



Family Matters Reduced Fee Waiver Program

Print clearly or fill electronically and email the completed forms and documentation to: admin@familymatters.org

*denotes required field

We want every parent who could benefit from using the Supervised Visitation program to be able to do so, yet we understand that some may not have the financial means to purchase a session, which is why we offer reduced fee waivers. While support funding is available, parents who are eligible may qualify for discounted rates on sessions through our reduced fee waiver.

Application Instructions

Please follow the instructions listed below when applying for a Supervised Visitation reduced fee waiver. If you have any questions that are not answered by these instructions, please contact our customer support team at either (313) 757-1388, (810) 288-6749 or admin@familymatters.org.

- Step 1: Applicants must be able to complete all required contact information fields in the application in order for their submission to be processed. Please provide a phone number and email address for the co-parent. This information is required in order for Family Matters staff to be able to connect parent accounts correctly.
- Step 2: Every application must be submitted with supporting documentation that verifies the applicant's eligibility. The documentation options listed in Step 2 of the application are the only accepted documents for the reduced fee waiver program. If ineligible documentation is provided, Family Matters customer support will reach out at the provided email address for additional documentation.
- Step 3: This step should only be completed on applications for applicants who are working with legal aid or are receiving other legal services pro bono. Step 3 must be completed by the legal practitioner and cannot be completed by the applicant. Legal practitioners completing this step must still provide a signed letter on their letterhead verifying that they are providing legal services pro bono or at a reduced rate.



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Step 1: Contact information for applicant and their co-parent

Applicant

*First and Last Name:

*Address:

*City:

*MI:

*Zip Code:

* Telephone:

*Email:

Other Parent

*First and Last Name:

*Address:

*City:

*MI:

*Zip Code:

* Telephone:

*Email:

Step 2: One of the following documents MUST be included with the application

In forma pauperis or proof of indigence approved by the court within the last 12 months.

If you're receiving certain types of benefits, such housing or utility assistance, Medicaid, or food assistance, provide verification of those benefits from within the past 90 days.

Benefits cards are not accepted as documentation. Signed letter on letterhead from a legal professional verifying that they are representing you on a pro bono or reduced rate basis.

Step 3: Legal professionals to complete this section only if submitting on behalf of parent(s):

Below to be completed by legal professionals only.

*First and Last Name:

*Organization:

*Title:

*Address:

*City:

*MI:

*Zip Code:

*Telephone:

*Email:



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For professionals, please choose one of the following and sign below:

I am a court officer or arm of the court requesting a reduced rate for a period six months of weekly/biweekly visitations from Family Matters Supervised Visitation program due to financial need for:

I am a legal professional or court officer providing legal services free of charge due to financial need. Please grant my client six months of reduced rate weekly/biweekly visitations from Family Matters.

My services are provided at % of my standard rate due to financial need. Please grant my client six months of reduced rate weekly/biweekly visitations at the same percentage of the standard \$50.00 session price.

Signature:

Date:

Once completed application and documentation are submitted, please allow up to 5 business days for a response. Existing subscribers will receive an email notification and new subscribers will receive a welcome email upon approval.