Jewish Family Service
A Community Resource Since 1918

Volunteer Orientation
Welcome & Introductions

Icebreaker: What inspired you to volunteer with JFS?
Our History & Purpose

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.
How We Are Funded

Audited Operating Statements | July 1, 2017–June 30, 2018

<table>
<thead>
<tr>
<th>Public Support &amp; Revenue</th>
<th>Amount $</th>
<th>Amount %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public &amp; Private Grants</td>
<td>8,850,303</td>
<td>45%</td>
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<tr>
<td>Contributions</td>
<td>6,648,049</td>
<td>34%</td>
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<tr>
<td>Charitable Adult Rides and Services, Inc.</td>
<td>2,255,731</td>
<td>11%</td>
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<tr>
<td>Client Fees</td>
<td>1,196,639</td>
<td>6%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>791,384</td>
<td>4%</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>19,742,106</strong></td>
<td><strong>100%</strong></td>
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<tr>
<td>Total Expenses</td>
<td>19,914,129</td>
<td></td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>(172,023)</td>
<td></td>
</tr>
</tbody>
</table>
What We Do... Since 1918

Self-Sufficiency

Aging With Dignity

Community Connections
Every day, people turn to JFS because they need someone in their corner. We welcome everyone with dignity, compassion, and respect.

We listen to clients’ whole stories—not just the needs that brought them here—and approach their challenges with their strengths, motivations, and unique circumstances in mind.
What It Means to Volunteer
900+ volunteers annually
How YOU Can Get Involved!

- Assist in the office
- Be an advocate
- Be a mentor
- Help the hungry
- One-time projects & events
- Serve older adults
- Support refugee & immigrant families
- Serving people facing homelessness
High Need Volunteer Roles

On the Go
Rides & Smiles

Corner Market

Music & Memory
Galaxy Digital

• Check out opportunities
• Sign up for shifts
• See your schedule
• RSVP to events
• Log your hours
• See your impact
HIPAA Level One

• Maintain a CLEAN DESK and LOCKED FILING policy for protected information:
  o Visitors and after-hours cleaning crews will be present throughout JFS workspaces. It is your responsibility to help keep all Protected Information confidential and secure 24/7.
  o Anything containing Protected Information should not be left unattended and/or accessible to anyone who does not have authority to view it. During the work shift, files and other materials that contain Protected Information are to be kept in locked cabinets/locked/containers when personnel leave their work area. Do not leave materials unattended and do not leave or read sensitive material where you are not authorized to view.
  o Follow the "two lock rule" for overnight storage of materials containing Protected Information – put it in a locked cabinet/drawer/container and be sure the door is locked.

• Using JFS EMAIL: (EMAIL sent from an address ending in @jfs.org)
  o If you communicate any Protected Information by email on behalf of JFS, you must use a secure JFS email account ending in @jfs.org. Emails sent from a JFS email account will be encrypted for security, but recipients will not. Do not use any personal email accounts.
  o Use the minimum necessary amount of personal information needed and de-identify Protected Information as much as is feasible. For example, do not use clients' last names.

• Using JFS COPY/PRINT/FAX MACHINES:
  o When directed by your supervisor, you may use JFS copy/print/fax machines for JFS business.
  o Do not leave any documents unattended at the machine.
  o When faxing, always use a JFS fax cover sheet that has both the sender's and receiver's contact information and a confidentiality statement on it.

• DISPOSING OF PAPERWORK containing Protected Information:
  o Shred all unneeded paperwork that has confidential information.
  o Never put paperwork that contains Protected Information in a regular trash or recycling bin.

