



T A H O E
YOUTH & FAMILY
 S E R V I C E S
 A SAFETY NET OF SERVICES FOR YOUTH AND FAMILIES

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 SLT, CA 96150
 530-541-2445 office
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 Incline Village, NY 89451
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New Client Intake Instructions

Dear Client:

THANK YOU FOR YOUR INTEREST IN TAOE YOUTH & FAMILY SERVICES. WE HOPE THAT THE FOLLOWING INFORMATION WILL HELP YOU WITH OUR INTAKE PACKET.

TAOE YOUTH & FAMILY SERVICES BELIEVES THAT THE FAMILY PLAYS A SIGNIFICANT ROLE IN THE SUCCESS OF EVERY FAMILY MEMBER'S DEVELOPMENT AND EXPERIENCE WITH OUR AGENCY. BELOW ARE SOME TIPS TO HELP YOU WITH THE INTAKE PACKET AS WELL AS THE COUNSELING EXPERIENCE.

1. ***OUR Payment PROCEDURES FORMS REQUIRE VERIFICATION OF HOUSEHOLD INCOME. PLEASE INCLUDE DOCUMENTATION (PAY STUB, UNEMPLOYMENT BENEFITS, ETC.) WHEN YOU SUBMIT THIS PACKET.***
 WE WILL NOT TURN ANYONE AWAY DUE TO THEIR ABILITY TO PAY. WE DO HOWEVER BELIEVE THAT SOME FORM OF PAYMENT IS IMPORTANT IN THE THERAPEUTIC PROCESS. PLEASE SEE THE CASE MANAGER AND/OR CLIENT ADVOCATE REGARDING YOUR PAYMENTS AS SHE CAN SET UP FLEXIBLE PAYMENT PLANS.
2. **PLEASE BE ON TIME FOR YOUR SCHEDULED APPOINTMENT. WE REQUIRE A 24 HOUR NOTICE OF CANCELLATION SO THAT WE MAY PLAN ACCORDINGLY. TAOE YOUTH & FAMILY SERVICES' POLICY IS TO DISCHARGE CLIENTS AFTER 2 CANCELLATIONS WITHOUT PRIOR NOTICE.**
3. **IF A MINOR IS THE PRIMARY CLIENT, THE ONLY PAPERWORK THAT IS NOT TO BE FILLED OUT BY, OR IN REFERENCE TO, THE MINOR IS THE QUESTIONNAIRE MARKED "PARENT/GUARDIAN" ON THE TOP RIGHT CORNER.**
4. **PLEASE BRING ONLY THOSE CHILDREN BEING SEEN FOR YOUR SCHEDULED APPOINTMENT. YOU WILL FIND THAT OUR LOBBY IS NOT CONDUCIVE TO WAITING WITH YOUNG CHILDREN FOR AN HOUR.**

WE TRULY HOPE THAT YOU FIND YOUR EXPERIENCE WITH TAOE YOUTH & FAMILY SERVICES TO BE HELPFUL AND POSITIVE. SHOULD YOU HAVE ANY CONCERNS OR QUESTIONS, PLEASE DO NOT HESITATE TO ASK.

INFORMATION PROVIDED ON THE QUESTIONNAIRE IS CONFIDENTIAL UNLESS IT IS DANGEROUS TO SELF OR OTHERS. THANK YOU FOR CHOOSING TAOE YOUTH & FAMILY SERVICES.

Alissa Nourse Executive Director	Anna Aguilar Case Manager	Adriana Sanchez Client Advocate	Gail Davis Case Manager
Lisa Allen Certified Alcohol & Drug Counselor II	Cathy Angi Licensed Marriage & Family Therapist	Pam Armstrong Alcohol & Drug Counselor Intern	
Heather Avila Alcohol & Drug Counselor	Erin Eisenlohr Bilingual Licensed Marriage & Family Therapist	Ashlee Francis Alcohol & Drug Counselor Intern	
Evelyn Goodell Licensed Marriage & Family Therapist	Sara Rosenfield Marriage & Family Therapist Intern	Christine Salvo Certified Alcohol & Drug Counselor	
Charlie Stookey Licensed Alcohol & Drug Counselor	Cindi Swalm Certified Alcohol & Drug Counselor II	Arline Zeidler Licensed Clinical Social Worker	