

TECHNICAL ASSISTANCE HANDBOOK

For Homeless Service Providers

The Technical Assistance Handbook is a tool and guide to help your agency develop or revise its own written policies and procedures. The handbook is divided into six sections, containing sample policies, procedures, guidelines and forms. The guide provides recommendations and information pertinent to the operation of social service agencies, including information regarding federal and state laws regulating a client's right to privacy and drug treatment programs.

SECTION TOPICS AND HIGHLIGHTS

- **INTAKE:** Intake Form, Client Admission and Discharge Agreements, Client Rights, Referral Policy
- **CONFIDENTIALITY:** Client Records, Release of Information, HIV and other Confidential Charts and Files
- **EMPLOYEE POLICIES:** Sexual Conduct, Conflict of Interest, Unlawful Solicitation, Reporting Suspected Child Abuse or Neglect, Maintenance and Disposal of Client Records
- **HEALTH & SAFETY:** Food Safety, Universal Precautions, Tuberculosis Assessment, Control of Communicable Diseases, Adult and Child Health Questionnaires, Earthquake, Fires and other Emergencies
- **MENTAL HEALTH:** Psychiatric Emergency Policies, Suicide & Violence Intervention
- **SUBSTANCE USE:** No Tolerance, Compassionate Use, CAGE Questions, Addiction Severity Index



HOMELESS HEALTH CARE
LOS ANGELES

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