



# Client Handbook

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## History

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JVS (Jewish Vocational Service) transforms lives by helping people build skills and find work. JVS was founded in 1973 to aid recent Jewish college graduates who were having trouble finding work. In the 1980s and 1990s, we expanded to meet the needs of both the huge influx of refugees from the former Soviet Union and the workers who had been displaced during turbulent economic times.

Today, JVS is the Bay Area's leading job training agency with a mission to transform lives by helping people build in-demand skills and find work. We work closely with Bay Area employers to develop programs that teach skills that our clients need and employers' demand. Our locally and nationally recognized programs connect job seekers to training opportunities in healthcare, utilities, and technology, with more to come. We are a nonprofit, non-sectarian organization serving clients from all walks of life and at a variety of experience levels. JVS is committed to treating clients with dignity and fairness and appreciates the diversity and uniqueness of each employee, client, volunteer, and community partner.

The JVS Team is a group of talented and experienced professionals who receive ongoing training to ensure that they remain experts in their field and continuously build strategies to help clients meet their goals. JVS is a Healthcare Sector Access Point and a Dislocated Worker Access Point for San Francisco and receives many referrals from the Comprehensive and Neighborhood Access Points for training and employment counseling services.

## JVS Location and Hours

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<b>JVS Contact Information</b>	<b>Services Offered</b>	<b>Get Started</b>
<p><b>JVS – Mailing Address</b> 548 Market Street PMB 37733 San Francisco, CA 94104</p> <p>Phone: 415-391-3600 <a href="mailto:info@jvs.org">info@jvs.org</a></p> <p><b><i>Currently all services and programs are offered remotely or by hybrid model.</i></b></p>	<ul style="list-style-type: none"><li>• Job Search Accelerator (JSA)</li><li>• Skills training programs</li></ul>	<p>The office is open from 9:00 AM to 5:00 PM, Monday – Friday.</p> <p><i>Closed for all federal and most Jewish Holidays.</i></p>

## Services Available

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JVS's free services are made possible by the generous support of Bay Area businesses, foundations, government, and individuals who have invested in JVS's programs. For over 45 years and through five recessions, JVS has adapted to a changing economy and transformed thousands of lives in our Bay Area community. We will continue to support job seekers during this unprecedented crisis. You are not in this alone.

### **Skills Training Programs**

These programs are our "secret sauce" and combine industry-specific training, job search support, and may also include paid work experience. Most of these programs require a full-time commitment to your job search and range from 8-weeks to several months. You can find detailed information about these programs on our website at <https://www.jvs.org/skills-training/>.

**Technology:** JVS is partnering with some of the best technology trainers in the Bay Area to prepare qualified individuals for careers in Salesforce Administration, Accounting through QuickBooks certification, IT Help Desk, Data Analyst, and more to come.

**Healthcare:** JVS has a 20+ year track record of working with the Bay Area's leading healthcare providers, including UCSF, Kaiser Permanente, CPMC, San Francisco General Hospital and more. Our programs train people for roles as medical administrative assistants, medical assistants, dental assistants, and more. We also support healthcare workers who have been out of the workforce and need help re-entering.

**Utilities:** JVS increases the number of highly qualified candidates for mission-critical positions in skilled trades occupations, while promoting economic equity across the Bay Area and the Inland Empire. Utilities develops a diverse talent pipeline through apprenticeship, pre-apprenticeship, internship and career awareness opportunities.

### **Job Search Accelerator (JSA)**

Is your job search puttering along or moving fast, fueled with positive energy and tried-and-true techniques? Do you have all the technical skills you need to get the job that you want? JVS's Job Search Accelerator will set you on a track to find and keep a good paying, living wage job. This program lasts for 2 weeks.

## Basic Admission Standards

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Assigned staff are responsible for determining individual eligibility for JVS services. The following criteria determine eligibility to participate in the Job Search Accelerator or in Skills Training Programs from JVS:

- Adults, ages 18 and older, who require assistance with career counseling, job training, placement and/or job retention services to achieve and retain gainful employment.
- The client must be motivated to achieve and retain employment and willingness to work with JVS staff.
- Each program has specific residency requirements. Please inquire with the program coordinator if you are unsure if you are eligible based on location.
- Free from alcohol or other substance misuse. An individual with a current substance abuse problem may be initially ineligible and may be referred to treatment services.

- If taking prescribed medication, the client must be independent in medication management or receiving assistance from another service provider. JVS staff do not assist with medication management.
- The client must be eligible for employment in accordance with the Immigration Reform and Control Act of 1986, which states employers should only hire American citizens and those who are authorized to work in the United States.
- Depending on the program, client may need to be eligible for subsidized services from various agencies.

