATION WILL BE NEEDED IF I HAVE A GUARDIAN?

If there is a personal representative, conservator, guardian, or representative payee, legal documentation supporting this relationship will be required. In addition, demographic information about the personal representative, conservator, guardian, or representative payee will be required, such as name, address, phone number, etc.

In the event that the person requesting service is a minor, the agency follows State of Michigan and Federal laws addressing the rights of minors.

HOW CAN I HELP JFS?

We appreciate your feedback. The agency conducts various surveys to help us improve our services. You may be asked to complete a survey during or after your time of service. Rules of confidentiality are observed. Your decision about participation will in no way affect the service you receive from us.

Additionally, we have confidential suggestion boxes available in the waiting areas of our offices. We welcome your comments and feedback on your experience.

AGENCY FUNDING

Jewish Family Service is supported by the Jewish Federation of Metropolitan Detroit and United Way of Southeastern Michigan. Additional funding is provided by the Area Agency on Aging 1B, the Claims Conference, federal and state grants, individual client fees, insurance reimbursements, and private grants and endowments. JFS is grateful to also receive grants awarded by The Jewish Fund and the Jewish Women's Foundation, which frequently provide support for community needs. Furthermore, individual programs are also funded through program organized special events.

Jewish Family Service is a registered 501c(3) nonprofit, which allows individual donors to contribute financial gifts and in-kind goods and services that are tax-deductible.

CLIENT FEES

IS THERE A FEE FOR SERVICE?

Jewish Family Service has a variety of programs and services that are offered to the community. As a result of generous funding outside the agency, some of these programs i.e. Family Case Management, Geriatric Care Management are provided at no cost to the client. Some agency programs i.e. Outpatient Counseling clients can apply for a subsidized rate through JFS's Fee Committee. Some agency programs do not have external funding sources and, therefore, cannot offer subsidized rates.

For Outpatient Counseling services JFS participates with many third party insurance carriers. JFS will bill participating insurances for services delivered. You will be responsible for any applicable copays/deductibles dictated by your insurance carrier/policy. You will be responsible for signing a fee agreement which specifies your financial obligations, prior to services being rendered. For some of the programs and services with a fee, we offer a sliding scale fee, which is based on your proof of income and household size. You are responsible for your fees once they have been established.

YOUR RIGHTS AND RESPONSIBILITIES

Jewish Family Service (JFS) is committed to providing high quality services to the community and individuals it serves. JFS is based on the premise of promoting the dignity and individual rights of every person served. At the initial interview you will be informed of JFS's criteria and expectations, as well as specific program guidelines connected to the services you are being provided. It is important that you understand your rights and responsibilities as they relate to your services. You will be provided with the JFS Client Handbook on an annual basis which will be reviewed with you by your assigned staff.

Your Rights

- ❖ Be treated with dignity and respect, irrespective of culture, language, age, disability, gender, sexual orientation, race and/or lifestyle.
- ❖ Be consulted about your needs and preferences and be able to refuse or accept assistance.
- ❖ Be involved in decisions about your assessment/treatment planning and agree with services to be provided.
- ❖ Be provided with a clear explanation of services you will receive.
- ❖ Have access to professional, competent services that match your needs and are provided by qualified workers.

- ❖ Have access to information regarding: policies and procedures, service offered and grievance procedures.
- ❖ Have your privacy and confidentiality protected regarding records and personal information held by JFS.
- ❖ Be able to discontinue services at any time.
- ❖ Be free to complain or express grievance about any aspect of services through JFS, to appeal decisions about service provision, and expect to be treated fairly, promptly and without retaliation.
- ❖ Be informed of any fees related to services received at JFS.

Your Responsibilities

- ❖ To provide JFS with all necessary information to achieve suitable services for you/your family.
- ❖ To ensure any changes to your contact details have been provided to JFS.
- ❖ Respect the rights, privacy and dignity of other JFS service recipients and JFS staff.
- ❖ Honor payment for your fee or co-pay if applicable, including knowing coverage amounts of your insurance company.
- ❖ Respect the confidentiality of other JFS service recipients.
- ❖ To maintain a weapons free, substance free facility.
- ❖ Attend scheduled appointments and cancel if necessary within a 24 hour period, or as soon as possible in the event of an emergency.

