

The Community Services Administration



The Department
of Social Services





Dear Residents,

Over the past five years, we have made significant strides in Jerusalem in all aspects of life: education, culture, economy and industry, and development of infrastructure. We continue to develop and strengthen the city of Jerusalem while emphasizing the welfare of the city's residents, improving their quality of life and increasing their community involvement. Creating a strong network of social services for all residents is essential to the continued development of Jerusalem.

The impact of the activities of Jerusalem's Department of Social Services is increasingly evident in everyday life in Jerusalem. This includes the extensive activities being carried out by Jerusalem's Municipal Absorption Authority, which provides for the needs of new immigrants in Jerusalem.

This booklet presents the services offered by Jerusalem's Department of Social Services for its residents. I invite you to read through the booklet and familiarize yourselves with the wide array of municipal services that are available to you as a resident of Jerusalem.

Sincerely,

Nir Barkat
Mayor of Jerusalem



Dear residents and colleagues,

The Department of Social Services in the Community Services Administration, is entrusted with caring for the city's numerous and diverse individuals and communities. We are constantly engaged in developing broad and high-quality services, while also ensuring cultural sensitivity and cooperation with the various communities.

The Department of Social Services expends significant effort to ensure that all resident's rights are implemented and assists them in actualizing those rights. The dissemination of services provided by the Department of Social Services stems from our belief that all residents must be allowed to realize their rights to the fullest extent possible. This booklet, which is designed for the residents of the city, is intended to facilitate accessibility to the various social services and help them choose solutions that best suit their needs.

Best wishes,

Bony Goldberg,
Director, Community Services Administration

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Introduction

As part of the Municipality of Jerusalem, the Community Services Administration's Department of Social Services supports the individual, the family and the various communities in the city. We strive towards a stable and healthy society which demonstrates social solidarity. This is implemented through the planning, development and provision of services using diverse professional tools, and is carried out in cooperation with the clients and based on their needs.

Objectives of the Department of Social Services:

- » Enhancing the independent functioning and improving the quality of life of individuals, families and the community.
- » Developing and strengthening social support networks.
- » Influencing social policy in order to promote the basic human rights of residents.
- » Supporting the actualization of rights in order to achieve a basic standard of living for families and communities.
- » Ensuring the wellbeing of "at-risk" populations, populations who require protection, and those experiencing difficulties or crises, including emergency events.

The services are provided based on the following principles:

- » The values of justice and equality for all residents, regardless of religion, sex or nationality.
- » Culturally-appropriate services.
- » Partnership with service recipients in the planning, provision and supervision of the services.
- » Accessibility and availability of services.

Types of services provided by the Department of Social Services

- » Counseling, provision of information, mediation and referral to services including public voluntary organizations, businesses and governmental organizations.
- » Advocacy and ongoing support of service recipients in exercising their rights in order to empower individuals and families.
- » Treatment and guidance for service recipients during crisis situations. This includes focused treatment programs for coping with problems related to family and social problems.
- » Use of legal measures for the purpose of defending vulnerable populations.
- » Material assistance, contingent on the level of income, available budget and professional considerations.
- » Assistance is provided on an individual, family, group and community basis.

Services provided by the Department of Social Services are available at the local offices listed on page 16, and at the various offices listed below.

Professional confidentiality is an integral part of the provision of services and is guaranteed.

Further information is available on the website of the Municipality of Jerusalem – Department of Social Services:
<http://Revaha.jerusalem.muni.il>

Services provided by the Department of Social Services

Services are provided in accordance with the directives of the Ministry of Social Affairs and Social Services and are based on professional considerations.

Applying for Assistance:

1. A preliminary application which includes providing written information.
2. An introductory meeting and preliminary evaluation to determine a treatment program (the intake process).
3. Formulation of a treatment plan and co-signing a written agreement with the social worker.
4. Defining treatment goals and a time frame for achieving them, based on the treatment plan.
This includes defining the roles and responsibilities of the social worker and the service recipient.
5. Provision of the service based on the defined treatment plan.
6. Joint evaluations.
7. Conclusion of service.