### **Waiting Period**

There is no waiting list for the Job Search Accelerator program, and clients are accepted on a first-come, first served basis. However, priority goes to veterans and/or those who are eligible for and are enrolling in the subsidized services listed above.

Other JVS job search and placement assistance services may have a waiting list. When space becomes available, clients are enrolled in services based on the date of completed application. If you are placed on a waiting list, the JVS Point Person of the services you are requesting will keep you regularly informed of your status on the waiting list and will also provide you with an estimated time of enrollment.

## JVS Point Person / Creating Your Job Search Plan

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Your JVS Point Person will assist you in ensuring that you are linked to all the services and referrals you think you need to help you reach your goals.

Together with your JVS Point Person, you will create your own job search plan that prioritizes your needs, interests, and strengths. This plan will detail your job search goals and the steps and timeline necessary to reach these goals.

In addition to helping you assess your skills sets, goals, and work environment preferences, we will support you in **obtaining referrals for any services** you think you may need. This includes referrals to obtaining and retaining public assistance you may be eligible for.

There are numerous community agencies in the San Francisco Bay Area, and we are committed to linking you to the services that best meet your needs. When necessary, and with your permission, we will advocate on your behalf to secure the most appropriate services. We also believe that you should be given the opportunity to build your own advocacy skills and we will provide you with support in building these skills by coaching you on advocacy strategies and by referring you to self-advocacy organizations in the community.

### **Keeping Appointments**

We expect you to be punctual for all your scheduled appointments and/or classes and request that you call or email as soon as possible if you cannot make it and/or need to reschedule.

### **Discontinuing Services**

While we know that most clients who enroll in JVS services intend to complete them, circumstances may require a person to leave services. If you feel that you will not be able to stay for the time determined in your job search plan, please schedule a meeting to discuss your decision with your JVS point person. You will likely be asked to put your decision in a form of writing, such as an email.

# Work Protocol

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Our Work Protocol ensure that JVS remains a professional, productive, and safe environment for both clients and staff. This information is intended to provide an overview of expected behavior at JVS facilities or JVS sponsored events. It also services as a useful resource that helps all clients and staff feel productive and safe.

We expect that JVS clients and JVS team members adhere to the following behaviors:

1. **Attendance:** Be on time for scheduled appointments and/or classes. Clients should notify staff as soon as possible if an emergency will affect attendance. While virtual, we understand you may have circumstances which don't allow you to be on video throughout the duration of the class. Please communicate this with your JVS Point Person as soon as possible so JVS is aware you are still participating, but off camera.
2. **Harassment, discrimination, or bullying:** Engage in behavior that supports an inclusive and diverse work environment. Do not engage in behavior that could be interpreted as harassment, discrimination, or bullying against another person for any reason, including race, color, sex, gender identity, sexual orientation, disability, national origin, ethnicity, or religion.
3. **Profanity/Obscenity:** Use language and gestures that promote a productive and safe environment. Do not use language, gestures, or conduct that is vulgar, profane, obscene or abusive, and possession of/viewing offensive materials.
4. **Violence:** Do not assault or threaten any client, staff, or visitor.
5. **Participation:** You are expected to participate fully in JVS services, including feedback/surveys, and maintain contact with JVS staff. Clients must agree to inform their JVS Point Person of any changes in employment status that may affect your job search, including getting a job. Due to some of the aforementioned subsidized services, you may be asked to continue to be in contact for regular follow ups at regular intervals for up to one year after you have completed the program.
6. **Disruption:** Act in compliance with the directions of JVS staff who are acting in the performance of their duties, including not interrupting or interfering with the orderly conduct of JVS activities.
7. **Attire/Grooming:** Wear attire and display grooming that encourages learning, and that promotes safety, health, and acceptable standards of social conduct in a learning or workspace.
8. **Food/Beverages:** If your class takes place in person, please do not eat or drink when using a borrowed JVS laptop. If you have a severe allergy to any food, please let your Program Coordinator and in-person instructor (if applicable) know as soon as possible to avoid allergens that could cause a severe reaction.
9. **The facility, equipment, and resources:** Do not enter or utilize JVS facilities, supplies, equipment, including computers without authorization.
10. **Property:** Respect JVS property. Do not deface, damage, or steal property belonging to JVS or any other person.
11. **Smoking:** If your class takes place in-person, please note that smoking is not permitted inside buildings.
12. **Alcohol and drugs:** Please do not use, sell, distribute, or possess alcohol or drugs or attend JVS services while under the influence of alcohol or drugs. If staff suspect at any time that a client is misusing alcohol or other substances, staff will discuss options with clients including referral to treatment services, conferences with staff from referring agencies, and up to suspension of JVS activities
13. **Weapons/Explosives/Fireworks:** To maintain a safe and professional work environment, we ask you do not possess, distribute, handle, or use a weapon or any object, including explosives and fireworks in-person or virtually while on camera.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Suspension and Dismissal Policy

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Violation of any part of the JVS Work Protocol may result in suspension and/or dismissal from services.

