

TABLE OF CONTENTS

Table of Contents.	i
List of Illustrations.	iii
Introduction	1
The National Travelers Aid Movement And History of TASLA	3
Mission Statement	7
TASLA Service Centers and Administrative Office.	8
The TASLA Social Worker	11
Code of Ethics	11
Quality of Service	11
Moral and Legal Standards.	12
Client Rights.	12
Caseworker-Client Relationships.	12
Minors, Child Abuse, and Mandated Reporting.	14
Suicidal/Homicidal/Psychotic Client Protocol	19
TASLA Casework Services	22
Government Grants and Contracts.	25
Supportive Services.	28
Blue Receipts.	28
Transportation	29
SHORE.	32
FAME/IILA Taxi Voucher	34
Greyhound Bus Voucher.	37
Protocol for Website Money Transfers For Clients.	41
Amtrak Train Tickets	44
Emergency Services	44
EFSP Restaurant Vouchers	45
Food Distribution Policy	47
Hotel Vouchers	51
EFSP Monthly Report.	52
Drop-in Center Services.	54
Casework Paperwork	56
Request for Services	56
Release of Information	59
Consent for Services & Terms of Participation.	60
Table of Contents - continued	

Psychosocial History61
Progress Notes62
Case Plan62
Introduction Slip.64
Client Alert Report.65
Client Evaluation of Services.65
Intake Calls65
Request for Reimbursement.67
Check Request.68
Record of Long-Distance Calls.69
After Hours Report69
Department of Children and Family Services Monthly Client Service Log.70
Department of Mental Health.73
Monthly Program/Service Center Report.74
Client Grievance Procedure75

Appendices

- (a) The National Association of Social
Workers Code of Ethics
- (b) National Association of Social Workers
[NASW] Standards for Social Work Case
Management

LIST OF ILLUSTRATIONS

Blue Receipt	31
FAME Token Distribution Log for LAX.	31
SHORE Client Log	32
FAME taxi voucher.	35
Greyhound Ticket Purchase Authorization.	38
Food Voucher - Restaurant Voucher.	45
McDonalds Gift Certificate	46
Hotel/Motel Voucher.	52
EFSP Monthly Report.	53
Request for Services (front)	57
Request for Services (back)	58
Consent to Release Information/Grievance Procedure	60
Consent for Services & Guidelines for Participation.	60
Client Assistance Service Plan	61
Intake Calls Chart	66
Request for Reimbursement.	68
DCFS Monthly Client Service Log	70