



Jewish
Community
Services

GUIDE TO SERVICES

Career Center



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Congratulations! Joining the Jewish Community Services (JCS) Career Center is a great first step towards reaching your career goals.

Our comprehensive Career Center is designed to address every aspect of the career exploration, job search, and retention process; and can give you the edge you need to distinguish yourself from the sea of applicants also looking for jobs. We are delighted to be your career partner and look forward to being a part of your success.

This Guide to Services presents key information about your rights and responsibilities as a JCS client and introduces you to relevant Career Center policies.

By stating these policies clearly, we hope to ensure that you gain the best possible outcomes from the services you receive. Please take the time to review this information and feel free to speak with your JCS professional if you have any questions.

Contents

APPOINTMENTS	2
FEEs FOR SERVICES	3
CLIENT RIGHTS AND RESPONSIBILITIES	4

APPOINTMENTS

All appointments following the initial consultation will be scheduled directly with your service provider.

Please arrive on time for appointments. Clients who arrive late will not be able to make up the missed portion of their appointments. If you are more than 15 minutes late, your appointment may be rescheduled at the discretion of your service provider.

Missed appointments are costly to the agency and prevent others from getting help in a timely manner.

- In consideration of staff time, we request that you inform your service provider in advance if you are unable to come to a scheduled appointment or are unable to attend a workshop or another event for which you are preregistered.
- We appreciate as much notice as possible, but require a minimum notice of 24 hours. This allows us time to schedule another person in need of services. We reserve the right to charge a fee if cancellation is made less than 24 hours in advance.
- Repeated cancellations, missed appointments, and failure to attend sessions may result in the agency no longer being able to serve you.

Please Note: You must provide documentation regarding Proof of Identity. Federal laws require that we verify the identity of individuals to whom we provide service. We therefore ask that you bring in U.S. government-issued photo identification or two other forms of ID.

FEES FOR SERVICES

As a not-for-profit agency, revenue from fees is critical to JCS' ability to provide services to you and the rest of the community. Accordingly, we expect all clients to comply with our payment policies.

FEE DETERMINATION

The Career Center operates on a fee for service, monthly membership fee. If eligible, your membership fee may be adjusted based on a sliding fee scale. Documentation of household income is required if you are requesting a subsidy or reduced fee. This includes your most recent tax return and other forms of verification. If such information is not received by the second appointment, additional appointments will not be scheduled or will be billed at full fee until all documentation is complete.

Once your fee has been finalized, you will sign an agreement outlining the specific cost to you of the service(s) you are receiving. You are responsible for payment of these fees as stated in the agreement. Fees for clients receiving ongoing services are reviewed on a regular basis, as well as when JCS learns of a change in your financial situation and/or upon your request.

PAYMENTS

- If you are assessed a fee, please ensure prompt payment so that your services may continue. For your convenience, JCS accepts cash, check, MasterCard, Visa or Discover. Postdated checks are not permitted.
- JCS will charge a reasonable fee for each returned check in order to recoup bank fees charged to the agency.
- If you have an outstanding fee balance that you cannot resolve in one or two payments, please speak with your service provider to arrange a payment schedule.
- Failure to pay or to remain current with payments may prevent JCS from being able to provide services to you.
- Please be aware that JCS will pursue the collection of delinquent accounts utilizing collection personnel and legal avenues as appropriate.

CLIENT RIGHTS AND RESPONSIBILITIES

JCS supports and protects clients' inherent rights to be informed, to have choices, to have their privacy protected, and to be treated with dignity and respect.

This section details those rights, as well as the responsibilities clients have in being an active partner in achieving their service goals.

CLIENTS HAVE THE RIGHT TO:

1. **Receive agency services without discrimination**, in accordance with local, state and federal law.
2. **Be protected from harm** and to be free from mental, physical, and sexual abuse, financial or other exploitation, neglect, humiliation or retaliation. All allegations of client abuse by staff members must be reported to the local law enforcement agency.
3. **Ask questions or request clarification** about agency services, policies, or recommendations.
4. **Receive an explanation**, in understandable terms and language, of the charges and fees that you will be required to pay.
5. **Have all reasonable requests answered** promptly and adequately.
6. **Make suggestions** related to improving the agency's services.
7. **Report concerns or complaints** as well as disagreements with program decisions in accordance with the JCS complaint process without fear of retaliatory actions by program staff.
 - A. JCS asks that you first discuss concerns directly with your service provider. If the issues are not settled to your satisfaction, they may then be addressed to that staff person's supervisor, program manager, or appropriate Outcome Area Director.
 - B. You may file a formal complaint at any time. Written notification of your concerns is preferred. However, verbal communications will be accepted in appropriate circumstances.

