

Nonviolent Alternatives
Policy and Procedure Manual

Policy on Fees for Indigent Clients

Under some conditions of extreme hardship program fees can be reduced to as little as \$5 per week. Charges for returned checks, late payment fees, absence fees, and missed appointment “no show” fees are not eligible for reduction. Determination of whether or not your fees will be reduced is solely at the discretion of the Program Director. Clients living on Social Security, and not employed, do not need to apply to receive reduced fees. They will automatically receive a discount of \$20 per week for classes attended.

Clients requesting reduced fees will be provided with an application questionnaire to complete. They will be instructed to bring the completed questionnaire to our office. A free appointment will then be scheduled for the client to meet with the Program Director to review their application. Clients are required to bring copies of their last two years tax returns with them to this appointment. A determination will be made at this meeting if they will be allowed to participate in the program at a reduced fee level.

Clients must show up for this appointment, and have their tax returns with them, in order to receive consideration for reduced fees. If they do not show up for this appointment, or do not bring the required documents, another appointment will not be scheduled unless they pay a \$60 appointment fee in advance.

The Program Director’s determination will be documented in writing and placed in the client’s file. If the request for reduced fees is declined, the reasoning for this determination will also be included in the written documentation.