

JFS Service Information and Policies

Mission and Vision:

Guided by the wisdom and values of Jewish Tradition, Raleigh-Cary Jewish Family Services offers compassionate and affordable social services and programs to empower families and individuals of all ages to maximize the quality of their lives and reach their full potential with dignity, hope, and strength.

At Raleigh-Cary JFS, our vision is to build a collaborative community that enriches and supports the lives of individuals and families, and empowers them to care for themselves and each other.

Messages:

Our phone and email messages will be returned within 2 business days. You may leave a confidential message at any time. During COVID19 our physical offices are closed for visitor and staff is providing services via phone and video sessions. Food distribution from the office is currently on Wednesdays. Ware closed Saturday and Sunday.

We do not provide emergency services- if a life threatening or other crisis situation arises, please call 911 or go to your nearest emergency room as soon as possible.

Fee policy (if applicable):

To ensure that no one foregoes treatment due to payment issues, the agency has established an affordable sliding scale for therapy and case management services, based on one's ability to pay. Payment is due at the time service is rendered.

Appointments:

Due to COVID19, appointments are currently offered by phone and a HIPAA-compliant video platform. Your appointment is set aside for you. If you are late, your appointment will still finish at the set time. If we are late, you will receive your full time or we will make arrangements to make it up another time. Individual, couple, and family counseling and therapy sessions are 50 minutes unless otherwise arranged in advance.

Cancellations and no-show policy:

It is recommended that every client make a commitment to a regular appointment time. If you must cancel, please call at least 24 hours in advance to avoid being charged for the session missed. In case of a missed session, a \$30 no-show fee will apply. Exceptions will be made for emergencies.

Confidentiality:

No information about the content of your sessions will be communicated to anyone without your written authorization (insurance forms require your signature and release of information, which is a possible waiver of your confidentiality). Remember that once third party or insurance payments are involved your signature waives the right of confidentiality, although your therapist will share as little details as possible and only when required. The only exceptions to this are in cases of child abuse, elder abuse, or in the event of suicidal, homicidal or life threatening emergencies.

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Court Policy:

Please be advised that should a JFS social worker be requested to write a letter on any court related matter, he/she will NOT be stipulating in writing or in person as to an opinion. As your therapist/case manager, we may only provide observations and feedback. At no time will we make a recommendation in regards to custody or any other court related matter.

If a court order is served and is requesting that your social worker be present in person and/or there is a request for records, the social worker will request your consent before turning over confidential information. The social worker will discuss with you exactly what has been requested by court and there is no guarantee that the information will be kept confidential. This information includes mental health history, current status and inclusive records and may not be in your best interest. The therapist-client relationship does not render the therapist as your advocate. The social worker will withhold any opportunity to engage in a dual relationship in this way.

Should a social worker be ordered by court to write a letter to the court, the time shall be billed at \$35/hour. Should a social worker be court ordered to appear in court, the fee stipulation is as follows:

- \$100/day for court appearances within Wake County; outside of wake county will incur a 40 cent a mile travel charge.
- \$35/hour for preparation.

JFS social workers will not be on-call at any time. Should a case be trialed, the social worker will be paid in full for each day as well as an additional \$500 per day as it hinders the social worker's ability to be available to other clients.

All court fees must be received by cashier's check 14 days prior to the court date. Should the court calendar the hearing for another date, the social worker must be re-issued a court order with the new court hearing date.

Should the social work be on vacation, the party initiating the court order must take reasonable steps to avoid imposing undue burden or expense on a person subject to the subpoena.

Additional Fees (If applicable):

Your social worker will discuss additional fees with you and reserve the right to charge an hourly rate consistent with this fee schedule for all activities that occur outside of therapy sessions.

- **Written reports and letters** for school, doctors, or other collaboration may be charged \$35/hour.
- **School visits, team meetings** may be charged \$100/day.
- **Missed appointment** fee is \$35.

Contact for service feedback and concerns:

If you have any concerns, complaints, or feedback about the service you received by JFS staff, please contact JFS Director, Limor Schwartz, MSW, LCSW at 919-676-2200 ext. 120 or email Limor.Schwartz@ShalomRaleigh.org

By signing below, I certify that I have read and understood the JFS Services Policies:

Signature of JFS client/guardian _____ Date _____

Signature of JFS client/guardian _____ Date _____

Signature of JFS staff member _____