Workplace Outside of JFS Workspaces and/or Using Non-JFS Equipment:

• CELL PHONES:
  o Do not use a personal cell phone for communicating JFS clients' confidential or Protected Information. This includes phone calls, emailing, texting, tweeting, posting, or social media, etc. Unauthorized use of personal cell phones for Protected Information may be cause for removing ALL access from your phone, i.e. "wiping" your phone.
  o If your responsibilities at JFS require you to use a cell phone for phone calls or emailing of JFS client confidential or Protected Information, ask your supervisor for an agency issued phone.
  o Any cell phone used to email JFS confidential or Protected Information must be a secure JFS email account ending in @jfs.org. Do not use any personal email accounts.
  o If you absolutely must use a cell phone and an agency phone is not provided, your supervisor may approve your use of a personal cell phone under JFS "Bring Your Own Device" (BYOD) policy. BYOD phones must be approved in advance by JFS and must have secure encryption enabled by JFS IT Services before use.
  o Texting confidential or Protected Information is NEVER permitted from a personal cell phone or BYOD phone.
  o Do not save or store any information about a client in your cell phone. This includes an Protected Information such as name, phone number, address, usernames, photos, etc. Immediately report any lost or stolen cell phone that you use for JFS business to your supervisor and JFS IT Security Officer / IT Services. For after hours and non-work days, call JFS IT Services at (619) 276-9320.

• EXTERNAL COPY/FAX/PRINT MACHINES:
  o Do not make any copies or fax anything that contains Protected Information at an outside vendor, such as Kinko's or FedEx Centers.
  o Transporting PROTECTED INFORMATION IN A VEHICLE:
    o Take the minimum amount of Protected Information that you need with you in your vehicle. As much as possible, de-identify Protected Information being transported by using only initials instead of name, age instead of date of birth, etc.
    o Do not leave anything (files, phones, laptops, computers, etc.) containing Protected Information unattended in a vehicle, even when the vehicle is locked and even in the trunk.
    o Store your laptop and paperwork at a JFS workspace whenever possible. If you must transport client records with you in your vehicle, make that the first last or last step you make and make every effort to return those records safely to the office before the end of the day.
    o Do not leave client paperwork, laptops, cell phones, etc. in your vehicle overnight.
    o BETTER: Bring anything with Protected Information inside your home overnight. (It is less likely to be stolen from your home than from your car.)
  o BEST: Find a way to leave it secured at a JFS office, and do not take it home at all.

Special cautions for LAPTOPS and PLUGGED DRIVES:

• Do not use a personal computer for creating or storing JFS confidential or Protected Information. Unauthorized use of personal computers for Protected Information may necessitate removing ALL data from your computer hard drive.

• If your responsibilities require you to use a computer outside of the office for working with JFS confidential or Protected Information, ask your supervisor for an encrypted agency-related laptop.

• Laptops are prime targets for theft from a vehicle. NEVER leave your laptop name and/or password with the laptop.

• Flash drives and any other portable media that could be used to save data are not permitted unless authorized by JFS IT Services and the device is issued and encrypted by IT Services. Save any Protected Information to the encrypted part of the flash drive.

• Do not leave flash drives in your vehicle. Take them with you.

• If your JFS flash drive or laptop is lost or stolen, notify your supervisor and JFS IT Services / IT Security Officer immediately. For after hours and non-work days, call JFS IT Services at (619) 276-9300.

Reporting Violations of Privacy and Security Measures:

It is very important to immediately report any lapses or violations of JFS' privacy and security procedures to your supervisor. Personal who fail to promptly report privacy or security incidents may be subject to disciplinary actions. Supervisors have additional reporting duties and must act quickly to stop privacy and security incidents and lessen any damage.
Parking - Coleman

Once you reach the designated parking area and your back is facing Balboa Avenue, you should see the wall of a building with “8888B” in large blue print. This is one way to affirm you are in the correct section.

***Please make sure to have your JFS parking sticker on the back windshield of your vehicle when parking here***
Next Steps

• Participate in an in-person interview
• Complete background check & DMV pull, if applicable
• Get placed!
• Attend training, if applicable
Let’s Stay Connected

Be the first to hear inspiring stories, community news, and exciting opportunities to get involved with JFS.

Join the conversation on Facebook, Instagram, and LinkedIn!
Questions?

Contact Volunteer Engagement
(858) 637-3050
volunteer@jfssd.org