If you fail to follow JVS's Work Protocol, a JVS Staff Member will schedule a meeting to review your behavior or lack of participation. Issues that cannot be resolved at this level may be referred to the appropriate JVS Staff Member. If the behavior continues, a three-way meeting will be scheduled between you, the Staff Member, and the Program Manager or Program Director. Depending on the severity of the offense, the Director of Client Services and/or their designees may determine that a suspension or dismissal from services is in order. While this is a suggested guideline to provide feedback, we reserve the right to terminate services at any time for any reason.

In the case of suspensions or dismissal from services, you must meet with Dylan Ruggles, the Director of Client Services, and/or their designee to determine if reinstatement of JVS services is appropriate.

If you disagree with any disciplinary action, you may file a grievance with Dylan Ruggles, the Director of Client Services.

## Facilities Policy

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### **Accessibility**

JVS maintains offices, classrooms, and public spaces that are accessible to persons with disabilities, whether in-person or virtual. Persons with walkers or wheelchairs can receive services in most of our locations. Persons with hearing or visual needs can also receive accommodations if we know in advance of your needs. When registering for a service, you will be given the opportunity to request an accommodation to meet your needs. If during your time working with JVS you realize you require a reasonable accommodation, please ask JVS Point Person. JVS strives to make our services as accessible as possible.

Some common requests include, but are not limited to:

- Large print documents (including this Handbook)
- When in-person, sitting closer to the instructor
- Dragon Naturally Speaking software
- Zoom Text software
- Closed captioning
- Sign Language Video Relay Service (VRS)

### **Service Animals**

Service animals are welcome at JVS's facilities. You will be asked to confirm that your animal is a service animal.

We ask that everyone with a service animal follow these guidelines:

- Bring your service animal on a leash or in a container.
- Keep birds, reptiles, amphibians, and rodents in an enclosed carrier/container.
- Keep your animal at your feet, or on your lap. Your service animal may not sit on JVS furniture.
- Ensure that your service animal is not aggressive toward people or other animals.

While service animals are welcome at JVS, you are responsible for the care and supervision, including any damage or soiling caused by your service animal.

## Health and Safety Protocol

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### **Safety Drills**

JVS is serious about safety. Periodically, we conduct safety drills to make sure our staff and our clients know how to react and stay safe in an emergency. Each year we practice fire drills, earthquake drills, utility failures, bomb threats, hostage situation drills, and medical emergencies. If a drill takes place while you are at JVS, please follow the directions of JVS staff. The drills are important, and we want you to take them seriously.

### **Safety and First Aid Training**

Safety training is mandatory for JVS staff members, and many members are certified in First Aid and CPR. They can assist you if you have an accident or incident that may need medical attention. Please follow the staff person's instructions, and above all, stay calm in an emergency. JVS staff will get the help you need.

### **Bringing Children to JVS**

Children should not be brought to JVS facilities in place of child care. Upon occasion, extenuating circumstances may require that you bring a child or children with you to an in-person meeting or class. Upon such occasions, and with the advance permission of JVS management, children may be brought to JVS facilities.

JVS values family life and welcomes children and other family members to attend special events such as graduations and celebrations. Children must remain under your direct supervision as the parent/guardian.

All visitors, including children, are required to abide by our Work Protocol at all times.

## Code of Ethics

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JVS's Code of Ethics serves as our expectation for the treatment of persons served and states that all staff, board members, and volunteers will:

- Protect and promote the interests and informed choices of clients by making it possible to develop their potential.
- Strive to provide the highest level of quality services.
- Treat all clients with respect and dignity and respect their legal rights.
- Model professionalism and work ethic.
- Maintain professional boundaries with the persons served.
- Avoid any conflict of interest in service delivery.

Details for how these principles are implemented are detailed throughout this handbook. If you would like to see the complete Code of Ethics, please contact Dylan Ruggles, the Director of Client Services, at 415-782-6235 or via e-mail at [druggles@jvs.org](mailto:druggles@jvs.org).

## Conflicts of Interest

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JVS staff are trained to protect your interests to the greatest extent possible and to avoid conflicts of interest. If you have any questions or concerns about potential conflicts of interest, please do not hesitate to contact Dylan Ruggles, the Director of Client Services, at 415-782-6235 or via e-mail at [druggles@jvs.org](mailto:druggles@jvs.org).

## Gifts and Gratitude

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In general, employees may not accept or give gifts to or from clients, clients' family members, vendors, suppliers, or other persons doing business with the agency.

