



# Faith & Liberty's Place Family Center (FLP)

*Supervised Visitation & Monitored Exchange Services*

## GENERAL INFORMATION

FLP Family Center provides services that allow children to have access to their parents in a child-friendly environment that emphasizes parent and child safety. Families have an opportunity for supervised visitation and safe exchange of children in situations involving domestic violence, dating violence, child abuse, sexual assault, or stalking. Parents are typically referred to the center with a Dallas County court order or written agreement between parents, although an order from the court is not required to access services. Services at the center are limited to those by and between two parents (biological or adopted) although exceptions can be considered on a case by case basis.

### CONTACT INFORMATION:

8915 Harry Hines Blvd. Dallas, Texas 75235

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

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

FLP Family Center receives a high volume of calls and it may necessary to leave a message; all voice messages are documented and returned in an ongoing basis.

<b>Administrative Office Hours</b>	
	Monday-Thursday 10:00 AM-6:00 PM---- Closed Fridays

<b>Visit Service Hours</b>	
Weekday Visits (1-2 hour slots)	Monday-Thursday, 5:30 PM- 8:30 PM
Weekend Visits (1-2 hour slots)	Saturday 9:00 AM- 6:00 PM Sunday 12:00 PM - 6:00 PM
<b>Exchange Service Hours</b>	
Weekday Exchanges	Tuesday-Thursday 5:30 PM & 8:30 PM (scheduled around evening visits)
Weekend Exchanges	Friday (1,3,5 <sup>th</sup> weekends) 6:00 PM
	Saturday & Sunday 9:00 AM, 12:00 PM, 3:00 PM, 6:00 PM

## Frequently Asked Questions

- **Services (visits or exchanges) will not be scheduled until both parents have completed their individual intake process at the center.** 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.**
- **Inquires about your family's status in starting services must be made in writing.** Parents or Attorneys can request an Intake Status Update from the center that documents what steps a parent has taken to finish the intake process and begin services. A request must be sent via email [FLPmail@familyplace.org](mailto:FLPmail@familyplace.org) or fax 214-956-0133 to the center and we will respond with the information as you requested.
- **The length of time it takes to begin visit or exchange services is determined by how much time it takes both parents to complete the intake process.** Average length of time is 2-3 weeks depending on each parent's ability to attend an interview, turn in paperwork, and agree to a schedule that accommodates parent's and center availability. *\*When a waiting list is in place length of time will vary.*
- 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 as written in your order.** Visits are scheduled for up to 2-hour time slots at a maximum of twice a week (subject to change) and exchanges are scheduled with timing that allows for staggered arrival and departures. Service times for exchanges will be adjusted in order to best accommodate the other services at the center.
- **Services at FLP Family Center are provided at no cost.** Families must be court ordered to supervised visitation or safe exchange services or have a written mutual agreement between both parties to access services.

## FLP FAMILY CENTER INTAKE

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

<b>1) Proof of Identification</b> Parent must bring Driver's license, State ID and/or passport
<b>2) Court Order and/or Mutual Agreement:</b> Provide completed and signed copy of most recent court order ordering services. (Handwritten form will suffice until the orders are completed).
<b>3) Protective Order(s):</b> Complete and signed copy of <b>any and all</b> active or inactive protective, restraining and/or no contact orders.
<b>4) Authorization for Emergency Release:</b> Provide a clear copy of photo IDs for (2) two Emergency contact persons authorized to pick up your child in an emergency.

### 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 takes about 1.5 hours. Please do not bring your child to the interview.
- 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 and
- Parents will sign a Disclosure Notice for Requests of Records and Release of Information.
- Parents are informed about the program rules and Guidelines.
- Parents will sign a Statement of Understanding for 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-residential 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 parent's 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-residential parent; Staff to model positive parenting behaviors and communication; The parents the opportunity to improve their parenting skills and communication skills; The residential parent a greater sense of equity in parenting responsibilities. Staff support will include such things as help with modeling appropriate behaviors and communication, and educating about playing with, connecting with, and understanding children. As a way to create distance for children from their parents' disputes, and thus foster resiliency, FLP has implemented a set of guidelines for parents to follow.