FILING A GREIVANCE OR COMPLAINT

WHAT SHOULD I DO IF I HAVE A COMPLAINT OR FEEL MY RIGHTS HAVE BEEN VIOLATED?

Please contact your Rights Advisor if you have a complaint or feel your rights have been violated as this person is interested in listening to your complaint and helping you find a resolution. Your Rights Advisor’s name is Amy Hoffman Haimann and she can be reached at 248.592.1903 and/or you may also contact the program director at the number listed on the JFS’s Person Served Grievance Form.

In addition to contacting the program director or the rights advisor you may also utilize JFS’s attached Grievance Form to submit a complaint in writing to the program director. You may complete page 2 of the form and submit it directly to the program director for review.

If your services are funded through Medicaid you will also receive the Your Rights Booklet from MDHHS at your initial appointment. This is another avenue through which you may file any complaints or grievances about your services or rights. If another copy of this book is needed, please ask a staff member and we will be happy to provide you with another copy.

Filing a grievance will not result in retaliation or barrier to services.

CONTACTING JEWISH FAMILY SERVICE

MAIN OFFICE

Graham & Sally Orley and Suzanne & Joseph Orley Building
6555 West Maple Road
West Bloomfield, MI 48322

BRANCH OFFICE

Crown Pointe Office Center
25900 Greenfield, Suite 405
Oak Park, MI 48237

HOURS OF OPERATION:

Our offices are open Monday through Friday. Most of our services operate within standard business hours of 8:30 a.m. – 4:30 p.m. However, in order to best meet the needs of our clients, some programs offer evening appointments on select days. To inquire about specific times for your appointment, please discuss your availability with a staff member. Additional options for after-hours assistance should be determined with your staff contact.

WEBSITE: www.jfsdetroit.org

IMPORTANT TELEPHONE NUMBERS:

JFS Main Number	248.592.2300
Fax Number	248.592.2310
Resource Center	248.592-2313
Corporate Compliance Officer, Privacy Officer and Recipient Rights Advisor – Amy Hoffman Haimann.....		248.592-1903

MY CONTACT AT THE AGENCY:

Name: _____

Direct Phone Number: _____

OTHER NOTES:

Revised: 2013; 2016; 9/16;



Person Served Grievance Form

JFS strives to provide high quality services. However if you have a concern, we want to hear about your experience. It is only through your feedback that we can obtain valuable information to facilitate change that results in better service for you and others. You also have the option to designate an individual to advocate on your behalf, and/or request other assistance required to advocate for yourself. When you have a complaint or concern regarding your rights or service delivery, JFS encourages you to work with your assigned staff and/or their supervisor to resolve a concern. If you feel that the complaint or concern has not been adequately addressed, you may utilize one of the following methods to file your complaint:

1. Contact JFS's Rights Advisor: Amy Hoffman Haimann at 248-592-1903 or ahaimann@jfsdetroit.org
2. Contact the program director at the number listed below or utilize the attached grievance form and submit it directly to the program director.
3. JFS also has an email on the main website where clients/family members can email feedback and suggestions: feedback@jfsdetroit.org. All concerns/questions from this address will be directly routed to the QI department.

Complaints will be reviewed by the program director and others as appropriate with fifteen (15) days of the complaint being submitted. Attempts to resolve the complaint will be fully explored, and the client will be notified of the resolution.

If the client would like to appeal the decision, the client will have seven (7) days to submit a response in writing to the director of compliance and chief program officer. The quality team and CPO will render a decision within seven (7) days and notify the client of the final resolution. The chief executive officer will be apprised of any complaints at this level.

If you wish to speak directly with the program director to file a complaint/grievance you may do so by contacting:

Program Director

Office Phone #

You may also contact JFS's Rights Advisor Amy Haimann at: 248-592-1903 or use the attached form to submit your complaint in writing to the program director.

Filing a complaint/grievance will not result in retaliation or barrier to services.



Grievance Form

To be Completed by JFS Person Served:

Name:	
Program Name:	
Please state your concern:	
What action would you suggest?	
Client Signature:	Date:

****Grievance Form must be scanned into the individual's EMR and a copy will be forwarded to the Director of Compliance/Rights Advisor.**