The best "Thank you!" you can give us is by leaving a review on Yelp and referring your friends and family members to us. If you would like to purchase a gift, we ask you make a gift in the form of a donation or by purchasing a ticket to our annual luncheon Strictly Business. To learn more about Strictly Business, you can visit this webpage: <https://www.jvs.org/strictly-business/>.

## Client Input Policy

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At JVS, clients shape the services and programs offered and one way we do this is through input and feedback. I may be asked by JVS Staff to participate in interviews to find out my opinions about JVS services, and will also be asked to complete Client Satisfaction Surveys at intervals during my participation in JVS services.

I understand my feedback during interviews and surveys is completely anonymous and will be used for program planning purposes only.

I can also speak to Dylan Ruggles, the Director of Client Services, at 415-782-6235 or via e-mail at [druggles@jvs.org](mailto:druggles@jvs.org) at any time if I would like to discuss my experience with JVS services.

### **My feedback provides invaluable insight for JVS to:**

- Learn more about how JVS programs could be improved.
- Find out how to best support me and future clients.
- Identify opportunities to build on my JVS experience.
- Gather data about JVS's impact and use it to improve client experience.

### **I understand/ agree to the following:**

- My participation in these interviews is confidential and what I say or write will not be attached to my name or any other personal identifier without my written consent.
- To respond to JVS's asks for feedback.
- This ask will come from a JVS Staff Member whom I may or may not know.
- The ask for feedback may come in the form of email, text, or a phone call.
- To update my contact information with JVS staff members as soon as possible if it changes so JVS can easily reach me.
- The asks for feedback can happen while in program and within seven years after the program ends.
- While I am giving feedback, I can skip questions or choose to end the interview, survey, or focus group at any time.
- I can opt-out of giving feedback at any time by informing a member of JVS staff in writing.
- Opting out of or discontinuing giving feedback does not make me ineligible for JVS programs and will not affect the services I receive from JVS.
- I understand that JVS may reach out to other gather verifications of employment and this is as important as providing feedback. I agree to send employment verifications in a timely manner back to JVS Staff Members.

If I have any questions and comments, I will reach out to my JVS point person.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Text Messaging Policy

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JVS will occasionally send you text messages with updates about programming, information which could be important to the broader JVS community, and surveys that will help us improve our programs. To opt out of receiving text messages from JVS, please complete this [short form](#) or contact Dylan Ruggles, the Director of Client Services, at 415-782-6235 or via e-mail at [druggles@jvs.org](mailto:druggles@jvs.org).

## Equal Opportunity Is the Law

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It is against the law for JVS, as a recipient of Federal Financial assistance, to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation Opportunity Act (WIOA) on the basis of the beneficiary's citizenship/ status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title 1- financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title 1-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

### **What to Do If You Believed You Have Experienced Discrimination:**

If you think that you have been subjected to discrimination under a WIOA Title 1-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The recipient's Equal Opportunity Officer **OR**  
Director of Client Services  
Jewish Vocational Service  
548 Market Street, PMB 37733  
San Francisco, CA 94104

Director of the Civil Rights Center  
U.S. Department of Labor  
Room N-4123  
200 Constitution Avenue, NW  
Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (CRC) (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your complaint within 30 days of the date on which you received the Notice of Final Action.

## Grievance Procedure

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We expect any problem or misunderstanding can be effectively resolved in a timely manner by discussing it with the Staff Member you are working with. It is your responsibility to immediately inform your instructor, JVS Point Person, or another Staff Member if you are having a problem or need to share a concern.

In the event that you and the JVS Staff Member cannot agree on a solution to a specific problem or issue, you should request to meet with the JVS Staff Member's immediate supervisor. Following your request, the immediate supervisor will contact you within 10 working days to schedule a meeting. As a client, you may request the attendance of another person at the meeting, such as a case manager, Department of Rehabilitation counselor, or an advocate of your choice.

If no satisfactory solution is reached between you and the supervisor, please direct your grievance to Dylan Ruggles, the Director of Client Services. You have up to one year to file a formal grievance from the date a violation took place. Within 30-days of the submission of your formal complaint, JVS will schedule a meeting on the matter, and you will receive 10-days advanced written/emailed notice of the meeting date and time.

The grievance should be documented in writing and addressed to:

Dylan Ruggles, Director of Client Services  
Jewish Vocational Services  
548 Market Street, PMB 37733  
San Francisco, CA 94104

If you prefer to send an email to file a grievance, you can email Dylan Ruggles, Director of Client Services, at [druggles@jvs.org](mailto:druggles@jvs.org). You can also file a grievance through our website at:

<https://forms.office.com/r/sjzsqg5dSh>.

Your grievance should include, at minimum, your name, the approximate date of which the incident occurred, details of the incident, and what efforts have already been taken to resolve the incident, if anything.

