



# Client Application Packet

## Welcome!

CASA of Larimer County provides a voice in court for children who have experienced abuse and neglect and a safe place in the community for conflict-free family interactions. We do this through our two programs; Court Appointed Special Advocates (CASA) and Family Connections.

Family Connections provides a neutral setting for Supervised Family Time and contactless Safe Exchange services between children and their parents following a divorce, foster care placement or other legal action separating children from their parents.

Providing children with the opportunity to preserve and strengthen their bonds with family members in a safe space is the goal of Supervised Family Time. Parents follow policies which protect the physical and emotional wellbeing of the child, including maintaining sobriety, keeping conversations positive and appropriate interactions. During visits, Case Managers document the families' interactions as a physical representation of their developing bonds. Before and after visits, parents participate in our evidence-based Trust Based Relational Intervention (TBRI®) curriculum. TBRI® is a trauma-informed approach that helps us better understand and address the impact of trauma on families. It provides valuable strategies for building trust, promoting healthy relationships, and supporting healing. Case managers connect all parties with information regarding trauma and its impact on behavior and development. Additionally, Case managers can connect families to supportive resources throughout the community.

Through our Family Connections program, we facilitate custody exchanges to minimize parental conflict. Parents do not have direct contact and are able to satisfy court orders safely.

A distinctive piece of the Exchange and Family Time services we provide at Harmony House is the house itself. The visiting parent and child(ren) are able to move about the house much as they would their own home. Some families choose to cook meals or order pizza and eat together. Others make crafts or play basketball in the yard.

Please read through the following information and complete the application to begin the setting up services. If you have any questions, please contact Family Connections program staff. We look forward to serving you and your child(ren).

Sincerely,  
CASA of Larimer County

## Explanation of Services

**Supervised Family Time:** During Supervised Family Time, a Case manager is within sight and sound distance of the visiting parent and child for the duration of the visit, documenting the interactions of parents and children. The case manager will step in if there is a question as to the child's comfort level and/or the safety of the child (emotional or physical). Factual documentation of the visit is provided to both parties, therapists, attorneys, caseworkers, and other parties involved. This type of visit may also be available over Zoom, or a similar online method.

**Trust Based Relational Intervention:** TBRI® is a trauma-informed approach that helps us better understand and address the impact of trauma on families. It provides valuable strategies for building trust, promoting healthy relationships, and supporting healing.

**Monitored Family Time:** This service may be available after a period of successful supervised visits. During a monitored visit, a family remains on site during the visit time but there is not a supervisor present continuously. A case manager checks on the family every 20 minutes and factually documents what is observed.

**Exchange:** During exchange services, staff provide a safe and neutral environment for custodial and non-custodial parents to arrange drop off and pick up times for children which eliminate direct contact between parents. Documentation of exchanges will be written at the time of the exchange by staff and, upon request, sent to both parties, attorneys, caseworkers and other parties involved.

## Process of Beginning Services

### 1. Submit application packet.

Your application packet should include:

- Completed Client application.**
- Court documents:** Including but not limited to Court Orders, Restraining Orders, Documentation of Crime Victimization. Any Court orders and restraining orders relating to the case must be provided with the application and a copy will be maintained in the client file.
- Proof of Identification:** Driver's License, military ID, etc.
- Proof of Income:** This is used for grant reporting purposes only and is required of **all** parties. This is not shared with the other party or the courts. Acceptable forms of proof of income include tax returns, current employer pay stubs, court-ordered financial affidavit, public assistance forms (medicaid, TANF, etc.) or other suitable documentation. Bank statements are not an acceptable form of proof of income.
- Transporter Documents:** Any person(s) that will be transporting the child(ren) to and from visits will have to provide a valid driver's license and vehicle insurance. We are not able to allow children to enter a vehicle without this information.

The Family Connections program is open during the following hours by appointment only.

**Location & Hours of Operation**

3105 E. Harmony Road  
Fort Collins, CO 80528  
(970) 223-5966  
[fchh@casalarimer.com](mailto:fchh@casalarimer.com)

Our staff is available for Family Time, Exchanges and Orientations

Monday – Thursday 1:00 pm – 7:00 pm  
Sunday 11:30 am – 5:30 pm

Our Phones are answered:  
Monday- Thursday 12:30-8:30  
Sunday 11:00-7:00

**Our Program is Closed on Friday and Saturday**

**2. Schedule an orientation.**

Once both parties return complete applications, orientations will be scheduled. Separate orientations will be scheduled for each party on different days. This time is for you to provide the specific reasons your family is setting up services and to address any concerns you may have.

\*Please do not bring children to your orientation. Our staff will provide a separate Child Orientation.

**3. Attend orientation.**

The orientation is an individual appointment where each party will learn about the program and policies and provide important context on the needs of the family and children.

**4. Schedule visits or exchanges.**

After both parties have completed orientations and agree to set up services, Family Connections staff will contact each party to schedule services.

## Service Fees –

We are currently able to scholarship our direct-pay clients. Currently, there are **NO application, orientation, visit or exchange fees**. The following is for information only.

**All fees are required to be paid at the time services are provided.** Payments are accepted in the form of cash, credit card or money orders. Payments may also be made over the phone or through our online scheduling system. Checks are not accepted as a form of payment. Nonpayment of fees may result in suspension of services.

