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2727 N Grandview Blvd, Suite 205
Waukesha, WI 53188
262-547-5567

The Center for Prevention of Family Violence (CPFV)
Policy, Procedure, and Fee Agreement

Center Intake Assessment Appointment Fees

All Programs consist of an intake assessment appointment. The intake fee may be covered by insurance. We will bill your insurance company for the intake appointment. If you have insurance and choose not to use it, the fee for the intake will be between $145.00 - $185.00. If we bill your insurance and coverage is denied, we will charge the sliding fee scale of $75.00. If you have no insurance, we will charge a sliding fee scale of $75.00. The intake fee is due at the time of the intake appointment. Intake fees must also be paid in full prior to enrollment in the programs.

Programs Offered

New Thresholds is a 20-week men's combined domestic violence and anger management program.
New Horizons is a 20-week women's combined domestic violence and anger management program.
New Directions is a 4-session 1:1 program for anger management

Group is the preferred modality for addressing the problem of partner violence and anger management in the Center for Prevention of Family Violence, especially in cases involving involuntary, county, or court referred clients. Center Intakes determine which group format is most appropriate for a client, not whether a client will attend a group. **The following exceptions may warrant the delivery of group material in an individual format:**

- **A significant mental health issue** which prevents a client from benefitting from a group experience or would create a disruption of usual group dynamics.

- **External factors** outside the individual's control prevent attendance in a group, such as a conflict with work schedule; court; or probation/parole mandate. These external factors must be verified.

NOTE: Approval by the CPFV Supervisor is required prior to scheduling individual sessions.

Referring agencies will be notified regarding clients they have referred who are being considered for individual sessions.

Program Fee Agreement

The total cost for the New Thresholds Program is $700.00 (includes course manual).
The total cost for the New Horizons Progam is $595.00 (includes course manual).
The total cost for the New Directions Program is $300.00 (includes course manual).

New Thresholds Discount of Program Fee

Discounts are available to those who pay early for the classes.
A 15% discount is available to participants who pay the class fee in full before the first day of the class start date. The discount amount is as follows:

Cost of program given the 15% discount **New Thresholds** **$595.00**

Payment Program

If you are enrolled in the New Thresholds program, a payment of $35.00 is expected each week.*
If you are enrolled in the New Horizons program, a payment of $30.00 is expected each week.*

If you are enrolled in the New Thresholds Individual Program, a payment of $70.00 is expected each session.*
If you are enrolled in the New Horizons Individual Program, a payment of $60.00 is expected each session.*
If you are enrolled in the New Directions Individual Program, a payment of $75.00 is expected each session.*

*This payment program was established by dividing the cost of each program by the total weeks that of the program. This is the expected payment program that all program participants are assigned to, unless the participant makes other arrangements with our Client Billing Specialist. This payment program is what must be fulfilled in order to stay financially compliant in the program.

*Please note that the total cost of the program is applied to your account once you are enrolled in the Program. We are not charging the expected payment per week. The break-down of the cost on a weekly basis is only a courtesy to make the overall cost more manageable. Even if there is an absence, you are still charged for the entire course fee.

If your financial needs do not allow you to keep current with the assigned payment program, it is imperative that you contact our Client Billing Specialist at 262-522-6439. She will work with you to establish a payment program that better suits your financial needs.

If you fail to comply with the payment program, and you have not contacted our Client Billing Specialist to make changes to your payment program, you will be discharged.

You can be discharged from the program due to financial non-compliance at any time.

Other Insurance Information

If your insurance covers group sessions, it is your responsibility to submit the needed information to your insurance company. We do not process insurance claims for these programs. We can provide appropriate information to you, if we are aware of what is needed. We would need at least one week's notice to provide the appropriate paperwork.

Payments

Payments can be made by Cash, Money Order, Debit or Credit Card, or Check.*

*If a check is returned to us due to insufficient funds, there will be a $30.00 fee applied to your account.
If a check is given to avoid a financial non-compliance discharge, and it is returned due to insufficient funds, you will still be discharged from the Program.