Following the meeting, Dylan Ruggles, the Director of Client Services, or their designee will respond with a written or emailed decision to your grievance within 60-days of the original submission of your formal complaint.

If no satisfactory solution is reached between you and JVS, you may have the opportunity to direct your grievance to a third party. JVS staff will assist you in identifying the appropriate resource to whom your grievance should be directed. If you are unsure who to reach out to, contact the Director of Client Services at [druggles@jvs.org](mailto:druggles@jvs.org).

If at any time you feel your actions and/or feedback have resulted in retaliatory actions or increased barriers to service, please notify Dylan Ruggles, the Director of Client Services, immediately in writing or email.

Below are some resources (non-exhaustive list):

Clients who are referred by the **California Department of Rehabilitation (DOR)**:

Step 1: Contact referring DOR Counselor (Local Office: 415-904-7100)

Step 2: Client Assistance Program: 1-800-776-5746 (voice) or 1-800-719-5798 (TTY)

Clients who are referred by or who are participating in programs funded by the **California Employment Development Department (EDD)** may request a state hearing by submitting a written notice of appeal within 10 days of receiving a final decision from JVS to:

Chief, Compliance Review Division Chief, MIC 22-M  
Employment Development Department  
P.O. Box 826880  
Sacramento, CA 94280-0001

Clients who are referred by or who are participating in programs funded by the **San Francisco Office of Economic and Workforce Development (OEWD)** or the **US Department of Labor (DOL)** may file a complaint in writing with the DOL Civil Rights Center (CRC). A strict timeline is required for filing a complaint (within 1 year of alleged occurrence). The written complaint must be accompanied by the CRC's Complaint Information Form and Privacy Act Consent Form, which are available at the link below: <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/how-to-file-complaint>

Direct written complaints via:

POSTAL MAIL:

Director, Civil Rights Center (CRC)  
ATTENTION: Office of External Enforcement  
U.S. Department of Labor  
200 Constitution Avenue, NW, Room N-4123  
Washington, D.C. 20210

FAX: (202) 693-6505, ATTENTION: Office of External Enforcement

EMAIL: [CRCEXternalComplaints@dol.gov](mailto:CRCEXternalComplaints@dol.gov)

You also have the right to request technical assistance with filing a complaint, and may call OEWD at 415-701-4848 for more information on how to file.

## Client Confidentiality Policy

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JVS is firmly committed to the right to confidentiality. We are also aware that, at times, it is both important and essential for us to share information with others, such as employers and other social service professionals, to provide the fullest service to our clients.

The following steps will be taken to maintain this confidentiality:

- 1) All information shared shall be considered confidential among the staff of JVS. No information shall be shared, either verbally or in writing, without the consent of the client. Client files are used by JVS staff only. JVS Staff Members are mandated to report knowledge of or observation of suspected child abuse or neglect and knowledge of or observation of suspected abuse or neglect of dependent adults.

- 2) Clients will be asked to sign a Release of Information form allowing JVS to share information with prospective employers for the purpose of job placement and with funders for grant reporting.
- 3) A Release of Information form shall also be used whenever it is necessary to either give or receive information from other social service professionals, e.g., Jewish Family and Children's Services, therapists, Department of Rehabilitation counselors, counseling agencies.

**The original release form should be sent to the organization/professional with whom client information is discussed. A copy of the release form shall remain in the client's file.**

## Authorization for Release and Sharing of Information

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I, \_\_\_\_\_, hereby authorize the release of the information listed below to Jewish Vocational and Career Counseling Service (“JVS”).

- Educational history such as name of school, dates of attendance, grades, and graduation
- Work History such as employer, dates of employment, reason for termination, and performance information
- Training Information such as attendance, participation reports, and grades
- Employment Verification such as employer's address, dates of employment, position title, wage/rate of pay, and types of benefits
- Job Placement Follow-up such as attendance and performance information
- Follow-up information after transfer of services to JVS, outside of JVS, or termination of services

(The above information is collectively referred to as “Released Information”)

JVS may seek the Released Information from my employers, local and state workforce development boards/agencies, California Employment Development Department, Department of Rehabilitation, The Work Number, Employment Training Panel, Human Services Administration, California Community College partners, other private educational or program partners, and community partners, related third-party payroll providers, and other similar organizations.

I understand JVS may seek Released Information and will use the Released Information it receives to administer its programs and services.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent/Legal Guardian, if under 18

\_\_\_\_\_  
Date

I also authorize JVS to share the Released Information with my employers, local and state workforce development boards/agencies, California Employment Development Department, The Work Number, Employment Training Panel, Human Services Administration, California Community College partners, other private educational or program partner and community partners, Department of Rehabilitation, and third-party payroll providers in order to administer its programs and services.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent/Legal Guardian, if under 18

\_\_\_\_\_  
Date

I further authorize JVS to release or obtain my employment and wage information, for up to 10 years from the date of signing this authorization, to and from organizations such as California Employment Development Department, The Work Number, and Employers for the purposes of understanding and evaluating the success of JVS's programs and agency impact.