Community Services and Actualization of Rights

Name and description of the service	Details and methods of contact
» Citizen's Advice Bureau Provision of information and assistance in actualizing the rights of residents.	» Safra Square, Building 1, Floor- 1 Tel: 6297221, 6297028 Shil@jerusalem.muni.il
» Self-help Groups Information Center For mutual assistance and group facilitation.	» 66 Bar Kochba St Tel: 5000848 Azra-atzmit@jerusalem.muni.il
» The Municipal Center for Mediation Assistance for the resolution of marital, family and community disputes.	» Safra Square, Building 1, Floor -1 Tel: 6295317 Gishur-r@jerusalem.muni.il The mediation process necessitates agreement of both parties.
» Centers for Actualization of Rights Assisting rights actualization by providing information, ongoing support and advocacy.	» North: 2 Chaie Adam St., Tel: 5457945 South: Rights center for senior citizens, Hoffman House, 4 Elazar HaGadol St., Tel: 6788399 West: 6 Florintin St., Tel: 0722466170 Fax: 6506204 East: The "Ataa" Center for rights, Tel el-Ful area, Beit Hanina, Tel: 5823054 (in cooperation with other organizations). Rights-r@jerusalem.muni.il
» Promoting community issues in the neighborhoods in social and physical fields, in cooperation with residents and professionals.	» The service is available through the Social Services offices and the local community centers.
» Volunteer Unit Recruitment and assigning volunteers to projects including support and guidance for the volunteer.	» The municipal division for volunteerism Safra Square, Building 7, Floor 2 Tel: 6297003/4 Hitnadvut@jerusalem.muni.il



Services for Children and Families:

These services are intended to ensure the well-being of children, adolescents and their families. They are available at all neighborhood offices, according to area of residence

Name and description of the service	Details and methods of contact
<p>» Family-based day care Supervision and operation of a network of family-based day care centers available to all children in the community (from the age of 3 months to 3 years).</p>	<p>» Application for this service is through the program coordinator at the local Social Services office : www.mishpachtomin.jerusalem.muni.il Co-payment is according to the directives of the Ministry of Economy.</p>
<p>» Day care centers and family-based day care For babies and toddlers who are at risk (from the age of 4 months to 3 years) based on the Toddlers at Risk Law.</p>	<p>» Application to these day care centers is based on a decision by the "Toddlers at Risk" committee at the local Social Services office. At-risk children of working mothers are entitled to this service through the Ministry of Economy. Co-payment by the service recipient according to income.</p>
<p>» Multi-purpose day care centers For infants and toddlers (from the age of 4 months to 6 years) who are at risk and in need of a protective facility for the entire day (from 7:00 am until 7:00 p.m. if needed). The facility specializes in improving the parent-child relationship at the preschool stage.</p>	<p>» Application for this program is through the social worker at the local Social Services office and must be approved by the treatment planning committee. Co-payment by the service recipient according to income.</p>
<p>» Community Preschool programs Home treatment programs for families of at-risk children, which work in cooperation with the various community services.</p>	<p>» These programs are offered as part of a comprehensive treatment program for the family through the local Social Services office.</p>
<p>» Programs for elementary school children and their parents Treatment programs at the home, school and community level for at-risk children and their families through tutoring, group programs and treatment centers.</p>	<p>» These programs are offered as part of a comprehensive treatment plan for the family through the local Social Services office.</p>