Receiving Certificates of Program Completion

In order to receive your Certificate of Completion, all fees must be paid in full and all attendance policies adhered too. Your Successful Completion will be reported to the agency that referred you to our program. Any futher treatment recommendations will also be reported. Referring agencies include, but are not limited to, Probation and Parole, the District Attorney, or Lawyers.

Attendance

Group Policy: You are allowed no more than 3 absences for The New Horizons Program or The New Thresholds Program. If you are 15 minutes late or more, you will be marked absent.
Absences will not be excused for any reason if you have exceeded the allowed absences.

Individual Policy: If you need to cancel your scheduled appointment, you must call 24 hours before your session start time. A $25.00 fee will be applied to your account if you cancel in under 24 hours before your session start time or if you do not show fo your appointment. You must reschedule the missed appointment. After three (3) cancellations, no shows, or a combination of the two, you will be discharged from the program.

Participation and Conduct

- Come to each meeting alert, free of cheminal influence and ready to participate.
- Complete all program assignments.
- Participate in group discussions by sharing personal experiences related to the topic being discussed.
- Focus on your own behavior and what you can do, not on the behaviors or problems of others. This includes complaints about the legal system which should be addressed with legal representatives.
- Behave in a way that is respectful to the facility, staff, other participants and is conducive to a learning environment.
- Use language that is appropriate and respectful, refraining from sexist, racist or other demeaning language. Words that degrade will not be tolerated.
- Respect the confidentiality of all group members. Under no circumstances are you to share another person's name or identifying information outside of group.
- Contribute to other group members' growth and progress by listening and sharing your own experiences while refraining from advice giving.
- To eliminate distractions: 1) Cell phones must be completely turned off while in session. 2) Children are not permitted in the sessions and childcare is not provided. 3) No food is allowed during sessions, unless a doctor's note is provided stating special medical needs.

Limits to Confidentiality and Disciplinary Action:

- If you are determined to be a danger to self or others, the program facilitator will notify the proper authorities.
- If a facilitator suspects that you are under the influence of drugs or alcohol, the participant will not be allowed to attend group that evening and will incur an absence.
- If you are told to leave for any reason, immediate compliance is required or you will be discharged from the program.
- By the judgment of the facilitator, if conduct is disruptive during sessions, you will be discharged immediately from the program.

- Anyone who uses violence while in the program will be immediately discharged from the program and may be subject to additional consequences as determined by the Program Supervisor.

Completion of the Program

Evaluation of satisfactory completion is based on attendance, participation, completion of assignments, and payment of all fees.

Court Referred Clients

Participants referred by the Department of Corrections or the Office of the District Attorney will have their attendance, behavior, and payment information reported to the referring office. Court referred clients are required to sign a Release of Information that allows this information to be shared with the referral source.

Partner Contact

Male Batterer's Treatment Standards for Wisconsin Batterer's Treatment Provider Assoociation requires past and/or present partner contact in order to provide information and resources to victims of domestic violence and address questions regarding the effectiveness of the New Thresholds program. You will be required to sign a release and provide contact information for the incident partner; your present partner; and former partner with whom you have children. You will not have access to information received from a past or present partner. Your attendance and program completion information may be provided, but your confidentiality will be maintained regarding any information you share in group.

Letters verifying Attendance and Progress Letters

Letters verifying attendance will be provided at no charge when given at least 1 week's notice to prepare. Letters of Progress which includes informaiton about attendance, participation and progress will be provided at a fee of $25.00, paid at the time the letter is provided by the Program Coordinator. All other fees must be current to be eligible to receive a Letter of Progress. Please allow 1 week for preparation of letters.

Discharge Information

You will be discharged for non-compliance of the attendance policy, the financial policy or for serious misconduct as described in the conduct section. If you are discharged, we will contact the agency that referred you to our program to inform them of the discharge.This includes, but is not limited to agencies such as Probation and Parole, the Office of the District Attorney, or Lawyers.

After discharage you may re-enroll but note that you will start the program over and will be charged for the class again. See details below.

Re-Enrollment Information

You may re-enroll in a program within 12 months of date of intake. To re-enroll a $50.00 re-enrollment fee will be charged and you will not be required to complete a new intake. This fee along with any outstanding fees must be paid in full prior to your name being placed on the roster for another program. If you were charged the full class fee at time of initial enrollment, you will only be charged for the sessions that occurred before discharge as long as re-enrollment as outlined above has been established.

