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**Family Matters, LLC**

**2023 Rate Sheet**

(Effective January 1, 2023)

**INTAKES**:

* $40 per parent (visiting, custodial, noncustodial) NON-REFUNDABLE
* $25 per each visiting adult (i.e., grandparent, adult sibling, wife, husband) unless court order states otherwise. NON-REFUNDABLE
* $20 per foster parent or legal custodian (to be paid by parents, unless agreement or court specifies)
* **No Show Fee**: $20 for intakes (a cancellation less than 24 hour in advance is considered a no show) If more than one no show, advance payment will be required.

**EXCHANGES**:

* $40 service fee (pick-up/drop-off) NON-REFUNDABLE
* $20 Phone Supervision (3 Way conf call) 1 hour

**SUPERVISED VISITS**:

* **On-Site**:
  + $65 per hour (minimum visit is one hour; recommended minimum 1-hour visit)
  + $70 per hour weekend (minimum visit is one hour; recommended minimum 1-hour visit)
  + Visits over 4 hours: consult with staff
  + More than 3 children at once $5 each additional child per hour (siblings and visitors)
  + Additional visiting adult $25
  + $35 per hour Virtual Visitation (Via Zoom)
* **Off-Site Supervision**
  + starts at $150/hour - consult with director (Director discretion & not permitted for new or high-risk families, 4 or more hours)

**ADDITIONAL SERVICES/FEES**:

* **Holidays: We are Closed.** $50 + normal rate (includes Labor Day, Thanksgiving, Christmas Eve, Christmas, New Year’s Eve and New Year’s Day)
* **Additional armed security** required is additional fee - consult with director in advance
* **Spanish Translator** (optional) $20 additional per hour
* **Therapists or other professionals** attending visitation requires advance permission, releases signed and additional fee – consult director (generally no charge for GALs or CASA workers)
* **Court appearances- $**500.00 (due 7 days prior to court date)
* **One-time schedule change**: $20 each occurrence
* **Adding a visit or exchange once**: no extra fee, regular rate
* **Permanent schedule change**: no charge if by court order or agreement of parties
* **Late Payment Fee**: $25 for each week balance owed after the first 7 days
* **Late pick up or arrival fees** remain $1 a minute after the first 10 minutes (see handbook) Late fees paid before next visit or exchange.
* **Vacation and Holidays:** for 1 week, 50% of regular fees still will be owed to save your spot, 2 or more weeks, the regular rate will be charged
* **All fees are NON-REFUNDABLE**

**\*\*\*\*PLEASE NOTE**: The fee charged is to save your spot. **Whether the time is used by you or cancelled, the fee is due and must be paid in advance or your deposit will be used toward the balance and you will owe the remainder** (subject to late fees after 7 days). If the visit or exchange is cancelled, the next visit or exchange you must replenish the deposit and pay the balance, if any owed, as well as for the current week or visit. If the non-visiting and/or non-visiting parent cancels, you still must pay the fee. The director can/will report cancellations, no shows and uncooperative parents to the Court (if applicable). If the non-visiting party cancels or is a no show, we may allow the visit to be rescheduled or made up. If you are the visiting parent and cancel or no show, Family Matters is not obligated to make up the missed time.

Family Matters staff is not responsible for coordinating reschedules and notifying the other party of a cancellation. We may as a courtesy, but please utilize your attorney and other 3rd parties for court orders for this.

Visits may be suspended for delinquent payments and no show/cancellations more than 3.

**\*If you have been suspended for delinquency, you may be required to do automatic drafts or pay a month in advance for services.**

If Parties split the cost, do not inquire of Family Matters’ staff how much or if the other parent has paid. Your payment is not discussed with another parent.

Family Matters only accepts cash, debit or major credit card payments.

I have reviewed the above Rate Sheet notice and have received a duplicate copy to keep as reference. I understand the charges that will be accessed for the services that are rendered to me/my family. I understand that all fees are due as specified above and if not paid time or before the time of service, I will be denied service. By signing this document, I am acknowledging actual notice of Family Matters 2018 rate changes and payment policies contained herein and I agree to abide by them.

X\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent Signature

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Printed Name

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Name(s) of Child/Children

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Staff Member /Date Received