Name and description of the service	Details and methods of contact
<p>» After-school child-care treatment centers for at-risk children An educational and treatment setting for at-risk children between the ages of 3 and 15, which operates after-school, and which includes personal and group care, educational and social enrichment and hot meals.</p>	<p>» Application for this program is through the social worker at the local Social Services office.</p> <p>» Co-payment, by the applicant, according to income.</p>
<p>» Child-parent centers Treatment facilities for families with children between the ages of 5 and 13, which include a multi-professional staff who provide treatment from various disciplines at the individual, family and group levels, and whose focus is on parent-child relationships.</p>	<p>» Acceptance is based on the decision of the treatment planning committee at the local Social Services office.</p> <p>» There are 4 such centers operating in the city and they provide culturally-appropriate services.</p>
<p>» Foster families and boarding schools Intended for children at-risk up to the age of 18 with behavioral problems and/or whose parents find it difficult to provide their children with the conditions required for proper development.</p>	<p>» Acceptance is based on the decision of the treatment planning committee at the local Social Services office.</p> <p>» Co-payment by the service recipient is based on income.</p>
<p>» Emergency solutions for at-risk children Emergency intake services intended for children and teens under the age of 18, in abusive, crisis or traumatic situations who can no longer remain in the family environment, and who need an immediate solution in order to ensure their physical and emotional wellbeing. This solution is provided by means of a community fostering intake service, placement with emergency intake families, and emergency shelters.</p>	<p>» Acceptance is based on the decision of the treatment planning committee at the local Social Services office.</p>
<p>» Center for protection of at-risk children A multi-professional center for diagnosis, evaluation and investigation of children under the age of 18, who have been physically and/or sexually, abused, or who are victims of abandonment or severe neglect.</p>	<p>» Center for protection of at-risk children – 6 Chile St., Tel: *3200 or 6448844</p>
<p>» Treatment and prevention of family violence Individual, couple and family treatment, education and preventative campaigns in the community on the subject of family violence..</p>	<p>» For the religious –ultra-orthodox public at the "Yad Sarah" building Tel: 6444566</p> <p>» For the Arab population in Beit Hanina Tel: 5815194</p> <p>» For the general population in cooperation with The Wizo Organization in Beit HaKerem Tel: 6551145</p> <p>» There is a social worker specializing in the treatment of family violence in each local Social Services office.</p>

Services for Children and Families:

Name and description of the service	Details and methods of contact
<p>» Treatment for women, men, teens and children who are victims of sexual abuse and incest Individual and group treatment of those suffering from sexual trauma.</p>	<p>» For adults: the "Tamar" center for treatment. Phone: 6221504 , Tamar-center-r@bezeqint.net » For children and teens: Referral to group and individual treatment facilities as part of the treatment program through the local Social Services offices.</p>
<p>» Shelters and transitional housing for reentering the community for women victimized by violence Intended for women and their children who have suffered from violence within the family. The shelter provides physical protection, support and legal assistance, short-term treatment and referral for continued care.</p>	<p>» For additional details please contact the local Social Services offices or the municipal help line (106) 24 hours a day. In general, victims of family violence are referred to shelters outside their city of residence.</p>
<p>» The division for treatment of teens and young adults Treatment of youth, from the age of 13 to 21, and their parents in the personal, interpersonal, family, educational, social and occupational fields. The division offers individual and group treatment, assistance with employment and residential placement.</p>	<p>» For more information contact the division directly: 111 Agrippas St., Tel: 6232747 Mitbagerim-r@jerusalem.muni.il</p>
<p>» Mahut' Center A treatment center for parents of adolescents providing individual, group and family treatment in the field of parent-adolescent relationships. The center holds monthly lectures for parents of adolescents.</p>	
<p>» Family life and marriage services Counseling and treatment for couples and families who are in marital crisis; group treatment for parents and children who are in crisis due to divorce.</p> <p>» Court referrals regarding child custody and visitation Providing professional assessments and reports to the courts on the subject of child custody, visitation arrangements, protection orders, marriage of minors, and appointment of legal guardians at the request of the family or rabbinical courts.</p> <p>» Visitation center for non-custodial parents and children Protected, supportive and professional facility for meetings between parents and their children in family conflict situations due to separation, divorce or violence, subject to a court order.</p>	<p>» These services are available through the following offices:</p> <p>North Jerusalem: 1 Aristobulus St. Tel: 5456965, Fax: 6241093 Mishpaha-tzafon-r@jerusalem.muni.il</p> <p>South Jerusalem: 17 Shimoni St. Tel: 6403444, Fax: 6403445 Mishpaha-r@jerusalem.muni.il</p> <p>West Jerusalem: 3 Beit HaKerem St. Tel: 5400713, Fax: 6414260 Mishpaha-maarav-r@jerusalem.muni.il</p> <p>East Jerusalem: Raghieb Nashashibi Tel: 5815094 Fax: 5815194 Mizmishpaha-r@jerusalem.muni.il</p> <p>The family life and marriage treatment services are provided for a fee, based on income.</p>



Services for the Elderly

Services for the elderly population are provided by the local Social Services offices and The Center for Information, Counseling and Placement for the Elderly. This service is provided to men aged 67 and over, and women aged 62 and over, and their family members.

Center for Information, Counseling and Placement for the Elderly

Provides information and counseling in various fields as well as assistance with legal rights of senior citizens .

