



Jewish
Community
Services

GUIDE TO SERVICES

Service Coordination



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JCS Service Coordination is designed to help individuals and families access information, services, and resources to achieve and maintain their highest possible level of self-sufficiency and independence, and to remain connected to the community.

This Guide to Services presents key information about your rights and responsibilities as a JCS client and introduces you to relevant policies related to Service Coordination. 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 the information and feel free to speak with your JCS service coordinator if you have any questions.

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APPOINTMENTS

All appointments following the initial consultation will be scheduled directly with your Service Coordinator.

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 coordinator.

CANCELLATIONS AND MISSED APPOINTMENTS

Should you need to cancel an appointment it is your responsibility to notify your service coordinator in advance. 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. Unless there are circumstances your service coordinator and you would define as an emergency, we reserve the right to charge a fee if cancellation is made less than 24 hours in advance. Failure to cancel an appointment that you do not attend will be considered a missed appointment or no show. Repeated cancellations and missed appointments may result in the decision to discontinue providing services to 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/ provide U.S. government-issued photo identification or two other forms of ID.

FEES FOR SERVICES

JCS charges a fee for Service Coordination. If eligible, your fee may be reduced based on a sliding fee scale. You will be expected to bring documentation with you in order to determine your fee for service.

Documentation of household income, including your most recent tax return and other forms of verification, is required if you are requesting a reduced fee or financial assistance. If you are assessed a fee, please ensure prompt payment so that your services may continue.

PAYMENT

Revenue from fees is critical to Jewish Community Services' ability to provide services to you and the rest of the community. Accordingly, we expect all clients to comply with our payment policies as follows:

- Payment of your assessed out-of-pocket fee is expected at the time of service. 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 JCS service coordinator 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

Jewish Community Services 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 treatment 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. Jewish Community Services asks that you first discuss concerns directly with your JCS professional. 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. Service Coordinators may at times, and as a condition of providing financial assistance, request permission to speak with external providers from whom you are receiving services or assistance. Such information can help your service coordinator to more fully understand your circumstances and better assist you in reaching your goals.
- D. Your service coordinator 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 service coordinator 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. **Pay your agreed-upon fee** and provide the information and documentation necessary for the collection of fees (when applicable).
3. **Inform your JCS service coordinator of significant changes in your financial status** (i.e., employment, insurance) and/or personal situation. This includes, but is not limited to changes in income, expenses, employment status, benefits, household members, etc.
4. **Be an active participant in the service(s) you receive** and to ask questions if you do not understand information that is provided. To follow the service plan developed in conjunction with your service coordinator and to express any concerns about your ability to follow the plan. JCS staff make reasonable efforts 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 and any financial assistance being provided. Clients are responsible for the outcomes in the event they refuse or fail to follow the service plan.
5. **Provide accurate information and documentation**, as requested, which is necessary for JCS Service Coordinators to assess eligibility for public entitlements (such as Medicare, Medicaid, insurance supplements, housing entitlements, food stamps, energy assistance, etc.), JCS financial assistance and other support services.

- 6. Ensure attendance of all adult household members at meetings with the assigned Service Coordinator**, if JCS financial assistance is being requested. Clients requesting financial assistance from JCS must also participate in budget reviews and provide documentation regarding all sources and amounts of family income, assets, and expenses, including the family's most recent tax return.
- 7. Plan for supervision of your child(ren) in the waiting room during your appointment.** Children cannot be left unaccompanied or unsupervised in the waiting area and therefore clients will not be seen if they have not made appropriate arrangements.
- 8. Behave and interact in a way that ensures your personal safety** and does not violate the legal or personal rights of others.
- 9. Behave in a way that is respectful and considerate** to agency staff, other clients and visitors to the building.
- 10. Safeguard any valuables brought to the agency.**

Updated April, 2016