

Nonviolent Alternatives
Policy and Procedure Manual

Policy for Handling Nonpayment of Fees

Non-court mandated clients will be refused services if it will result in a past due balance that will exceed \$40.

Court mandated clients are never unsuccessfully discharged from the Nonviolent Alternative's due strictly to non-payment of fees. When a court mandated client violates the financial terms of the Enrollment Agreement, and has a past due balance that exceeds \$100.00, they are required to sign a "Second Chance" agreement to remain active in the program. The purpose of the Second Chance agreement is to offer the client the opportunity to continue to attend and receive the therapeutic value of the program, even though they are not paying for the cost of the program. While it benefits the client to receive additional therapeutic services at a discounted fee, they perceive the extended program as a consequence for irresponsible behavior of non-compliance with the Enrollment Agreement terms. The Second Chance agreement remains in force until the court mandated client is able to catch up on their financial obligations and bring their past due balance to zero. The following terms are contained within the Second Chance agreement:

- All classes attended are "non-credit" deferred classes. Deferred classes do not count toward the required 26 sessions to successfully complete the program. Attendance at deferred classes incurs a reduced fee of \$5 per session.
- No absences are allowed while on a Second Chance agreement.

At the discretion of the Program Director, a client may be unsuccessfully discharged if it is determined the court mandated client has a non-compliant attitude that is not improving; and is unlikely to return to normal status without additional sanctions to motivate compliance. This determination is only made after a client has attended a minimum of 5 weeks of deferred status sessions.

If the Program Director determines the court mandated client may be benefiting sufficiently from attending classes on a deferred status; and they may eventually take responsibility to make the lifestyle changes needed to successfully complete the program, the client may be allowed to continue attending indefinitely on a Second Chance agreement. If the court mandated client is absent while on a Second Chance agreement, they are automatically unsuccessfully discharged for violation of attendance requirements of the program.

A Second Chance Agreement can be viewed online at <http://www.nonviolentalternatives.com/2nd-Chance.pdf>