



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



Monitored Child Exchange Fees and Client Policies

Effective September 15, 2026

Monitored child exchange provides a structured transfer of a child between parents or authorized caregivers while reducing direct contact and conflict. A trained Family Monitor coordinates arrival, transfer, and departure according to the Court order or written agreement.

The service is limited to the exchange process. The Family Monitor does not mediate disagreements, modify the parenting schedule, or make custody recommendations.

Monitored Child Exchange Fees

Service	Approved fee
One-way monitored exchange	\$75 per exchange
Same-day round trip consisting of two exchanges	\$125 per day
Court-approved indigent one-way exchange	\$50 per exchange
Court-approved indigent same-day round trip	\$90 per day

The assigned exchange fee to be confirmed in advance of initial intake.

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

Intake and Registration

Fee	Amount
One-time intake and registration per participating parent or guardian.	\$110 per participating parent or guardian

The exchange fee includes coordination of the scheduled transfer and the standard Monitored Child Exchange Field Report. The session fee applies to each scheduled 60-minute clinical session. Contact The Toby Center for additional reports as payment history for fee charges.

Court appearances must be subpoenaed directly to the therapist/monitor who will discuss any requisite charge for appearances.

No checks or cash or onsite payment permitted; all payments must be online.

Payment and Exchange Policies

Court Approved Indigent Rate

- **Eligibility documentation.** The reduced exchange rate requires current Court-approved indigent status. 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 recurring rate.
- **Annual review.** A reduced rate may be reviewed annually or sooner if financial circumstances materially change.
- **Hardship review.** A client who cannot afford the assigned recurring rate may request a confidential review. A request does not automatically change the fee.

Payment and Scheduling

- **Advance payment.** Payment must be made through the online Client Payment Portal before a service is confirmed. Each payer must enter the 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 service. One party's nonpayment may prevent confirmation.
- **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.

Safe Exchange Procedures

- **Separate arrivals.** Each party must follow the assigned arrival time, parking instructions, and directions from the Family Monitor to avoid contact with the other party.
- **Authorized caregivers.** A third party transporting a child must be identified and approved in advance and must present photo identification.
- **Prompt departure.** Each party must leave the exchange location promptly when directed by the Family Monitor.
- **Child-focused conduct.** Adult disputes, threats, recording, weapons, substance impairment, and unauthorized participants are prohibited.

Cancellations and Missed Appointments

- **At least 24 hours' notice.** A cancellation must be received at least 24 hours before the scheduled starting time to avoid the scheduled service charge.
- **Late cancellation or no-show.** A cancellation received less than 24 hours before the service, or failure to appear, may be charged at the full scheduled amount because professional time was reserved.
- **Repeated cancellations.** Three cancellations or missed appointments 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, payment responsibility, or scheduling should be directed to The Toby Center before payment or booking.