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Signature of Participant

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Date

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Signature of Parent/Legal Guardian, if under 18

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Date

# Authorization for Release and Sharing of Information

## Frequently Asked Questions (FAQ)

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The Authorization for Release and Sharing of Information gives Jewish Vocational Service (JVS) permission to get or give certain information about your work history and/or educational outcomes, to help you with your job search, and to evaluate the success of JVS's programs and agency impact.

### **Who will JVS be reaching out to obtain or share Information?**

JVS may reach out to your past or future employers, workforce development boards/agencies, [California Employment Development Department](#), [Department of Rehabilitation](#), [The Work Number](#), [Employment Training Panel](#), Human Services Agency, California Community College partners, other private educational or program partners, and community partners, related third-party payroll providers, and other similar organizations.

The most common reason JVS would reach out to a previous employer would be to confirm your previous wages/income so we can show the impact of our programs once you complete the program and find new employment. Normally we are able to get this information through the California Employment Development Department (EDD) or The Work Number, but in instances where this isn't possible, we may reach out to a previous employer.

A reason we may reach out to another entity like the Human Services Agency (HSA) or California Community College partners is to learn more about your participation in their programs so we can support you and ensure you have continuous care.

### **Will JVS reach out to *all* of my previous employers or training providers?**

JVS will only reach out to your employers and/or educational or training providers to administer programs and services to you or for the purposes of understanding and evaluating the success of JVS's programs and agency impact.

### **What kinds of Information about me can JVS obtain or release about me?**

Under the Authorization for Release and Sharing of Information JVS has permission to obtain or share Information relating to your employment history, education history, contact information, and other history related to your job search or engagement at JVS.

### **How long will JVS be able to obtain or share Information under the Authorization for Release and Sharing of Information?**

There are three parts to the JVS Authorization for Release and Sharing of Information with timeframes associated with each.

- The first section of the Authorization allows JVS to **seek** released Information and is only valid for the duration of your participation in JVS's programs and services and a reasonable period of time afterward.
- The second section of the Authorization allows JVS to **share** released Information and is only valid for the duration of your participation in JVS's programs and services and a reasonable period of time afterward.
- The third and final section of the Authorization allows JVS to release or obtain **employment and wage information** for up to 10 years from the date of signing this authorization.

### **How will my information be kept at JVS?**

All information will be maintained in the strictest confidence and is for the sole use of purposes stated in the Authorization for Release and Sharing of Information.

Some examples of how JVS protects your information include, but are not limited to:

- JVS uses Salesforce for online record keeping
- JVS uses multifactor authentication for access to all of our documentation and record keeping
- All JVS staff members receive training on best practices for protecting client privacy and information

**When the form says, "to improve upon and administer our programs and services," what does that mean?**

JVS uses data from our programs and outcomes to showcase our impact. This can help fund current and new programs and inform programmatic changes JVS may want to make to best support clients moving forward. JVS may also speak with community partners or employers to ensure we support you as best as possible during the program.

**Who are some other community partners with whom JVS may release Information?**

If you are working with another community partner or non-profit agency and would like JVS to discuss your participation in our programs, this allows us to do that. This could include a case manager, a housing advocate, or a legal office as examples.

**What if I don't want a specific person or organization to access my Information? Can I request that person or organization not be contacted?**

JVS's Authorization for Release and Sharing of Information does not allow individuals to remove or redact a specific person or organization from the Release. If you have a concern for your safety related to a particular entity, please reach out to Laura Combs, Client Services Manager, at [lcombs@jvs.org](mailto:lcombs@jvs.org) to schedule a meeting to discuss next steps and options.

**If I change my mind about consent, can I revoke it?**

Yes, if you change your mind, you can revoke it. In order to continue participating in JVS programs, all JVS clients must maintain an active signed JVS Authorization for Release and Sharing of Information. If you are still enrolled in a JVS program and wish to revoke your Authorization for Release and Sharing of Information, please email the Client Services Team to discuss discontinuing programming and to learn about other community agencies that can best support you in your job search. If you wish to revoke your consent on the Authorization for Release and Sharing of Information, please reach out to Laura Combs, Client Services Manager, at [lcombs@jvs.org](mailto:lcombs@jvs.org) to schedule a meeting to discuss next steps and options.

**What if I have already signed a Release of Information from another organization I'm working with? Do I still need to sign this JVS Authorization for Release and Sharing of Information?**

Yes, in order to participate in programming, all JVS clients must sign JVS's Authorization for Release and Sharing of Information.