Repeat Client

If you are enrolling in a program more than 12 months following the date of your last intake you will be considered a 'new client' and must complete a new intake. The new intake will include completion of all intake paperwork and an intake appointment. If there is a previous balance of any kind, it must be paid in full before an intake appointment can be scheduled.

Grievances

You have the right to file a grievance if you believe your rights have been violated. The grievance process begins by contacting the Director of Adminstration and Finance, Lisa Wallace.

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The Center for Prevention of Family Violence
Policies and Procedures

By signing, I verify that I have received, read, and understood The Center for the Prevention of Family Violence Program Policy, Procedure, and Fee Agreement. By signing, I agree to the attached terms.

Client Signature: _____ Date: _____

☐ By checking this box, I hereby verify that this electronically produced signature is the actual signature of the client, parent or legal guardian who has legal authority to provide such consent.

Print Name: _____

Program Coordinator Initials: _____ Date: _____

Name _____

Date of Birth _____

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Adult Consent for Mental Health Treatment

1. **Consent to Evaluate/Treat:** I voluntarily consent that I will participate in a mental health evaluation and/or treatment by professional clinical staff from Family Service. I understand that following the evaluation and/or treatment, complete and accurate information will be provided concerning each of the following areas:
   a. The benefits of the proposed treatment
   b. Alternative treatment modes and services
   c. The manner in which treatment will be administered
   d. Expected side effects from the treatment and/or the risks of side effects from medications (when applicable).
   e. Probable consequences of not receiving treatment

   The evaluation or treatment will be conducted by a psychotherapist, a psychologist, a psychiatric nurse practitioner, a psychiatrist, a licensed therapist or an individual supervised by any of the professionals listed. Treatment will be conducted within the boundaries of Wisconsin Law for Psychological, Psychiatric, Nursing, Social Work, Professional Counseling, or Marriage and Family Therapy.

2. **Benefits to Evaluation/Treatment:** Evaluation and treatment may be administered with psychological interviews, psychological assessment or testing and psychotherapy, as well as expectations regarding the length and frequency of treatment. It may be beneficial to me, as well as the referring professional, to understand the nature and cause of any difficulties affecting my daily functioning, so that appropriate recommendations and treatments may be offered. Uses of this evaluation include diagnosis, evaluation of recovery or treatment, estimating prognosis, and education and rehabilitation planning. Possible benefits to treatment include improved cognitive or academic/job performance, health status, quality of life, and awareness of strengths and limitations.

3. **Charges:** Fees are based on the length or type of the evaluation or treatment, which are determined by the nature of the service. I will be responsible for any charges not covered by insurance, including co-payments and deductibles. I am aware of this agency's fees which are also available for my review upon request.

4. **Confidentiality, Harm, and Inquiry:** Information from my evaluation and/or treatment is contained in a confidential record at Family Service and I consent to disclosure for use by Family Service staff for the purpose of continuity of my care. Per Wisconsin mental health law, information provided will be kept confidential with the following exceptions: 1) if I am deemed to present a danger to myself or others; 2) if concerns about possible abuse or neglect arise; or 3) if a court order is issued to obtain records.

5. **Discharge Policy:** There are circumstances under which I may be involuntarily discharged. I have read and understand the discharge policy of the clinic.

6. **Right to Withdraw Consent:** I have the right to withdraw my consent for evaluation and/or treatment at any time by providing a written request to the treating clinician.

7. **Expiration of Consent:** This consent to treat will expire 12 months from the date of signature, unless otherwise specified.

8. **If you believe you have been treated differently because of race, color, national origin, religion, sexual orientation, disability or age, you may file a discrimination complaint with the following agencies:**

Office for Civil Rights
Office of Justice Programs
U.S. Department of Justice
810 Seventh Street NW
Washington, DC 20531

Wisconsin Department of Justice
Office of Crime Victims Services
P.O. Box 7951
Madison, WI 53707-7951

Wisconsin Department of Justice
Contract Compliance Office
P.O. Box 7857
Madison, WI 53707-7857

I have read and understand the above, have had an opportunity to ask questions about this information and I consent to an evaluation and outpatient mental health treatment through the clinic based upon an assessment that determined appropriateness of outpatient treatment. I also attest that I have the right to consent for treatment. I understand that I have the right to ask questions of my service provider at any time about the above information or the treatment I am receiving.