1. **Application fee:** There is a \$10.00 application fee required when you bring, email, mail or fax your application in. No application will be processed without the fee.
2. **Orientation fee:** There is a \$45.00 orientation fee for each party for the initial screening process and opening of a case file.
3. **Supervised fees:** Visits are available in 30 minute, 60 minute, and 90 minute time options. The fee for a 90 minute supervised visit is \$70.00. The fee for a 60 minute visit is \$50. The fee for a 30 minute visit is \$40. A sliding scale, based on annual gross income, is available if you choose to provide proof of income during orientation or as your financial situation changes. Unless the Court order states that one party is responsible for paying the full fee, both parties must agree on payments of fees, whether one party is responsible or if fees are split between parties. These arrangements will be determined prior to services starting and will be recorded in the case file.
4. **Exchange Fees:** \$24.00 for a full Exchange (exchanging twice within one day) \$12.00 for a half Exchange (one exchange in one day).

### Subpoena Fee is ongoing

**CLC Organization Subpoena Fee:** If either parent or attorney subpoenas a CASA of Larimer County staff member as a witness in their case, that parent will be required to pay CASA of Larimer County a non-refundable fee of \$200 when the subpoena is served. This total includes a two-hour court preparation fee and two-hour witness fee based on \$50.00 per hour. Additional time and mileage will be billed following the hearing and must be paid within one week of the Court appearance. No staff will appear without a subpoena.

**CLC Nondiscrimination Policy:** CLC does not discriminate against any individual on the basis of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability in employment, admission or access to, participation in, or receipt of the services under any of its programs or services.

# CLIENT APPLICATION

## Applicant Information

Applicant's Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

(street & apt. #)

(city, state, zip)

Okay to leave a message?

Phone Number: **(home)** (\_\_\_\_) \_\_\_\_\_

YES

NO

**(cell)** (\_\_\_\_) \_\_\_\_\_

YES

NO

Ethnicity (for statistical purposes only): \_\_\_\_\_

## Services Requested

Please Check:

Supervised Visits

Exchanges

What is the primary reason you are using this service? (may include domestic violence, substance abuse, child abuse or neglect, reunification or parental conflict)

Name of other party involved: \_\_\_\_\_

Contact Information for other party (phone, email, etc.)

Have you ever used Family Connections services before? \_\_\_\_\_ If yes, when? \_\_\_\_\_

Were you referred to us by Larimer County Department of Human Services? Y / N

Child(ren) \*ethnicity is used for statistical purposes only

First & last name: \_\_\_\_\_ lives with you? \_\_\_\_\_ Relationship? \_\_\_\_\_ date of birth \_\_\_\_\_ gender \_\_\_\_\_ ethnicity\* \_\_\_\_\_

Y / N

M / F

First & last name: \_\_\_\_\_ lives with you? \_\_\_\_\_ Relationship? \_\_\_\_\_ date of birth \_\_\_\_\_ gender \_\_\_\_\_ ethnicity\* \_\_\_\_\_

Y / N

M / F

First & last name: \_\_\_\_\_ lives with you? \_\_\_\_\_ Relationship? \_\_\_\_\_ date of birth \_\_\_\_\_ gender \_\_\_\_\_ ethnicity\* \_\_\_\_\_

Y / N

M / F

First & last name: \_\_\_\_\_ lives with you? \_\_\_\_\_ Relationship? \_\_\_\_\_ date of birth \_\_\_\_\_ gender \_\_\_\_\_ ethnicity\* \_\_\_\_\_

Y / N

M / F

## Transportation

Vehicle: model/year: \_\_\_\_\_ plate # \_\_\_\_\_ color \_\_\_\_\_

## Legal Parties and Case Information

Court Case #: \_\_\_\_\_ Judge or Magistrate: \_\_\_\_\_

Attorney: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Caseworker: \_\_\_\_\_ Phone: \_\_\_\_\_

**Emergency Contact**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

**Availability**

Please indicate your availability below. Please keep in mind that the more times you can be available, the easier it will be for us to coordinate visits with the other party and a case manager.

	Harmony House Hours	Please describe your availability within our listed hours:
Sunday	Noon – 6:00 pm	
Monday	1:00 – 7:00 pm	
Tuesday	3:00 – 7:00 pm	
Wednesday	1:00 – 7:00 pm	
Thursday	1:00 – 7:00 pm	
Friday	CLOSED	CLOSED
Saturday	CLOSED	CLOSED

**AGREEMENT & GUIDELINES REGARDING SERVICES**

The following guidelines must be followed at all times. Please review & initial each point of agreement. The undersigned parent, legal guardian or other party (hereinafter referred to as “Parent”) hereby agrees as follows:

\_\_\_\_\_ Services provided will be determined by Family Connections staff based on the availability of staff and capacity of time and space. Court orders will be accommodated as closely as possible. Family Connections reserves the right to set or change the hours of operation.

\_\_\_\_\_ ~~To pay the associated fee at the time of the designated service as detailed above.~~

\_\_\_\_\_ Weapons (including anything that can be used as a weapon), drugs and alcohol are strictly prohibited.

\_\_\_\_\_ Sobriety is required for all services.

\_\_\_\_\_ Family Connections and its entire property are a safe and conflict-free environment. Any behavior that causes conflict or a safety concern for the child, staff, or the other parties involved in the case may result in the suspension of services.

By signing below, I affirm I have received, reviewed and agree to the application process, services fees and agreement & guidelines regarding services as outlined here. I further affirm I have provided accurate and complete information in my Client Application and understand that not doing so may result in termination of services.

I, \_\_\_\_\_ (print name), have read all pages of the Client Application packet and agree to the conditions and guidelines contained therein.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CLC staff signature

\_\_\_\_\_  
Date

**Please keep pages 1-4 of the application packet for future reference and submit pages 5 & 6, along with proof of identification, proof of income, and any relevant court documents to begin the orientation process.**