

# SUPERVISED VISITATION PROVIDERS

## 2009

According to Family Code Section 3200, all providers of supervised visitation **must** operate their programs in compliance with the “Uniform Standards of Practice for Providers of Supervised Visitation” which can be found in the California Rules of Court, Standards of Judicial Administration, Standard 5.20. They are available:

- on the Court’s website: [www.occourts.org](http://www.occourts.org) select Directory, Family Court Services, Keeping Kids Safe link, What is Supervised Visitation, then the first link, or
- on the Judicial Council website at: [www.courtinfo.ca.gov/rules/index.cfm?title=standards&linkid=standard5\\_20](http://www.courtinfo.ca.gov/rules/index.cfm?title=standards&linkid=standard5_20) or
- in Family Court Services, Room 507, at the Lamoreaux Justice Center

**Therefore when selecting one of the following supervised visitation monitors it is very important that you, as parents:**

- **Be familiar with the Standards of Practice**
- **Use good judgment when selecting any monitor**
- **Consider the value of having the monitor registered on Trustline or cleared through a criminal background check**  
Trustline requires all caregivers listed on it’s registry to pass a background screening that qualifies them to be a child care provider. All persons listed on TrustLine have been cleared through a fingerprint check of records at the California Dept. of Justice and have no disqualifying criminal convictions or substantiated child abuse reports in California that would prevent them from being a child care provider. As a monitor may be spending some time alone with your child, it is wise to select a monitor that is registered. It is your responsibility as a parent, to verify that the monitor is actually registered by calling 1-800-822-8490. Some agencies have the authority to do their own criminal background screening with the Department of Justice without having to go through TrustLine.
- **Consider using a monitor that carries professional liability insurance that specifically covers supervised visitation; ask to see a copy of their policy.**
- **Understand that a separate intake interview must be conducted with each parent and the children if age appropriate, prior to the first visit. Because of this, the first visit may not occur immediately.**

# NON-PROFIT PROVIDERS

**Note:**

- These monitoring agencies have signed **an MOU with the court** indicating they are in compliance with the “Uniform Standards of Practice for Providers of Supervised Visitation.” Any other services the programs provide, other than supervised visitation/exchanges, or therapeutic visitation is not covered in the MOU.
- These programs are partially funded through the Access to Visitation Grant Program and subcontract with the court to provide services based upon a sliding scale through the Keeping Kids Safe program.
- Each service provider is a separate entity with its own governing board and/or operating policies and procedures. The court is not responsible for the quality of services provided.

Name	Intake Fee	Type of service	Hourly fees	TrustLine or record check (see page 1)	Declares Liability Insurance Coverage	Additional Information
<b>F.A.C.E.S. INC.</b> <b>(714) 879-9616</b> Main Office: 505 E. Commonwealth #200 <b>Fullerton</b>  Satellite 1651 E.4 <sup>th</sup> St. , Ste. 128 <b>Santa Ana</b>  <a href="http://www.facescal.org">www.facescal.org</a>	*\$50.00	<ul style="list-style-type: none"> <li>• Supervised visitation</li> <li>• Monitored exchange</li> <li>• Therapeutic visitation</li> </ul>	Sliding scale, parent may be eligible for additional financial assistance	Yes	Yes	<ul style="list-style-type: none"> <li>• Most visits are on-site</li> <li>• English, Spanish, Farsi, Vietnamese</li> <li>• Orange County</li> <li>• Available 7 days a week including some holidays</li> </ul>
<b>La Familia</b> <b>(714) 479-0120</b>  1905 N. College St. <b>Santa Ana</b>  <a href="http://www.chcada.org">www.chcada.org</a>	*\$40.00	<ul style="list-style-type: none"> <li>• Supervised visitation</li> <li>• Monitored exchange</li> </ul>	Sliding scale, parent may be eligible for additional financial assistance	Yes	Yes	<ul style="list-style-type: none"> <li>• On-site visits only, secure playground</li> <li>• English, Spanish</li> <li>• Orange County</li> <li>• Available 7 days a week including holidays</li> </ul>

\* There is no charge for the intake if it is completed at the courthouse aided by a Keeping Kids Safe Intake Coordinator (volunteer). An Intake Coordinator is available in Dept. L63, Monday thru Friday from 10:00 am to 12:00 pm, to conduct intakes at no charge to either party. The parent must arrive in Dept. L63 by 11:15 am or the parent may call 714-470-8604 to schedule an intake appointment. If the intake is completed at the agency an intake fee will be assessed.