_____ _____

Signature of client ages 18 years or older or legal representative **Date**

☐ By checking this box, I hereby verify that this electronically produced signature is the actual signature of the client, parent or legal guardian who has legal authority to provide such consent.

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CLIENT RIGHTS and RESPONSIBILITIES

As a client at Family Service of Waukesha, you have specific rights under the Wisconsin Statute, Section 51.61.

COMMUNICATION & PRIVACY
As a client of Family Service, you have the right to confidentiality. Your records will be released only when authorized by you through your signed consent. Exceptions to confidentiality include: if you pose a danger to yourself or to others, suspected cases of child abuse or neglect, and by lawful order of the court.

TREATMENT
As a client of Family Service, you have the right to receive treatment based on your knowledge of the nature of your needs.

- The benefits of treatment include, but are not limited to, reduction of symptoms, increased resiliency, improvement in several significant life areas
- Mental health treatment may induce a level of emotional discomfort, any potential risks will be addressed by the provider
- You have the right to receive prompt and adequate, appropriate treatment. (Family Service makes diligent efforts to provide prompt treatment.)
- You have the right to refuse any treatment offered. It is not uncommon for untreated symptoms or problems to worsen over time.
- You have the right to refuse to accept your treatment plan.
- You may withdraw your consent for treatment at anytime.
- You have the right to be free from unreasonable or arbitrary decisions that pertain to your treatment.
- Refuse to be filmed or taped without your consent.
- Have access to your treatment record per agency policy, including after discharge.

GRIEVANCES
You have the right to file a grievance if you feel your rights have been violated. Grievances must be filed in writing and addressed to: Client Right Specialist at Family Service of Waukesha, 101 W. Broadway, Second Floor, Waukesha, WI 53186. At the end of the grievance process or any time during it, you may choose to take the matter to court, or file a formal complaint. The Client Rights Specialist may provide you with further information upon request.

INFORMED CONSENT FOR TREATMENT
Each Family Service of Waukesha client will receive specific, complete and accurate information regarding the treatment that they receive, in written and verbal form. See Family Service of Waukesha Consent for Evaluation and Treatment form.

- The following modes of treatment are available at Family Service of Waukesha—individual, couple, family or group.
- If you desire a different mode of treatment, transfer to another therapist, or if you desire to terminate services and/or seek treatment elsewhere, you are free to do so.
- You are free to withdraw your consent for treatment and/or to terminate your treatment at any time.

PARENTAL RESPONSIBILITIES:

- Parents of children under the age of 14 must remain in the clinic while their child is participating in psychotherapy services.
    - A child's response in session may warrant parental participation, intervention, or assistance.
- Parents are responsible for the safety and supervision of minor children in the clinic.
- Family Service of Waukesha does not provide childcare or supervision for children in the clinic except during the time children are with the service providing during scheduled psychotherapy sessions.

MY SIGNATURE BELOW INDICATES THAT I HAVE READ AND UNDERSTAND MY RIGHTS AND RESPONSIBILITIES AS LISTED ABOVE.

_____ _____
Client Signature (age 14 or older) Date

_____ _____
Parent/Guardian Signature (if applicable) Date

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2021/2022 Demographic Information for United Way

In order to receive certain funding to create better programs which support our community, we are asked to provide the United Way with demographic information of all clients we serve.
The information is reported as compiled information.
Your name and birth date will never be used in the reports.
Thank you for your participation in our efforts to better serve the community.

Please fill out the following information. Place an 'X' next to the appropriate response.

Your gender:	☐ Female	☐ Male	☐ Transgender	☐ Other

What is your annual household income?

$0.00 - $9,999	☐
$10,000 - $14,999	☐
$15,000 - $24,999	☐
$25,000 - $36,999	☐
37,000 – 49,999	☐
$50,000 - $74,999	☐
More than $75,000	☐

What Zip code do you live in?

