



Faith & Liberty's Place Family Center (FLP)

Supervised Visitation & Monitored Exchange Services

GENERAL INFORMATION

FLP Family Center provides a safe, child-centered environment where trained professionals facilitate supervised child visitation and monitored exchanges with non-custodial parents. Parents are referred to FLP by Dallas County Family Courts via Court Order. FLP services are specifically for and between two parents, going through separation, divorce, or a custody process that may include multiple issues which could compromise a child's safety or the safety of a parent. FLP provides on-site, one-on-one monitoring and observation of parenting time, as well as a safe location for monitored exchanges (without contact between parties), to prevent abusive behavior.

CONTACT INFORMATION:

8915 Harry Hines Blvd. Dallas, Texas 75235

Phone: 214-956-0100 Fax: 214-956-0133

Email: FLPMAIL@FAMILYPLACE.ORG

(Extensions: 60261 – Intake & Case Management, 60263 - Scheduling for Current Clients)

FLP Family Center receives a high volume of calls and it may be necessary to leave a message; or send an email. All voice messages are documented and returned within 2 business days.

Administrative Office Hours	
Monday/Friday 9:00 AM - 5:00 PM	
Tuesday/Wednesday/Thursday 10:00 AM - 6:00 PM	
Saturday 9:00 AM - 4:00 PM	

Visitation Service Hours	
(Visits are scheduled in 1–2-hour increments)	
Weekday Visits	Tuesday/Wednesday/Thursday 5:30 PM - 8:30 PM
Weekend Visits	Saturday 9:00 AM - 6:00 PM
	Sunday 12:00 PM - 6:00 PM
Exchange Service Hours	
Weekday Exchanges	Tuesday/Wednesday/Thursday 5:30 PM & 8:00 PM (scheduled around evening visits)
Weekend Exchanges	Friday (1, 3, 5 th weekends) 6:00 PM
	Saturday/Sunday 9:00 AM, 12:00 PM, 3:00 PM, 6:00 PM

Frequently Asked Questions

- **What are the steps to complete the FLP Intake process?**
 1. Court Order Provided to FLP
 2. Non-Custodial Parent Intake Packet Completion
 3. Non-Custodial Parent Intake Appointment Completion
 4. Custodial Parent Intake Packet Completion
 5. Custodial Parent Intake Appointment Completion
 6. Mutual Agreement of Service Provision Date/Time (**Based on FLP Calendar Availability**)
 7. Child Orientation Completion
 8. Begin Scheduled Services (Supervised Visitation/Monitored Exchanges) on mutually agreed date/time for services.
- **How will I know when services begin?** Services (visits or exchanges) will not be scheduled to begin until both parents have completed their individual Intakes at the center, a Child Orientation has been completed and a mutually agreed upon date to begin services has been established. *A Child Orientation will only be scheduled when all required steps have been completed by both parties.* This process allows the center to fully prepare parents and children, as well as receive information that is important to providing safe and supportive services.
- **Please do not come to FLP without an appointment.** Parents arriving at the center without an appointment will not be seen. This allows the center to help prevent both parents being at the center or in the parking lot at the same time. **We ask for your assistance in not exposing children to adult conflict by NOT coming to the center without an appointment or when no services are scheduled.**
- **How do I show the courts proof I attended my Intake?** You will receive written verification (Court Status Report) that the Intake requirements have been fulfilled upon completion. A Court Status Report documents what steps a parent has taken to finish the Intake process and begin services. All inquiries about your family's status in starting services must be made in writing. A request must be sent via email FLPmail@familyplace.org or fax 214-956-0133 to the center.
- **How long does the Intake process take?** The length of time between Intake and service provision is based on both parties' thoroughness in completing paperwork, attending intakes and mutual agreement to service provision date/time based on availability options provided by FLP Family Center. On average, this process takes 2-3 weeks with cooperating parties.
- **Will services match my Court Order?** FLP will make every effort to schedule services according to the court order and agreement of parties, however **all services are scheduled according to the times available at the center, which may not be written as such in your order.** Visits are scheduled for up to 2-hour time slots at a maximum of twice a week (subject to change based on program needs) and exchanges are scheduled with timing that allows for staggered arrival and departures. Service times for exchanges will be adjusted to best accommodate the other services at the center.
- **What does FLP charge for services?** Services at FLP Family Center are provided at no cost. Families must be court ordered to supervised visitation or safe exchange services.

