

Jewish Family Service

A Community Resource Since 1918

Volunteer Orientation



Jewish
Family
Service



Moving Forward Together

Welcome & Introductions

Icebreaker: What inspired you to volunteer with JFS?



Our History & Purpose

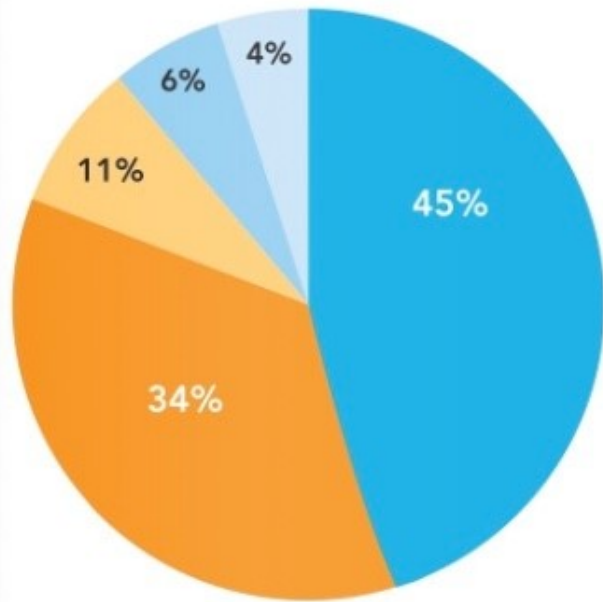


Jewish Family Service is a client-centered, impact-driven organization working to build **a stronger, healthier, more resilient San Diego.**



How We Are Funded

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



Public Support & Revenue

	Amount \$	Amount %
Public & Private Grants	8,850,303	45%
Contributions	6,648,049	34%
Charitable Adult Rides and Services, Inc.	2,255,731	11%
Client Fees	1,196,639	6%
Investment Income	791,384	4%
	19,742,106	100%
Total Revenue	19,742,106	
Total Expenses	19,914,129	
Change in Net Assets	<u><u>(172,023)</u></u>	

What We Do... *Since 1918*



Self-Sufficiency



Aging With Dignity



Community Connections



Impact Areas



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**PERSON BY PERSON. FAMILY BY FAMILY.
THIS IS HOW WE MAKE AN IMPACT.**

Thank you for all that you made possible this year.

You powered
44,773 rides
for older adults who
don't drive anymore

2,727 volunteers dedicated
39,564 hours
to building and strengthening
our community

"On the Go shows up for our seniors when they need it, to take them to cancer treatment or bridge club or out to lunch with their friend. It's that one ride a week that can help them feel connected and whole again."

- Tara Guggino, Rides & Smiles Coordinator,
On the Go at JFS



You ensured that
128 Holocaust Survivors
were connected and cared for



You provided
a support system for
195 people
coping with the symptoms
of Alzheimer's

"Every older adult has something to share, and my volunteers bring out the best in each person. They know and care for each one of our clients. I don't know what I would do without them."

- Aviva Saad, Program Coordinator,
Balboa Avenue Older Adult Center

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.

"For unsheltered individuals and families, waitlists are long and access to subsidies is limited. Our goal is to help people increase income and job stability while being a support to them where they are now, and ultimately get them back into permanent housing. With home as a foundation, families can start building toward their future."

- Hanna Lemme, Housing Specialist,
Safe Parking Program



You touched the lives of
4,540 children
through Positive Parenting education

You offered safety
and support to
200+ people
sleeping in their
vehicles each night



Your support
helped transform
the lives of more than
20,000 people



"Hunger and food insecurity are not going to disappear overnight. But we can help by making sure that San Diegans have the food they need to sustain themselves and their families."