Are you or have you ever been a member of the Armed Forces? ☐ **Yes** ☐ **No**

How do you Describe Yourself? (Check One)

Racial Background:	
African American/Black	☐
Asian	☐
Caucasian/White	☐
Middle Eastern	☐
Multi-Racial	☐
Native American	☐
Native Hawaiian/Pacific Islander	☐
Other	☐
Ethnicity:	
Hispanic/Latino	☐
Non- Hispanic/Latino	☐

Your Age:	
12-17	☐
18-24	☐
25-34	☐
35-44	☐
45-54	☐
55-64	☐
65-74	☐
75-84	☐
85-94	☐
95 & older	☐

What is the primary language spoken in the Home?

☐ **English**	☐ **Hmong**	☐ **Spanish**	☐ **Other**

Client Fee & Insurance Form

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Client's Information

Today's Date: _____

First Name: _____ Last Name: _____

Parent/Guardian Name: _____ Social Security #: _____

Date of Birth: _____ Age: _____

Gender: ☐ Male ☐ Female ☐ Transgender ☐ Prefer not to say ☐ Other _____

Address: _____ Apartment #: _____

City, State & Zip Code: _____

Check box if you do not want a telephone confirmation call. ☐ No

Cell phone #: _____ Email Address: _____

Marital Status: ☐ Single ☐ Married ☐ Divorced ☐ Separated ☐ Widowed ☐ Cohabitating

Employer's Name: _____ Phone #: _____

Address: _____ Suite #: _____

City, State & Zip Code: _____

Responsible Party's Information

First & last name: _____

Relationship to client: _____

Phone #: _____ Work phone #: _____

Insurance Information

Primary Insurance Company's Name: _____

Address: _____

Subscriber ID #: _____ Group #: _____

Phone Number: _____

Policy holder's name: (If different than client's) _____ Date of Birth: _____

Relationship to client: _____ Phone #: (if different than client's) _____

Secondary Insurance Company's Name: _____

Address: _____

Subscriber ID #: _____ Group #: _____

Phone Number: _____

Policy holder's name: (If different than client's) _____

Relationship to client: _____ Phone #: (if different than client's) _____

Fee Information

Counseling sessions are 38-52 minutes. Insurance contracts may vary. Payment is due at each session.

Initial Evaluation:	Master Level Therapist: $145.00	♦	Ph.D. Psychologist: $185.00
Psychotherapy Session:	Master Level Therapist: $130.00	♦	Ph.D. Psychologist: $170.00
Psychological Testing:	$230.00/hour		
School Observation:	$135.00/hour		
Group Therapy:	$60.00/hour – Also, see designated program's fee schedule.		

24-hour cancellation notice is required.

Late Cancellation Fee:	$25.00	No Show Fee:	$25.00
Fee for copying a file:	$25.00	Fee for Letters:	$25.00

Family Service accepts private health insurance payments. Our therapists are preferred providers in several health care networks. Because insurance plans vary, we are unable to guarantee insurance coverage for services. If you are not clear about your benefits, please contact your insurance company. You are responsible to pay deductibles or co-payment fees as required by your insurance plan. You will receive a monthly statement of your account.

CLIENT AUTHORIZATION FOR RELEASE OF INFORMATION & ASSIGNMENTS OF BENEFITS

I authorize the release of any information necessary to determine liability for payment and to obtain reimbursement on any claim.

I request that payment of authorized benefits be made on my behalf to Family Service. I assign the benefits payable to which I am entitled, including Medicare, Medical Assistance (Medicaid), private health insurance, and other health plans.

This assignment will remain in effect until revoked by me in writing. A photocopy of this assignment is to be considered as valid as an original. I understand that I am financially responsible for the co-pay, deductibles, and for all charges, whether or not paid by said insurance.

I agree to the assignments and financial responsibility for the services rendered to me according to Family Service's customary fees as described.

_____ _____

Signature of Client **Date**

☐ By checking this box, I hereby verify that this electronically produced signature is the actual signature of the client, parent or legal guardian who has legal authority to provide such consent.