FLP FAMILY CENTER INTAKE

The following must be provided to FLP Family Center at the time of intake:

1) Proof of Identification Parent must bring Driver's License, State ID and/or passport.
2) Court Order and/or Memorandum Ruling: Provide completed and signed copy of most recent court order ordering services. Any updates to the court order must be provided to FLP as soon as possible. (Temporary orders will suffice until the orders are completed).
3) Protective Order(s): Provide completed and signed copy of <u>all</u> active protective, restraining and/or no contact orders.
4) Authorization for Emergency Release: (not mandatory for services) Provide a clear copy of photo IDs for up to (2) two Emergency Contact persons authorized to pick up your child in the event of an emergency. Custodial parents may stay on-site during visitation services if an Emergency Contact is not provided.

What to expect during the Intake Interview:

- A Case Manager will conduct an Intake Interview with each parent separately, scheduled during two different appointments.
- The Intake Interview may take up to 2 hours. ***Please do not bring your child(ren) to the interview.*** FLP **does not** provide childcare during Intake appointments.
- Be prepared to discuss the reason(s) you are requesting services. This includes background information about any family issues that may impact the parent/child contact, ongoing chronic medical conditions of the participants that could affect the health and safety of the child/parent, involvement with Law Enforcement that may affect the safety of child/parent.
- Parents are informed about limits of confidentiality.
- Parents will sign a Disclosure Notice for Requests of Records and Release of Information.
- Parents will receive a copy of FLP Program Rules and Guidelines.
- Parents will sign a Statement of Understanding for Receiving Supervised Visitation Services.

STATEMENT OF UNDERSTANDING RECEIVING SUPPORTIVE SUPERVISED VISITATION SERVICES

ABOUT FLP FAMILY CENTER: FLP Family Center is a private, non-profit program that provides supportive supervised visitation and monitored exchange services. FLP was established to provide a safe, conflict-free setting for children to visit with their non-custodial parent. A goal of FLP is to provide a consistent environment that fosters positive emotional growth.

ABOUT THE SERVICES YOU WILL RECEIVE: First and foremost, FLP Family Center's role is to ensure no further harm comes to any adult or child victims while providing supportive supervised visitation services in collaboration with you and your children. Supportive supervised visitation means that a staff member will supervise your child during visitation at FLP and provide support for creating a safe and nurturing place for your child to visit. Supportive supervised visitation is not therapy however, staff will actively engage with parents and children. Supportive supervised visitation allows: An opportunity to enhance the child's ability to adjust to changes surrounding divorce, separation, and/or family violence through positive intervention in a supportive environment during visitation; A safe place for the child to visit so that separation issues are less traumatic; The child the opportunity to establish, reestablish, or continue a relationship with the non-custodial parent; Staff to model positive parenting behaviors and communication; The parents the opportunity to improve their parenting skills and communication skills; The non-custodial parent a greater sense of equity in parenting responsibilities. Staff support will include such things as help with modeling appropriate behaviors and communication, and education about playing with, connecting with, and understanding children. As a protective measure for the children, FLP has implemented a set of guidelines for parents to follow to shield the child from involvement in parental disputes, and thus foster resiliency.

CONFIDENTIALITY: To facilitate services, some information on your case may be shared with FLP Family Center staff and on-site security staff, as well as other parties listed on the Consent to Release Confidential Information form. Information may be sent to the referring Court, attorneys of record, Attorney Ad Litem (if applicable), court appointed psychologist/psychiatrists, court appointed custody evaluators, Child Protective Services (if applicable), Probation or Parole Officers (if applicable), and any therapist(s) for the child(ren). FLP Family Center needs a current, signed Consent to Release Confidential Information form, unless there is a court order/subpoena, at which time records may be released to the court without client consent. **All records are subject to subpoena by the Court.**

STAFF: FLP Family Center has made every effort to select and screen staff in a responsible manner and to prepare them for proper observation and supportive supervision activities. Staff and volunteers are trained in numerous fields including substance abuse, marriage and family counseling, play therapy, domestic violence, and child abuse. Staff is not trained for, nor are they expected to intervene in moments of danger to anyone participating in services. Staff will immediately notify law enforcement law enforcement or medical services, as necessary.