- Aurora, Hand Up Teen Leader



You distributed
274,174 meals
to San Diegans
who need them

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

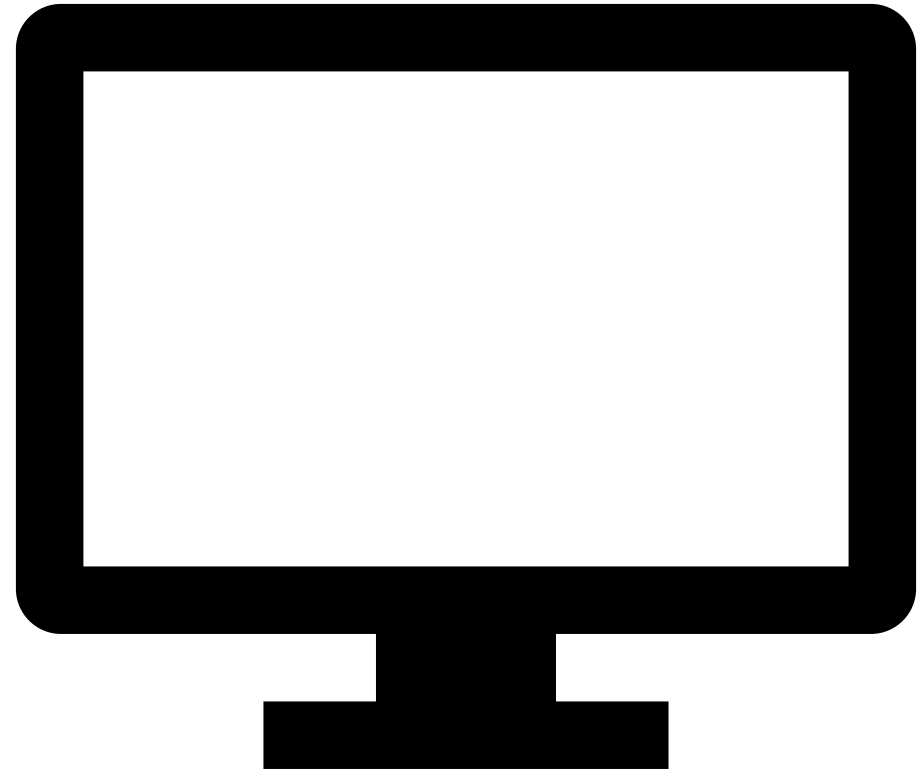
Corner Market

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



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- Maintain a CLEAN DESK and LOCKED FILES policy for Protected Information:
 - Visitors and after-hours cleaning crews will be present throughout JFS worksites. It is your responsibility to help keep all Protected Information confidential and secure 24-7.
 - 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/drawers/containers when personnel leave their work area. Do not leave materials unattended and do not browse or read confidential materials that you are not authorized to view.
 - Follow the "two lock rule" for overnight storage of materials containing Protected Information – put it in a locked cabinet/drawer/container and behind a locked door.
- Using JFS EMAIL (email sent from an address ending in @jfssd.org):
 - If you communicate any Protected Information by email on behalf of JFS, you must use a secure JFS email account (ending in @jfssd.org). Emails sent from a JFS email account will be encrypted for security, but replies will not. Do not use any personal email accounts.
 - 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:
 - When directed by your supervisor, you may use JFS copy/print/fax machines for JFS business.
 - Do not leave any paperwork unattended at the machines.
 - 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:
 - Shred all unwanted paperwork that has confidential information on it.
 - Never put paperwork that contains Protected Information in a regular trash or recycling bin.

Working Outside of JFS Worksites and/or Using Non-JFS Equipment:

- CELL PHONES:
 - Do not use a personal cell phone for communicating JFS clients' confidential or Protected Information. This includes phone calls, emailing, texting, tweeting, posting on social media, etc. Unauthorized use of personal cell phones for JFS Protected Information may necessitate removing ALL data from your phone, i.e. "wiping" your phone.
 - If your responsibilities at JFS require you to use a cell phone for phone calls or emailing of JFS clients confidential or Protected Information, ask your supervisor for an agency-issued phone.
 - Any cell phone used to email JFS confidential or Protected Information must use a secure JFS email account (ending in @jfssd.org). Do not use any personal email accounts.
 - 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 have multi-factor authentication installed by JFS' IT Services before use.
 - Texting confidential or Protected Information is NEVER permitted from a personal cell phone or BYOD phone.
 - Do not save or store any information about a client in your cell phone (this includes all Protected Information such as name, phone number, address, voicemails, photos, etc.)
 - Immediately report any lost or stolen cell phone that you use for JFS business to your supervisor and JFS' Security Officer / IT Services. For after-hours and non-work days, call JFS IT Services at (858) 276-9100.