Tel: 1-700-700-120, info-r@jerusalem.muni.il

Name and description of the service	Details and methods of contact
<p>» Elderly Nursing Law Based on initial approval by the National Insurance Institute. The treatment program is decided by a committee and is based on the needs of the elderly person and family members.</p>	<p>» The service is provided by a social worker in the local Social Services office based on a referral by the National Insurance Institute.</p>
<p>» Senior Centers City-wide community programs that are developed according to the characteristics of the target population and its needs.</p>	<p>» For further details, please refer to the local Social Services center</p>
<p>» Day Center Treatment facilities for the elderly who function on different levels and who are in need of daily activities and supervision. The program includes a variety of social activities.</p>	<p>» Application to the day centers is through a social worker at the local Social Services office. The service is also offered through the variety of services for those who are eligible via the Elderly Nursing Law.</p>
<p>» Supportive Community A program aimed at extending and strengthening the social network of the elderly living at home, through a variety of services in the fields of health, home maintenance, personal safety, social and cultural activities and information services.</p>	<p>» This service can be requested through the local Social Services offices and at the Information Center for the Elderly.</p> <p>» Co-payment by the service recipient is according to income.</p>

Services for the Elderly

Name and description of the service	Details and methods of contact
<p>» Treatment and prevention of violence, abuse, economic exploitation and neglect towards the elderly Intervention by specially trained social workers in the field of neglect and abuse. The social worker provides treatment for the victimized elderly person, offenders and family members.</p>	<p>» The service is provided through a social worker at the local Social Services office.</p>
<p>» Respite Center Temporary residential placement intended for recovery and recuperation for the elderly and/or assistance to family members caring for them. Suitable for the elderly with various levels of functioning (the infirm, those under nursing care, and the mentally handicapped).</p>	<p>» TThis service is available through the Information Center for the Elderly (1-700-700-120) or through the local Social Services offices.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Centers for Holocaust survivors The centers provide various programs whose goals are to treat and assist Holocaust survivors, actualizing their rights, minimizing poverty and promoting social dignity.</p>	<p>» For further details please contact the Social Services offices in the area of residence or the Information Center for the Elderly.</p>
<p>» Subsidized hot meals Available for elderly residents with economic need, who are not entitled to caretaking benefits from the National Insurance Institute.</p>	<p>» For further information contact the neighborhood Social Services office.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Professional court evaluations regarding the appointment of legal guardianship For elderly persons who are unable to take care of their own affairs due to their physical or cognitive state.</p>	<p>» Provision of service is based on a court order requesting an expert opinion.</p>
<p>» Residences for the elderly Intended for the elderly in need of a protected facility.</p>	<p>» For further information contact the local Social Services office. Placement of the elderly who are under nursing care or mentally infirm is through the district health office – 86 Jaffa St. Tel: 5314811.</p> <p>» Co-payment by the service recipient and their off-spring, according to income.</p>



Services for people with disabilities and their families:

Services for people with disabilities are provided at regional centers in the north, south, east and west parts of the city and in two citywide facilities. They provide services for people with developmental deficiencies, autism, physical or sensory disabilities (blindness or deafness) and their families.

The Ministry of Social Affairs and Social Services determines eligibility for the services (deficiency, rehabilitation, autism).

Name and description of the service	Details and methods of contact
<p>» Area Rehabilitation Centers Services for children and adults of all ages with disabilities and their families. The centers offer treatment, counseling, and information regarding rights. Applications and placement for different treatment facilities, the issue of legal guardianship and protection of the destitute are also addressed.</p>	<p>Rehabilitation centers:</p> <ul style="list-style-type: none">» West Jerusalem: 6 Florintin St. Tel: 6416606, 6419042 Fax: 6431712 Mugbalim-maarab-r@jerusalem.muni.il» North Jerusalem: 2 Chayei Adam St. Tel: 5457936/43, Fax: 6243445 Mugbalim-tzafon-r@jerusalem.muni.il» South Jerusalem: 18 Haoman St. Tel: 5453914/5, Fax: 6789791 Mugbalim-darom-r@jerusalem.muni.il» East Jerusalem: Shehab al Maqdis St., Abu Tor Tel: 5453822 Mizmugbalim-r@jerusalem.muni.il
<p>» Multi-service Center for the Blind (Marshal) Provides a variety of counseling, rehabilitation and recreational services for the blind and vision-impaired population of the city and their families.</p>	<ul style="list-style-type: none">» 216 Jaffa st. Tel: 5457696 Marshai@jerusalem.muni.il
<p>» The Beit Zusman Center for the Deaf and Hearing Impaired Provides a range of services for the deaf and hearing impaired in the following fields: information, access to and counseling for use of supportive equipment, personal and family counseling, social activities and support groups.</p>	<ul style="list-style-type: none">» 5 Simtat Rubinstein, Kiryat Yovel Tel: 6413243, Fax: 6437004 Beit-zusman@jerusalem.muni.il