**I was a previous client of JVS and signed another release of Information like this. Do I need to sign this new Authorization for Release and Sharing Information?**

Yes, as this is an updated Authorization for Release and Sharing of Information, new signatures are required. If you are re-enrolling in a program or beginning a new program, you must sign this document and the rest of the Client Handbook.

**After speaking with someone, I still don't feel comfortable signing. What are my options?**

For JVS programs to remain at no cost, all clients must sign the Authorization for Release and Sharing of Information. Without a signed authorization, we cannot offer you acceptance into the program.

**I have additional questions. Who can I speak to?**

If you have additional questions, you can ask your program's Program Assistant or Program Coordinator. If you still have questions or concerns, the Program Assistant or Program Coordinator will connect you with a staff member from the JVS Client Services team.

# Client Financial Support Consent

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We want to support you – in more ways than just occupational skills training and job search.

We understand that things come up that may hinder your ability to be successful in training or your job search, including housing, utility bills, professional clothing, transportation, and access to food. We have dedicated staff to support you with navigating the resources you may need.

As part of this, we also have funding available to support clients with unexpected expenses or bills. To access these supports, you need to be an active and engaged client. Please reach out to your JVS point person to get connected to financial support or to be referred to other resources.

JVS primarily distributes financial support through ACH transfers, PayPal, or similar credits. If you do not have a bank account, please reach out to your JVS point person to get connected to banking resources.

***JVS will only use your ACH, PayPal, or similar credits to provide you with financial support in a timely manner. JVS will not share your financial or banking information with any outside entities unless we receive your written consent in the form of a Release of Information and there is a specific reason for that disclosure.***

**Check one:**

- I hereby authorize JVS to initiate ACH, PayPal, or similar credits (payments to me). These payments can be to an account I own or to a third party who is willing to receive payments on my behalf. At a later date, I will provide the bank account number, electronic payment account info, or third-party payment info to which I would like to receive payments. These payments to me will either be in the amount requested by me and approved by JVS or in the amounts agreed upon in advance for meeting certain milestones of my training program. I understand I may revoke this authorization at any time by notifying my main contact at JVS. I also understand if my ACH, PayPal, or similar credits (payments to me) information changes, I will notify my JVS point person as soon as possible to avoid any delay or disbursement to an incorrect account.
  
- I **DO NOT** authorize JVS to initiate ACH, PayPal, or similar credits (payments to me).

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Client Services Agreement

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You and your JVS Point Person have discussed the job search and placement process and have agreed that it is a **team** process in which:

## **You will**

- Develop and follow employment-focused strategies with the guidance of JVS staff.
- Complete homework assignments agreed upon by you and JVS staff.
- Inform JVS staff of any changes in employment status that may affect your job search, including getting a job.
- You will provide documentation of employment (pay stub or offer letter) when you start a job. You will also provide follow-up information for up to three years after you complete the program.
- Give 24-hour notice for cancellation of appointments and maintain communication with JVS Staff.

- Agree to the standards of behavior as outlined in the Work Protocol.

## **JVS Staff will**

- Develop employment-focused strategies in cooperation with you.
- Provide guidance/support in job search skills and strategies.
- Maintain confidentiality of job search.
- Respect your rights at all times.
- Depending on your program, provide retention support for up to one year after you complete the program.
- Agree to the standards of behavior as outlined in the Work Protocol.

You agree to keep your JVS Point Person updated regarding acceptance or termination from employment. You are aware that if failed to do so, you might not be considered eligible to receive services from JVS in the future.

You and your JVS Point Person have agreed to this service agreement and understand it may be modified by mutual agreement during the job search process. This agreement will be in effect for two years following the contract date above, during which time it may be amended.

Your specific program may also have an additional client service agreement.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Rights of People Served Policy

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It is the policy of JVS to honor the human and civil rights of all persons served, to treat them with dignity and respect, ensure their safety, and to advocate for their access to services. It is our intent to ensure your freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect. In keeping with this policy, all staff and volunteers are informed during new staff orientation of client rights and grievance procedures, and reporting requirements for suspected abuse of children, dependent adults, and elders. Should there be suspicion of any kind of abuse toward a client by an employer, staff member, or another client, a summary of the incident will be documented in the case record and a copy sent to the appropriate authorities.

### **Informed Consent**

Clients are informed of the array of services available, the identity of key staff, prior notice of their involvement in research projects, and guidelines governing those research projects.

### **Release of Information**

In order to develop a comprehensive client profile and provide quality vocational services, you will be asked to sign a Release of Information form authorizing designated persons or agencies to release specific information. You may access JVS generated records from your case-file, upon request.

