

Jewish Family Services of Washtenaw County

PROGRAM DESCRIPTION: COUNSELING PROGRAM

The JFS Counseling Program provides professional individual and group counseling that is designed to meet the specific needs of clients. Counseling services are delivered by social workers who are fully licensed clinical MSW's, Limited License Social Workers, Licensed Professional Counselors, Licensed Psychologists or graduate students under their direct supervision.

Setting and Hours: Services are provided at the JFS site located at 2245 South State Street, Ann Arbor, Michigan or services can be delivered in the home for older adults or clients who may have medical issues that limit their ability to travel. These services are delivered during JFS office hours: Monday through Thursday, 9:00am-5:00pm and Friday, 9:00am – 3:00pm or by special appointment.

Timelines: Clients will be contacted by their assigned therapists within 48 hours of case assignment. Therapists will offer clients an appointment to the client within the next seven business days.

Population Served: Adults and youth 12 years of age and older that meet criteria for mild to moderate mental health diagnosis according to the DSM 5. This is assessed during a screening interview and all individuals meeting higher criteria severity are referred to community partners for appropriate levels of care. Persons served include, but are not limited to, older adults, persons with documented disabilities, those seeking counseling within a Jewish cultural context, and those clients receiving other JFS services, such as case management and/or employment and training services.

Entry Criteria: Clients are eligibility for JFS counseling unless:

1. The client requires intensive psychiatric treatment and/or medication management better suited for services by other community partners.
2. The client requires specialized treatment such as substance abuse treatment or sexual abuse treatment that lies outside the scope of JFS services or the expertise of JFS counseling staff and could be better served by other community partners.

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 counseling services. JFS accepts many private insurance plans as well as Medicare and Medicaid.

Program Philosophy: The JFS Counseling 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.

Program Goals: The JFS Counseling Program is designed and implemented to:

- Assist clients in realizing their potential,
- Support their recovery, health and well-being, including education on wellness, resiliency, and recovery,
- Enhance their quality of life,
- Reduce symptoms or needs,
- Build resilience,
- Restore and/or improve functioning,
- Collaborate with clients to identify and utilize their natural supports,
- Support their integration into the community.

Service Modalities: The JFS Counseling Program uses an array of treatment modalities that are determined after a careful assessment of the client's specific needs, problems and concerns. Specific treatment modalities such as Narrative Therapy, Cognitive Behavioral Therapy, Solution Focused Therapy, may be implemented in conjunction with other JFS services as appropriate to the assessment of each specific client. All counseling modalities include an emphasis on the active role of the client in identifying goals and objectives, specific responsibilities and the expected duration of the course of counseling. Progress toward meeting goals is monitored and assessed at regular intervals. Crisis intervention services may be available by JFS staff or by coordinating referrals to other agencies/health systems in order to provide immediate assistance, resources, stabilization, and/or support.

Transition of Services: Transitioning can occur when a client no longer receives counseling, for reasons outlined above, but continues receiving other services at JFS. Clients will be informed that they will be discharged from counseling and who their primary JFS contact will be.

Intensity and Frequency of Services: The intensity and frequency of services in the counseling 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 per month, as service needs are identified and service delivery efforts are initiated, to bi-monthly to one time per 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 or a life changing event, etc.

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

- Identified needs are addressed.
- Client declines services.
- Client does not follow JFS standards of behavior.
- Client's level of care requires more intensive intervention at which point a referral will be made.

Information about JFS Counseling Services: The availability and scope of JFS counseling services 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 Counseling Program is under continual review to ensure its relevance to client needs and effectiveness of service delivery. The program is subject to formal annual review by the JFS Board of Directors and is CARF accredited.