Name and description of the service	Details and methods of contact
<p>» Rehabilitative day care centers For children from the age of 3 months until 3 years who are recognized as having developmental difficulties by the National Insurance Institute or by the committee at the Ministry of Social Welfare and Social Affairs. The centers provide an aggregate of services including paramedical solutions. The toddler is entitled to transportation with an escort from the home to the rehabilitative day care center and back home.</p>	<p>» The service is provided via rehabilitative centers at the local social service offices.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Integrated day care center A day care center which integrates children with special needs, and provides treatment and educational enrichment for toddlers with disabilities.</p>	<p>» The service is available by applying to the rehabilitative centers at the area offices.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Afternoon treatment facilities Extended study day/ after-school child-care activities – social, educational and paramedical activities, after school hours in special education schools for children with intellectual developmental difficulties, autism, and/or physical and sensory disabilities.</p>	<p>» The service is provided by applying to the rehabilitative centers at the area offices. The activities are usually held in the educational facility in which the child studies in the morning, which allows for an extension of the study day.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Supportive facilities Intended for adults aged 21 and up, with physical disabilities, intellectual developmental disabilities, other handicaps or autism, who have utilized their rights for occupational rehabilitation through the National Insurance Institute and are unable to integrate into the free market.</p>	<p>» The service is provided by applying to the rehabilitative centers at the area offices.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Leisure-time activities Referral for activities during leisure time for special-needs populations. The leisure activities are diverse and include group activities in various fields, including: arts, sports and more.</p>	<p>» The activities in the community centers and the clubs are operated by the "Shekel" association and/or as part of the Municipality's "Tza'mid" staff activity through the neighborhood community centers.</p> <p>» The service is provided by applying to the rehabilitative centers at the area offices</p>

Services for People with Disabilities and Their Family Members:

Name and description of the service	Details and methods of contact
<p>» The Appointment of legal guardians For people with special needs aged 18 and above, who are unable to care for themselves.</p>	<p>» This service is contingent to court orders directing the centers to prepare expert assessments.</p>
<p>» Residential placement Housing facilities for people with special needs.</p>	<p>» The service is provided by applying to the rehabilitative centers at the area offices, Beit Zusman and Marshal.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Respite Care Short-term care facilities which provide relief for families who cope with raising a special-needs child, and simultaneously enable the recipient to participate in a warm, supportive and professional facility. Placement ranges from a single day to a number of days</p>	<p>» The service is provided by applying to the rehabilitative centers at the area offices.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Supportive Community A project aimed at improving the quality of life of the handicapped, including an emergency call button, a "neighborhood caretaker" to help with home repairs, discounted medical services including transportation by ambulance, as well as social activities in the community.</p>	<p>» The service is provided by applying to the rehabilitative centers at the area offices.</p> <p>» Co-payment by the service recipient, according to income.</p>
<p>» Consultation and treatment center for victims of violence The center is intended to assist people with disabilities from all sectors who have been victimized by physical, sexual or emotional violence. Treatment is provided by a multi-professional team for the victim, family members and the close environment</p>	<p>» The service is provided by applying to the rehabilitative centers at the area offices</p>
<p>» Social workers in special education schools Provide a variety of services including advocacy, actualization of rights, treatment and counseling for parents of the students at significant life milestones. They constitute a link between the educational facility and the community Social Services.</p>	<p>» For further details, please apply to the social worker at the educational facility.</p>

Additional Municipality Services

Municipal Employment Authority

Provision of employment counseling and work skills, professional training for professions that are in-demand, and completion of education and work placement

» The service is provided through employment coordinators of the Municipal Employment Authority in the neighborhoods and at the local Social Services offices.