_____ _____

Signature of Parent or guardian, if client is under the age of 18 **Date**

Updated 8/29/19

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Acknowledgment of Receipt
For the Notice of Privacy Practices
Regarding Health Information

Client Name: _____

Date of Admission: _____

By signing this form, you acknowledge that Family Service has given you a copy of its Notice of Privacy Practices Regarding Health Information, which explains how your health information will be handled in various situations. All clients receiving services on or after April 14, 2003 will be asked to sign this form.

By my signature below, I acknowledge I have received a copy of the Family Service Notice of Privacy Practices Regarding Health Information and have been given an opportunity to discuss my concerns and questions.

_____ _____

Client Signature **Date**

_____ _____

Parent or guardian signature, if client is under the age of 18. **Date**

☐ By checking this box, I hereby verify that this electronically produced signature is the actual signature of the client, parent or legal guardian who has legal authority to provide such consent.

10/9/2017

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CONSENT FOR TELEHEALTH OR TELEPHONE MENTAL HEALTH SERVICES

By signing this form, I understand and agree with the following:

1. Telehealth is the delivery of services using interactive technologies (audio, video, or other electronic communication) between a practitioner and a client/patient who are not in the same physical location.

2. The interactive technologies used in Telehealth services incorporate network and software security protocols to protect the confidentiality of client/patient information transmitted via any electronic channel.

3. The laws that protect the privacy and confidentiality of health, mental health and other services also apply to telehealth sessions and tele-intervention. Information obtained during a telehealth session or meeting that identifies me or my child will not be given to anyone outside of Family Service without my consent except what is necessary for necessary for establishing my care, maintaining treatment records, performing billing, securing payment, and performing other administrative healthcare operations.

4. There are both mandatory and permissive exceptions to confidentiality, including, but not limited to, the reporting of child, elder, and dependent adult abuse, expressed threats of violence toward an ascertainable victim; and/or expressed threats of suicide or threat of other serious forms of self-harm.

5. Any electronic systems used will incorporate network and software security protocols to protect the privacy and security of health information, and will include measures to safeguard the data to ensure its integrity against intentional or unintentional corruption.

6. The exchange of information will not be direct and any paperwork exchanged will likely be provided through electronic means or through postal delivery following HIPAA compliance laws.

7. I understand that Family Service will take all necessary precautions to protect my privacy and confidentiality but I also understand that there is a slight risk of a security breach with any internet-based communication. However, I believe that the potential benefits of telehealth outweigh this risk.

8. I understand, agree and accept responsibility for protecting my personal safety and the confidentiality of my Telehealth sessions by placing myself in a safe, private, comfortable environment for my telehealth sessions, free from distractions and sufficiently distant from others who are not explicitly invited into in my Telehealth sessions.

9. I agree to participate in Telehealth services only when I am using a secure internet connection.

10. I understand that my email address is required for audio-visual services, and I will keep Family Service informed of any change to my email address.

11. I understand that I have the right to withhold or withdraw my consent to the use of telehealth at any time. Withdrawing my consent will not affect my eligibility to receive future services.

12. This service is provided by various technology platforms (including but not limited to video, phone, and email) and may not involve direct face-to-face communication. I acknowledge that there are benefits and limitations to this type of service.

13. My practitioner and I will regularly reassess the appropriateness of continuing my service delivery through the use of the technologies we have agreed upon today and my practitioner will suggest modification or change to the service delivery plan as needed.

14. I acknowledge that appointment confirmations, appointment changes or other important communications with Family Service will be conducted through the telephone. I agree to check my telephone voicemail regularly. I further understand that all Telehealth invitations for my sessions will come through the email address I provided to Family Service and telehealth sessions will take place using a HIPAA compliant **Zoom Healthcare** and/or HIPAA compliant **Microsoft Teams** platform.

15. I have read and understand the information provided above regarding telehealth, and all of my questions have been answered to my satisfaction.

I hereby consent to the use of Telehealth by Family Service.

Name of Client: _____

Name of Parent/Guardian: _____

Client/Parent/Guardian Signature: _____

Date: _____

☐ By checking this box, I hereby verify that this electronically produced signature is the actual signature of the client, parent or legal guardian who has legal authority to provide such consent.