**CONFIDENTIALITY** To facilitate services, some information on your case may be shared with FLP Family Center staff, as well as other parties listed on the Authorization to Release 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), and Probation or Parole Officers (if applicable). If the child(ren) is in therapy, the therapist(s) may be contacted to contribute and receive information regarding services at FLP Family Center. Additionally, **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.

**SECURITY:** Staff is not trained for, nor are they expected to intervene in moments of danger to anyone participating in a visit or exchange. Appropriate medical and law enforcement notification is the extent of their responsibility at such times. A guarantee that no harm will occur during such Court ordered or voluntary use of service 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.

This is to confirm that I understand that FLP Family Center will be providing supportive supervised visitation 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

\_\_\_\_\_  
Date

\_\_\_\_\_  
FLP Staff Signature

\_\_\_\_\_  
Date

## DISCLOSURE NOTICE: RECORDS AND INFORMATION PROCEDURES

FLP Family Center will make a reasonable effort to not release information about a client's name, address, phone number, or any other personal identifying information generated by that client to anyone other than that client. For a client to obtain their own personal identifying information a written signed request is required. FLP Family Center may provide copies of a client's records maintained, received, or generated by FLP Family Center in connection with the services provided by FLP Family Center with a business records request and accompanying business records affidavit or when both clients under a court order have agreed in writing that the records may be used in connection with a court-ordered social study. FLP Family Center reserves the right to require a subpoena with valid service in lieu of a business records request.

FLP may share information and records about the case with the referring court, any attorney of record, Family Court Services, court appointed Therapists / Psychologists / Psychiatrists, court appointed evaluators, Child Protective Services, Probation /Parole officer, on site security staff, any Therapist / Psychologist / Psychiatrist for the child(ren). FLP does have limited confidentiality and will report accordingly to law enforcement agencies or other appropriate entities information that is warranted.

### RECORDS

FLP keeps records in their standard course of business. Records will be kept in a secure database or a locked filing cabinet when not in use. Records kept during our course of business may include intake records, photographs of all parties for identification purposes only, attendance records, visit observation notes, both verbal and written correspondence, guidelines, and service agreements.

### OBTAINING RECORDS

A written request or a formal Business Records Affidavit is required to obtain records. FLP will make a reasonable effort to copy records in a timely fashion, however typically 10-15 business days are required.

Effective October 2013, records are provided with no additional fees; this is subject to change with 30-day written notice to families. **Due to our limited non-profit resources, excessive requests for business records will not be fulfilled and could result in the need for subpoena to obtain future records.**

FLP will retain all records as mandated by State law and funder requirements.

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 visiting custodial/residential parent and both exchange parents\*\*

I, \_\_\_\_\_, hereby authorize FLP to release my child(ren) to the following individuals in any emergency situation 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 in the event that I cannot be reached.**

Emergency Contact #1:

Name: \_\_\_\_\_

Relation to child (ren): \_\_\_\_\_

Cell: \_\_\_\_\_ Home: \_\_\_\_\_

Work: \_\_\_\_\_ Other: \_\_\_\_\_

DL#: \_\_\_\_\_ License Plate: \_\_\_\_\_

*\*Don't 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: \_\_\_\_\_

*\*Don't 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. I understand that failure to provide a copy of my emergency contacts' valid drivers' license/photo ID will extend the timeline to beginning services.**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

FLP Staff: \_\_\_\_\_

Date: \_\_\_\_\_

**FLP FAMILY CENTER  
AVAILABILITY NOTIFICATION**

**NOTICE FOR ALL PARENTS REQUESTING VISITATION SERVICES**

Due to high volume, FLP Family Center sometimes experiences limited scheduling availability. Although you may choose to begin and complete our intake process, FLP can not guarantee a specific date for services to begin. Once you and the other party complete the intake process you may be added to a waiting list at the center. Your services will be scheduled accordingly as other families transition out of services leaving visit slots open.

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

\_\_\_\_\_

Printed Name	Signature	Date
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\_\_\_\_\_

Signature of Staff Person	Date
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