



**The Toby Center**  
Preserving Family Ties When Parents Choose to Separate™



## Supervised Visitation Fees and Client Policies

Effective October 1, 2026

The Toby Center provides structured, child-focused supervised visitation in center-based and approved community locations. A trained Family Monitor observes each visit, supports physical and emotional safety, and prepares objective documentation. The Court, not the Family Monitor, makes decisions about parenting time or custody.

An intake must be completed before visits can begin. The Toby Center determines whether a proposed location and visit arrangement can be provided safely and appropriately.

### Supervised Visitation Hourly Fees

| Gross annual household income  | Approved hourly rate |
|--------------------------------|----------------------|
| Above \$70,000                 | \$90 per hour        |
| \$60,000 to \$69,999           | \$85 per hour        |
| \$50,000 to \$59,999           | \$75 per hour        |
| \$40,000 to \$49,999           | \$70 per hour        |
| \$30,000 to \$39,999           | \$65 per hour        |
| Below \$30,000                 | \$60 per hour        |
| Court-approved indigent status | \$50 per hour        |

### Visits Involving Multiple Children

The hourly visitation rate includes up to two children from the same family. An additional Family Monitor may be required for three or more children, or when the children's ages, individual needs, location, court order, or safety considerations require additional supervision. The responsible parties will be informed before the visit is scheduled.

**Additional Family Monitor: \$35 per hour**

**Standard rate without income documentation: \$90 per hour**

### Intake and Registration

| Fee                                                                       | Amount           |
|---------------------------------------------------------------------------|------------------|
| Standard intake or registration for each participating parent or guardian | \$110 per person |

The hourly fee includes visit monitoring and the standard Visitation Field Report. Therapeutic records must be requested directly to the monitor who may require payment terms.

Court appearances must be subpoenaed directly to the Visitation Monitors who will discuss any requisite charge for appearances.

Additional reports including payment history require prepayment. No checks or cash or onsite payment permitted; all payments must be online.



## Payment and Affordability Policies

### Qualifying for a Reduced Hourly Rate

- **Income documentation.** A client requesting a reduced hourly rate must provide the income statement and supporting documentation requested by The Toby Center. Documentation may be required to be notarized. The intake fee is the same for every participating parent or guardian.
- **Household income and family size.** The Toby Center considers gross household income and may consider family size or unusual financial hardship when setting an approved rate.
- **Annual review.** Reduced rates may be reviewed annually or sooner if a client's financial circumstances materially change.
- **No documentation.** A client may choose the \$90 standard hourly rate instead of submitting financial documents. This may allow intake and scheduling to proceed more quickly.
- **Hardship review.** A client who cannot afford the assigned rate may request a confidential review. A hardship request does not automatically change a fee, but The Toby Center will consider available information and program resources.

### Payment and Scheduling

- **Advance payment.** Payment must be made through the online Client Payment Portal before a visit is confirmed. Each payer must enter the hourly rate approved by The Toby Center.
- **Responsibility for payment.** The court order or written agreement should identify the responsible party or the percentage assigned to each party. When responsibility is unclear, the parties must contact The Toby Center before scheduling.
- **Shared payments.** When fees are divided, each party must pay the assigned share before the visit. One party's nonpayment may prevent the visit from being confirmed.
- **Intake payment arrangement.** A client who cannot pay the complete intake fee at one time may request approval of a payment arrangement before intake begins.

### Cancellations and Missed Visits

- **At least 24 hours' notice.** A cancellation must be received at least 24 hours before the scheduled starting time to avoid the scheduled visit charge.
- **Late cancellation or no-show.** A cancellation received less than 24 hours before the visit, or failure to appear, may be charged at the full scheduled amount because the Monitor's time was reserved.
- **Repeated cancellations.** Three cancellations or missed visits may result in suspension or closure of services and notice to the Court or referring professionals, as permitted or required.
- **Documented emergencies.** The Toby Center may review a documented emergency individually. Any waiver or credit is determined by the agency and is not automatic.

### Questions and Assistance

Questions about an approved rate, a hardship review, payment responsibility, or scheduling should be directed to The Toby Center before payment or booking.