- C. Please address complaints directly to the Executive Director of Jewish Community Services (410-466-9200 / Jewish Community Services, Inc., 5750 Park Heights Avenue, Baltimore, Maryland 21215). The Executive Director or his/her designee will respond within fifteen (15) business days of receipt. In the event of an emergency, the Executive Director or designee will respond verbally within two (2) working days.
 - D. If you believe that your private information has been incorrectly released; that is, without proper authorization, you may address your concerns to the JCS Privacy Officer and/or the Executive Director at the above address.
 - E. If the issue has still not been resolved to your satisfaction, you may contact the Maryland Disability Law Center (410-727-6352) or the appropriate Core Service Agency (Baltimore City - 410-837-2647; Baltimore County 410-887-2731; Howard County 410-313-7350).
- 8. Privacy and confidentiality*** of any information you provide during the course of treatment or service, as reflected in your welcome packet:
- A. Client records are protected under Federal confidentiality laws. Your written permission is required to obtain and/or release information about you to anyone outside the agency, including your insurance company, except where State laws and regulations mandate otherwise. Any request is subject to reasonable, cost-based preparation and copying fees.
 - B. Communication between a client and service provider is confidential. If you are receiving multiple services from JCS, your service providers will work together to ensure proper coordination and effective provision of services. Consequently, your service team will communicate with each other about your care. Please be assured that information is shared on a “need to know” basis and safeguards to protect your information are in place.

- C. Your service provider may at times request permission to speak with external providers from whom you are receiving services or assistance to help them fully understand your circumstances and better assist you in reaching your goals.
- D. Your service provider will inform you of any breach of confidentiality. In the unlikely event of such a breach, JCS will conduct a risk assessment to determine impact and to reduce likelihood of future impact.

***Exceptions to Confidentiality:**

- If a professional has reason to believe that a child, elderly person, or person with a disability has been subjected to abuse or neglect, the professional is required to file a report with the appropriate State agency. A report is also required when an adult reports incidents of being abused and/or neglected as a child, even if the alleged abuser is deceased.
- If your behavior endangers others or yourself, Jewish Community Services is required by law to notify the appropriate authorities.
- A minor's right to privacy is based upon Maryland law and the professional's discretion as to what is in the best interest of the minor.
- Various licensing and accreditation review boards have a legal right to review records. The purpose of these reviews is to evaluate the agency for the quality and appropriateness of its services and the accuracy of its billing procedures.

Please note: Should a client communicate with a provider using texts or e-mail, JCS will assume, unless explicitly told otherwise, that these communications are acceptable. However, it is important to be aware of the possible risks of using unencrypted modes of communication.

CLIENTS HAVE THE RESPONSIBILITY TO:

1. **Keep your appointments and arrive on time** or, if you are unable to do so, to give the agency at least 24 hours' notice of cancellation.
2. **Be an active participant in the service(s) you receive** and to ask questions if you do not understand information that is provided.
3. **Follow the service plan developed in conjunction with your service provider** and to express any concerns about your ability to follow the plan. JCS staff will make reasonable effort to adapt service plans to the specific needs and limitations of each client. Refusal to follow the agreed-upon service plan for achieving goals may result in the discontinuation of services. Clients are responsible for the outcome(s) in the event they refuse or fail to follow the service plan.
4. **Keep in touch with your service provider** regularly to help you stay on track and achieve your goals.
5. **Pay your agreed-upon fee** and provide accurate information and documentation necessary for the collection of fees (when applicable).
6. **Inform your service provider of significant changes** in your financial status (i.e., employment) and/or personal situation.
7. **Attend workshops and other service appointments** for which you have been registered. If you cannot keep the appointment or attend the workshop, please call or email your service provider within 24 hours. This will allow others on the waitlist to receive services they need. Contact your service provider to reschedule.
8. **Ensure that you are as prepared as possible**, please notify your service provider when you have any type of interview: telephone or face-to-face, screening or callback. Please call after the interview, also, so that your service provider can help you use the interview as a learning tool.

- 9. Inform your service provider if you receive an offer of employment,** whether it is a temporary, part-time, or full-time position. JCS can help you with salary negotiations, and support you in your early days on the job.
- 10. Utilize the equipment in the Resource Center for your job search only.** Violation can result in you being unable to use the Resource Center in the future.
- 11. Not have children accompany you to an appointment,** workshop, or special event. Children cannot be left unaccompanied or unsupervised in the waiting area and clients will not be seen if they have not made appropriate arrangements.
- 12. Behave and interact in a way that ensures your personal safety** and does not violate the legal or personal rights of others.
- 13. Behave in a way that is respectful and considerate** to agency staff, other clients, and visitors to the building.
- 14. Safeguard any valuables brought to the agency.**

We are delighted that you have chosen JCS to be your career partner, and look forward to working closely with you!

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