- EXTERNAL COPY/PRINT/FAX MACHINES:
 - Do not make any copies or fax anything that contains Protected Information at an outside vendor, such as at Kinko's or FedEx Centers.
- Transporting PROTECTED INFORMATION IN A VEHICLE:
 - 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 names, age instead of date of birth, etc.
 - Do not leave anything (files, phones, laptops, cameras, etc.) containing Protected Information unattended in a vehicle, even when the vehicle is locked and even in the trunk.
 - Store your laptop and paperwork at a JFS worksite whenever possible. If you must transport client records with you in your vehicle, make that the first or last leg of your trip and make every effort to return those records safely to the office before the end of the day.
 - Do not leave client paperwork, laptops, cell phone, etc. in your vehicle overnight.
 - BETTER: Bring anything with Protected Information inside your home overnight. (It is less likely to be stolen from your home than from your car.)
 - 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 FLASH DRIVES:
 - Do not use a personal computer for creating or storing JFS confidential or Protected Information. Unauthorized use of personal computers for JFS 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-issued laptop.
 - Laptops are prime targets for theft from a vehicle. NEVER leave your login 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 / Security Officer immediately. For after-hours and non-work days, call JFS IT Services at (858) 276-9100.

Reporting Violations of Privacy and Security Measures:

- It is very important to immediately report any lapse or violation of JFS' privacy and security procedures to your supervisor. Personnel who fail to promptly report privacy or security incidents may be subject to disciplinary action. Supervisors have additional reporting duties and must act quickly to stop privacy and security incidents and lessen any damage.
 - Examples of "privacy or security Incidents" to report include, but are not limited to:
 - Misplacing a client chart
 - Giving client A's paperwork to client B
 - Mailing client documents to the wrong person or address
 - Emailing protected client information to the wrong person
 - Texting client information using a personal cell phone
 - Lost or stolen computer, laptop, cell phone, flash drive or tablet
 - Deleting or changing client records without authorization
 - Disposing of client documents in regular trash or recycle bins
 - Car stolen with protected client information inside

Parking- Coleman



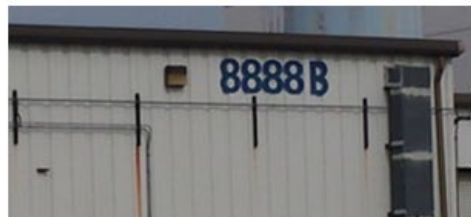
Park in a space on the right side. There are about 30+ spaces [the speed bump can be used as a point of reference].



IMPORTANT. When you walk to TFC and return to your car, Coleman Univ. mandated specific instruction that you use the SIDEWALK. DO NOT CUT ACROSS THE AMBULANCE COMPANY'S PARKING LOT.



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



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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](#)!

A flyer for 'Donuts & Discussion' featuring a background of various colorful donuts. The text is centered on a dark blue background.

Donuts & Discussion
A Monthly Meetup for JFS Volunteers

Join us each month to connect with fellow volunteers and discover what's new at JFS!

The first Wednesday of every month | 2-3pm
The Joan & Irwin Jacobs Campus

RSVP: www.jfssd.org/donuts

Questions? Get in touch with Volunteer Engagement at (858) 637-3050 or volunteer@jfssd.org

The Jewish Family Service logo is located in the bottom right corner of the flyer, consisting of a red circle with a white geometric pattern and the text 'Jewish Family Service'.

Questions?

Contact Volunteer Engagement

(858) 637-3050

volunteer@jfssd.org



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