For general information – Tel: 6297124 | Taasuka@jerusalem.muni.il

» The Employment Center for Academics and Immigrants:

Tel: 6295719 | Karyera-take@jerusalem.muni.il

Authority website: www.taasuka.jerusalem.muni.il

» The Municipal Division for National-Civil Service

Recruitment of young men and women aged 18-22 from all sectors, who are exempt from military service and who are interested in serving the Jerusalem community.

Safra Square, Building 7, Floor 3, Tel: 6296916 | Sherut-leumi@jerusalem.muni.il

Municipal Authority for Immigration and Absorption

The Jerusalem Municipal Olim Absorption Authority encourages relocation and absorption in Jerusalem's society. The goals of the authority are: supporting and guiding immigrants in Jerusalem with assistance from professionals and volunteers while providing quality service, encouraging and increasing immigration to Jerusalem. The target populations are: New immigrants who live in Jerusalem, potential immigrants from many countries, tourists, and program participants from abroad.

» The Department of Community and Cultural planning for New Immigrants:

The Department attempts to integrate immigrants within veteran Jerusalem communities through a varied and broad range of cultural, artistic, communal, educational and recreational activities.

There are two centers providing community and cultural services: The new immigrant Community House – 02-545-6900/02, 36 Jaffa Street; Harmony Center – The Center for New Immigrant Cultures – 02-621-1777, 27 Hillel Street. hdela@jerusalem.muni.il

» Connect Jerusalem

This program is geared towards young immigrants, aged 20-35 from various countries. The program is run in partnership with The Center for Young Adults – "Tzeirim Bamerkaz". Both work towards the goal of integrating professional new immigrants into Jerusalem's society by providing information and services. connectjerusalem@gmail.com

» Community Absorption:

The Department for integrating new immigrants into Jerusalem's neighborhoods runs 14 neighborhood offices that are located in the community centers and act as easily accessible centers for immigrants. At the neighborhood centers, immigrants receive personal attention, advice, and guidance for all their needs. 02-629-5254 or byeinat@jerusalem.muni.il

» Encouraging and planning Immigration:

This is a central goal of the The Jerusalem Municipal Olim Absorption Authority and an important aspect of The Jerusalem Municipality's general policy. Encouraging Immigration to Jerusalem includes strategic planning, publicity and marketing. It also includes overseas recruitment of new immigrants by our project managers who speak major languages. Encouraging immigration includes focusing on potential immigrants abroad, as well as tourists on programs in Israel such as Birthright and Masa. English speakers: vrakiva@jerusalem.muni.il | Russian speakers: elvika@jerusalem.muni.il
French speakers : chlisa@jerusalem.muni.il | Spanish speakers: krshmuel@jerusalem.muni.il

» Municipal Center for Ethiopian Immigrants:

The Center is a joint project of the Ministry of Immigration and Absorption and the Jerusalem Municipality. Its' goal is to streamline the absorption process of Ethiopian immigrants thus simplifying and easing potential difficulties and affording a better quality of life for the immigrants and their families. elmaspin@jerusalem.muni.il

» Office for Immigrant Rights and Entitlements:

The office provides information, guidance and assistance in actualizing rights and receiving professional aid. The information is given by telephone or personal meetings during office hours. klvioleta@jerusalem.muni.il

Services for addicts and ex-convicts Treatment,

Rehabilitation and prevention for drug-users, prisoners and their family members. The service is provided through the "Shalem" division, 4 Yad Harutzim St., Tel: 5453938, "Shalem" East, 22 Ikhwan al-Safa St., Tel: 6277955 Hitmakryot@jerusalem.muni.il

Emergency Social Services Center

This service operates 24/7, and provides an immediate professional response to any individual who is in a situation of urgent personal or family distress. The center, also, provides services to tourists, visitors and the homeless.

10 A Koresh St., between 8 a.m. and 5 p.m., Tel: 6256202

When the office is closed contact is through the 106 helpline.

Herum-revha@jerusalem.muni.il

Dear citizen,

Has your request for Social Services remained unanswered, has it been rejected, has the response you received been unsatisfactory?

You may contact the director for public appeals at the Social Services division, at the phone number: 6296995

Or via email: tzibur-rev@jerusalem.muni.il

You also have the right to apply to the civil appeals committee at the Ministry of Social Affairs and Social Services, Jerusalem District: P. O. Box 919, Jerusalem, 91008. Fax: 5650131

