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Founder and CEO
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Agency Relations Coordinator

AGENCY CONTRACT SERVICES AND FEES (2023)

“Since our founding in 2010, The Toby Center has provided multiple services for parents seeking child custody and child access. In 2013, The Toby Center began offering these services to child welfare agencies to assist the placement of foster care children with their biological parents so together, we can improve child outcomes.” Dr. Mark Roseman, CFLE, CEO and Founder

1. **SERVICES** are delivered by licensed clinical and experienced non clinical independent contractors who meet Toby Center and Florida state guidelines for supervised visitation, therapeutic visitation, individual and family therapy, co-parenting skills, mediation and parent coordination. Services may be court ordered as for parents engaged in child custody litigation. Agency referred cases are specially designed to assist case managers and supervisors with child reunification and family strengthening. Toby Center’s new Child Reunification program service is a unique therapeutic intervention to help children estranged, or alienated from the absent parent. Services range from co-parenting plans through mediation and parent coordination to supervised visitation and reunification therapy and therapeutic interventions. Intakes are required for all services prior to scheduling of services.
2. **Referrals** are requested with signatures of financial authorization and identified services and fees. Referrals require complete background information including reasons for service request and goals for case referral must be clearly stated. Background information must indicate presence of domestic violence, child abuse, criminal history including alleged and pending criminal charges, DCF/CPS and/or related agency history, psychological status and evaluations.
3. **Client Intakes** – The intake process is an opportunity for clients to share their concerns for the process and to clarify and confirm client understanding of treatment and or service goals. Each parent will be asked to self-report about their family and parenting background, discuss their current requirements for visitation, also their concerns for their children and visitations.

For each new case the client (individual and or family) will be required by the Toby Center to provide a) contact and background information, b) examine treatment plan or case goals. During this time, clients will be introduced to Toby Center policy, procedure, protocols and expectations. Intakes are facilitated by Toby Center professional staff providing the treatment and or services. Rights of privacy and operations disclosures are discussed with required client signatures obtained.

Intake fees

- Standard Visitation and Monitored Child Exchange - \$ 180 per parent/guardian
- Therapeutic Visitation, Family Therapy - \$195 per parent/guardian and per child (as needed)
- Mediation and Parent Coordination - \$199 per parent/guardian

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Virtual and Phone services fees same as in-person fees.

4. **Standard Supervised Visitation** – parenting time where a neutral third party (Family Monitor) must facilitate to assure the physical and emotional safety of all parties including children, primary and non-custodial parents. This process requires that all parenting time be schedule at mutually agreeable times and that the goals for visitation are clear at time of referral. It is also important that all parties adhere to rules and procedures made clear during the intake process so that children will be assured of important opportunity for sincere bonding with the non-custodial parent. Family Monitors will observe and document the interactions between the children and the visiting or non-custodial parent and or other parties who are permitted to participate in this service. Documentation is also noted of the response and observations made of the primary or custodial parent.
5. **Therapeutic Supervised Visitation** – this service utilizes the process of supervised visitation but also provides for the therapeutic skills of the facilitating therapist to help all parties in attendance to achieve a more normal time share and improvement in safe and emotionally healthy interactions. Often times this service is an option when the parent has been long absent from the child’s life, or when the child may have observed domestic violence perpetrated by the parent.
6. **Monitored Child Exchange** – child exchange is that service which brings a neutral third party to facilitate the safe transfer of a child between parents when the parents are not yet ready to have a more normal procedure for doing so. Neutral locations are most often selected by the Family Monitor for the exchanges which may be one way, one time, or, for example two ways during an assigned weekend for shared parenting.
7. **Virtual and Phone Visitation** – Zoom, Face Time and similar platforms as well as monitored phone visitation (includes electronic, i.e., skype) are treated as face-to-face visitation service. Standard and Therapeutic visitation procedures, issues, concerns remain the same as for standard and therapeutic visitation.
8. **Child Reunification** – the process of child reunification, though poorly defined in the courts is the opportunity for clinicians trained in high conflict divorce (personalities) and time sharing obstructions to work to a) disengage an obstructionist parent or guardian; b) work closely with the children to determine their hesitation, fear and withdrawal from an otherwise beneficial relationship with an ‘absent’ parent; and c) make recommendations to the court for custody adjustments and modifications to improve child outcomes and restore the normal bonds of affection that have been otherwise manipulated.
9. **Mediation** – Mediation is the process by which both parents discuss their goals, find mutual agreement and create the plan to co-parent their children. The purpose is to help both parents create a parenting plan that meets the children’s developmental requirements and parents’ time and financial abilities. Though not always court ordered, mediation is an invaluable process which permits both parents/guardians to determine themselves their plan for co-parenting, or sharing access with the children. The Mediation Agreement, sometimes referred to as the Marriage Settlement Agreement