### **Confidentiality**

All clients are informed upon intake of JVS's Client Service Agreement which includes our commitment to maintaining clients' confidentiality with the exclusion of threat to harm themselves or others. If you express at any time a threat to yourself or others, this disclosure must be immediately reported by JVS staff. Disclosure of such nature is immediately documented and reported to the appropriate authorities.

### **Grievance**

All clients are made aware of the JVS Grievance Procedure during the Orientation and Intake process. In the event that you and your JVS Point Person cannot agree on a solution to a specific problem or issue, you may request to meet with their immediate supervisor.

**I have reviewed and understand each of the Rights of People Served Policy sections.**

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## JVS Promotional Authorization and Release for Adults

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This authorization applies to the use of my name, image (e.g. photos, video), and/or statements (referred to hereafter as “my material”) made for or at the following JVS program:

\_\_\_\_\_.

I hereby give permission to Jewish Vocational and Career Counseling Service (JVS) to use my material in its promotional and marketing materials. I also give JVS the authority to share my material with its business partners (e.g. employers, volunteers and training providers) in marketing or promotional materials to promote JVS’ programs or services.

This authorization is entirely voluntary on my part. I understand that I will not be given any compensation in any form for any use of my material as authorized above. I hereby release JVS and its employees and representatives from any liability or claims whatsoever based on its use, or its business partners’ use, of my material as set forth in this authorization.

**Check one:**

- I agree to the above terms, with the exception of the channels that I specify here (e.g. social media, print materials, etc.): \_\_\_\_\_.  
*(If left blank, you do not restrict JVS’s use of your material on any channel.)*
  
- I do not agree to the above terms.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Email address/phone

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Retention: A copy of this release for adults will remain in marketing/development and if requested, copies can be given to program staff and/or the participant.

**Expires: Two years from signed date**

## Consent for Tape/Audio Recording

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Program: \_\_\_\_\_

Sometimes, a program client finds it helpful to record program sessions to access later for further review. I hereby give permission to JVS Staff to record me and my participation in the JVS's training program.

I understand that these recordings will be used solely by JVS staff or fellow program clients for personal use, with the primary purpose being the review and clarification of program content.

I further understand that JVS has no role in, control over, or obligations related to the distribution of these recordings. I waive my rights to private and confidential participation in this program and release JVS of all liability related to these recordings.

**Check one:**

- I agree to the above terms.
  
- I do not agree to the above terms.

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Employment Status while in Program and Unemployment Eligibility

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I, \_\_\_\_\_, understand the following statements pertaining to my employment status and relationship with JVS while I complete classroom and/or hands-on learning:

- JVS is not my employer of record during classroom or hands-on learning.
- My employer of record during hands-on learning is \_\_\_\_\_.
  - Any employment verifications or unemployment insurance claims should be sent to this above employer of record.
- When my fellowship, internship, or externship ends, I am most likely not qualified for unemployment. If I feel I do qualify for unemployment, I should review the following resources before applying for unemployment:
  - Workplace Fairness: <https://www.workplacefairness.org/intern-unemployment>
  - EDD Total and Partial Unemployment: [https://www.edd.ca.gov/uibdg/Total\\_and\\_Partial\\_Unemployment\\_TPU\\_40.htm](https://www.edd.ca.gov/uibdg/Total_and_Partial_Unemployment_TPU_40.htm)
  - EDD Eligibility: <https://edd.ca.gov/Unemployment/Eligibility.htm>
- If I still need more information before determining to apply, I understand I can also reach out to an employment attorney such as:
  - Bay Area Legal Aid: <https://baylegal.org/what-we-do/stability/economic-justice/>
  - Legal Aid at Work: <https://legallaidatwork.org/our-programs/securing-unemployment-insurance/>
  - Legal Services of Northern California: <https://lsnc.net/#cat-anchor-9>
- If none of the resources above answer my questions or I need additional support, I will let my Program Coordinator know and potentially be connected to the JVS Client Services team for additional resource connection support.

By signing below, I am agreeing that I understand the information on this page.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Full Name

\_\_\_\_\_  
Date

## Receipt for Client Handbook

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I, \_\_\_\_\_, have reviewed and understand the information within The JVS Client Handbook including the following content:

- History, Locations, and Hours
- Basic Admission Standards
- Services Available
- JVS Point Person / Creating Your Job Search Plan
- Work Protocol
- Suspension and Dismissal Policy
- Facilities Policy
- Health and Safety Protocol
- Code of Ethics
- Conflict of Interest
- Gifts and Gratitude
- Client Input Policy
- Text Messaging Policy
- Grievance Procedure
- Confidentiality Policy
- Release of Information
- Client Services Agreement
- Rights of People Served Policy
- JVS Promotional Authorization and Release for Adults
- Consent for Tape/Audio Recording
- Employment Status while in Program and Unemployment Eligibility

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date