

## **Jewish Family Services of Washtenaw County**

### **PROGRAM DESCRIPTION: CASE MANAGEMENT/SERVICES COORDINATION PROGRAM**

The JFS Case Management/Services Coordination Program provides professional case management services individually designed to meet the specific needs of clients. Services are delivered by case workers holding degrees ranging from BSW's to MSW's, interns provide services under the direct supervision of licensed MSW's. Scope of practice is determined by education, experience and/or licensure. Some services such as counseling may be provided directly and some, such as housing or medical care, may be provided through referral and service coordination.

**Setting and Hours:** Services are provided at the JFS site at 2245 South State Street, Ann Arbor, Michigan during the JFS office hours of Monday through Thursday, 9:00-5:00 and Friday, 9:00 – 3:00. Service delivery may include home visits as appropriate to the condition and needs of the client.

**Population Served:** All residents of Washtenaw County are served. Persons served include, but are not limited to, older adults, persons with documented disabilities, those seeking services within a Jewish cultural context, and those clients receiving other JFS services, such as counseling and/or employment and training services.

**Entry Criteria:** JFS case management eligibility is determined based on the following:

1. If the client resides in the program area. Different services have different residency restrictions.
2. If the identified client's needs at screening will require more than brief intervention.
3. If the client has multiple needs that necessitate assistance.
4. If the client does not suffer from a severe and persistent mental illness better suited for management by other community partners, i.e. Community Mental Health.

If a person referred does not meet criteria they will be informed by the access staff providing the screening or the department staff of the program requested.

**Referral Sources:** Clients come from a vast range of sources including self-referral, concerned family members, social service hotlines such as "211", hospitals and other healthcare settings, local agencies and governmental units, networks of service providers, senior centers, churches and synagogues, etc.

**Fees and Funding:** Services are delivered using a sliding fee scale and an inability to pay will not result in denial of service. When appropriate, other sources such as grants and donor gifts may contribute to the provision of case management services.

**Program Philosophy:** The JFS Case Management/Services Coordination Program is based on the active engagement of the client, the JFS Mission of enhancing the lives of individuals and families and the JFS Vision Statement of being a trusted and stable source of professional, compassionate and affordable services delivered in a spirit of Jewish values and tradition. A basic foundation of JFS case management is the attainment of self-determined goals in a sustainable manner.

**Program Goals:** The JFS Case Management/Services Coordination Program is designed and implemented to:

- Assist clients in realizing their potential,
- Support their recovery, health and well-being,
- Enhance their quality of life, including attaining and maintaining the highest level of independent functioning that is safe and sustainable,
- Reduce symptoms or needs,
- Build resilience and sustainability,
- Support client integration into the community.
- English as a second language (ESL)

**Program Exit Criteria:** Clients are discharged from services if any of the following occur:

- Client moves out of the service area.
- Identified needs are addressed.
- Client declines services.
- Client does not follow JFS standards of client responsibilities.
- Client's level of care requires more intensive intervention at which point a referral will be made.

**Service Modalities:** Case management/services coordination - the provision of individualized direct services and service referrals may include, as appropriate, but are not necessarily limited to:

- Individualized assessments
- Individualized plans of service or functionally equivalent forms or processes
- Efficient and effective linkages and referrals (including service coordination and access)
- Advocacy
- Crisis management
- JFS In-Kind and Vehicle Donation Program
- Various JFS Volunteer programs including Partners in Care Concierge and Friendly Visitors
- JFS Transportation Program services
- JFS Resettlement Program services

All services include an emphasis on the active role of the client in identifying goals and objectives, the designation of specific responsibilities and the expected duration of the course of service.

**Transition of Services:** Transitioning can occur when a client no longer receives case management, for reasons outlined above, but continues receiving other services at JFS. Clients will be informed that their case management will be discharged and who their primary JFS contact will be. Should a client transition to another service agency for case management services JFS staff will assist with coordination by providing information the client would like released and making themselves will be available for consultation.

**Intensity and Frequency of Services:** The intensity and frequency of services in the case management/services coordination program is specific to the needs and goals of the client as identified in the assessment process and agreed upon in the Individual Service Plan. In general, frequency of services is likely to range from several times a week, as service needs are identified and service delivery efforts are initiated, to once a month, as goals are achieved and shift to issues of sustainability and stabilization of progress. Service intensity is also specific to the needs and goals of the client and subject to the same general flow as frequency of services. Both intensity and frequency of services are flexible and responsive to case events such as a crisis in client employment or health, etc.

**Information about JFS Case Management/Services Coordination:** The availability and scope of JFS case management/services coordination is made known to the community by public media, networking within the local professional services community, appropriate use of social media, program brochures, program outreach presentations, open support group opportunities and periodic reports to stakeholders, including the JFS Annual Report.

The JFS Case Management/Services Coordination Program is under continual review to ensure its relevance to client needs, adherence to best practices and effectiveness in service delivery. The program is subject to annual review by the JFS Board of Directors and is CARF-accredited.