SECURITY: A guarantee that no harm will occur during use of services at FLP Family Center is neither inherent nor implied, and while every precaution short of physical intervention will be taken to secure the child(ren)'s or adult's safety, it cannot be guaranteed. In the event of an emergency, children may be transported to a safe place until an appropriate custodian can be contacted.

WAITLIST: Due to program capacity, many individuals/cases will be placed on a waitlist until availability opens. Once visitation/exchange availability opens, individuals will be contacted to complete any remaining required steps.

- **If on a Waitlist**, FLP Staff will contact **both** parties when availability opens for services. Adult Intakes must be scheduled within **2 weeks** of notification by FLP staff to prepare for services. If **both** parties do not schedule intakes, case will remain on waitlist.
- If on the waitlist over 90 days, a new Intake Packet/Intake Interview may be requested.
- A Child Orientation will only be scheduled when all required steps have been completed by both parents.
- Service date/time will be offered based on FLP calendar availability.

This is to confirm that I understand that FLP Family Center will be providing supportive supervised visitation or exchange services while my child is visiting with his/her father/mother. As proof of having read and agreed to each statement above, I am signing in the space provided below.

Printed Name

Signature

Phone Number

Date

FLP Staff Signature

Date

DISCLOSURE NOTICE FOR REQUESTS OF RECORDS AND RELEASE OF INFORMATION PROCEDURES

To facilitate services, some information on your case may be shared with FLP Family Center staff and on-site security staff, as well as other parties listed on the Consent to Release Confidential Information form. Information may be sent to the referring Court, attorneys of record, Attorney Ad Litem (if applicable), court appointed psychologist/psychiatrists, court appointed custody evaluators, Child Protective Services (if applicable), Probation or Parole Officers (if applicable), and any therapist(s) for the child(ren).

FLP Family Center needs a current, signed Consent to Release Confidential Information form, unless there is a court order/subpoena, at which time records may be released to the court without client consent. **All records are subject to subpoena by the Court.**

RECORDS COLLECTION

FLP collects records throughout our standard course of business. Records will be kept in a secure electronic database system. FLP will retain all records as mandated by State law and funder requirements.

WHAT IS INCLUDED IN RECORDS?

Records collected during our standard course of business includes, but is not limited to:

Services Notes – includes the client check in/out for visitation

Visitation Notes

Correspondence related to the scheduled visitation – both verbal and written correspondence may be documented

Program Guidelines

Service Agreements Incident Reports Service Calendars

HOW TO REQUEST RECORDS

A written request is required to obtain your records. FLP will make a reasonable effort to copy records in a timely manner, however, please allow 10-15 business days to complete your request. Subpoenas are **not** accepted in person at the FLP Family Center. Subpoenas must be sent to our Custodian of Records (address available upon request). Subpoenas for records require a ten-day notice, by law, to produce records for a court hearing.

RECORDS PICK UP PROCESS

When your records have been completed, we will contact you to schedule a date/time to pick them up. To collect your records, you must sign and date to confirm you have received the records and this will be added to your file. Proof of identification (provided at Intake) will be verified at the time of appointment.

Note: Records requests will only be fulfilled once every 30 days unless we are provided a subpoena.

As proof of having read and understood the statement above, I am signing in the space provided below.

Printed Name

Signature

Date

**FLP FAMILY CENTER
AUTHORIZATION FOR EMERGENCY RELEASE**

To be filled out by all Parents

I, _____, hereby authorize FLP to release my child(ren) to the following individuals in any emergency when I cannot be reached. I understand that in a non-emergency situation my children will not be released to the following individuals unless I have given my written or verbal approval prior to the scheduled service. **I am aware that if I elect not to release my child (ren) to any other individuals, CPS will be notified if I cannot be reached.**

Emergency Contact #1:

Name: _____

Relation to child (ren): _____

Cell: _____ Home: _____

Work: _____ Other: _____

DL#: _____ License Plate: _____

**Do not forget! You need to include a copy of their photo ID.*

Emergency Contact #2:

Name: _____

Relation to child (ren): _____

Cell: _____ Home: _____

Work: _____ Other: _____

DL#: _____ License Plate: _____

**Do not forget! You need to include a copy of their photo ID.*

I have attached copies of above listed individual's **valid driver's license/photo ID**. **Custodial parents may remain on-site if an Emergency Contact is not provided.**

Printed Name

Signature

Date

FLP Staff Signature

Date