(MSA) provides a detailed understanding for sharing parenting obligations, including time to see the children, expenses for child rearing, and tasks associated with raising the children as doctors' appointments, recreational activities, holiday and vacation planning among many other factors.

10. **Parent Coordination** - is the vital process which incorporates the goals for mediation with more forward conversation and therapeutic strategies to help divisive and highly conflicted parents with the end goal of creating a road map for raising their children. It empowers both parents to identify their particular and special role in caring for their children after the parents separate, and to determine the physical, emotional and social needs of their children.

11. **Services Fees** –

Therapeutic Visitation - \$110 per hour
 Standard Supervised Visitation (non-clinical) - \$80 per hour
 Child Exchange - \$ 69 per exchange
 Individual and Family Therapy- \$110 per hour
 Child Reunification - \$245 per hour
 Mediation - \$195 per hour
 Parent Coordination - \$195 per hour

12. **Toby Center Staff** - All Toby Center services are provided by independent contractors who are recruited and trained to meet Toby Center standards. Background checks are required prior to contracting with the Toby Center. Additionally:
- Clinical staff hold current professional licenses in the State where the service is provided.
 - Mediators and Parent Coordinators are registered with State of Florida ADR Department or Circuit Court.
 - Family Monitors are trained, experienced facilitators of supervised parenting time and meet the standards of the Clearinghouse on Supervised Visitation (Florida State University School of Social Work) and the Supreme Court of Florida Guidelines for experience and training.

13. **Contracting and Policy** – Policy requires contracting in advance of services. The Toby Center welcomes this opportunity to serve your clients and wishes to inform each agency that detailed and signed authorizations are then needed for each service to be provided follow contract agreement. During this time of pandemic, the Toby Center follows CDC guidelines and asks all case managers and staff to advise clients of safety requirements, including mask wearing and social distancing. There is a required disclosure and hold harmless agreement which acknowledges this and is located on the Toby Center website. This needs to be signed by the clients and or representative in advance of services. We will greatly appreciate adherence to these safety procedures as we will not be held responsible for any covid related illness due to the violation of safety protocols.

Questions: kindly contact Erica Cohen, Agency Services Coordinator ekc1019@yahoo.com, or 1855-862-9236, ext. 4. If your community can benefit from a Toby Center, please contact Dr. Mark Roseman, CEO may be reached at mark.roseman@thetobycenter.org, or 855-862-9236, ext. 3.

OUR HISTORY The Toby Center for Family Transition was founded in 2008 by CEO, Dr. Mark D. Roseman to provide pro bono family mediation in Palm Beach County, Florida. Since 2010, the Toby Center has grown to provide services to hundreds of children and parents annually in twenty counties in Florida and Connecticut. A child custody expert and authority on parental alienation, Dr. Roseman has worked in the field since 1998. He serves on the Advisory Board of the American Journal of Family Therapy, is a researcher in co-parenting, a writer and international speaker on shared parenting and child custody. His book, *Preserving Family Ties*, (WestBow Press, 2018) addresses the significant social research on shared parenting and child custody.

Thank you for letting us serve you!