# PRIVATE, FOR-PROFIT, PROVIDERS

## PLEASE NOTE:

- These monitoring agencies have **signed a declaration stating** they will provide supervised visitation according to the “Uniform Standards of Practice for Providers of Supervised Visitation.” Any other services the programs provide, other than supervised visitation/exchange or therapeutic visitation is not covered in this declaration.
- Although it is required that these programs be in compliance with the “Standards of Practice,” there is no governing body that oversees these programs.
- Each service provider is a separate entity with its own governing board and/or operating policies and procedures.
- Orange County Superior Court does not monitor, evaluate, or endorse the quality of these providers.

Name	Intake Fee	Type of service covered by declaration	Hourly fees	TrustLine or record check (see page 1)	Declares Liability Insurance for Supervised Visitation	Additional Information
<p><b>Douglass And Associates Visitation Agency</b></p> <p>Shirley Douglass (909) 573-4504</p> <p><a href="mailto:visitationagency@aol.com">visitationagency@aol.com</a> <a href="http://www.supervisedvisitationagency.vpweb.com">www.supervisedvisitationagency.vpweb.com</a></p>	<p>\$50.00</p> <p>\$100.00</p>	<ul style="list-style-type: none"> <li>• Supervised visitation</li> <li>• Parenting /Coaching (one on one training)</li> </ul>	<p>\$40.00 and up *Rates vary depending on nature of case and number of children</p> <p>2 hours min. And higher rate for major holidays</p>	<p>Yes</p>	<p>Yes</p>	<ul style="list-style-type: none"> <li>• Locations of visits are at discretion of monitor</li> <li>• Some monitors have prior law enforcement experience</li> <li>• Spanish speaking monitors are available</li> <li>• Los Angeles, Orange, Riverside, and San Bernardino Counties</li> <li>• Available 7 days a week including holidays</li> <li>• Certified Parenting Coach and Parent Advocate Training</li> </ul>
<p><b>Family Care Monitoring Services</b></p> <p>Ilene Fletcher Visitation Coordinator/Director (800) 262-9369 (888) 889-5253 After Hours (818) 968-8586 (Cell)</p> <p><a href="mailto:rusty_fcms@yahoo.com">rusty_fcms@yahoo.com</a> <a href="http://www.fcmonitoring.com">www.fcmonitoring.com</a></p>	<p>\$100.00 total for both parents</p>	<ul style="list-style-type: none"> <li>• Supervised visitation</li> <li>• Therapeutic visitation</li> <li>• Observation visitation</li> <li>• Exchanges</li> <li>• Phone visitations</li> <li>• Overnight visitation</li> <li>• Parenting/ Coaching. (one on one training)</li> </ul>	<p>\$45.00 and up *Rates vary depending on request and special circumstances</p> <p>Therapeutic rates from \$80-\$170/hr</p> <p>Off Duty Police/ trained law enforcement \$75 - \$125/hr</p>	<p>Yes</p>	<p>Yes</p>	<ul style="list-style-type: none"> <li>• Since 1986, licensed, bonded and insured</li> <li>• We offer multilingual and sign language</li> <li>• Licensed Therapist provided for therapeutic visitations</li> <li>• Los Angeles, Orange, San Bernardino and Ventura Counties</li> <li>• Available 7 days a week including Holidays, last minute request okay</li> </ul>

Name	Intake Fee	Type of service covered by declaration	Hourly fees	TrustLine or record check (see page 1)	Declares Liability Insurance for Supervised Visitation	Additional Information
<b>Hallowell Investigations</b>  Bill Hallowell (562) 544-2164  <a href="mailto:kmariehallowell@aol.com">kmariehallowell@aol.com</a>	\$45.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$45.00/hr 2 hr minimum	Yes	No	<ul style="list-style-type: none"> <li>27 years exp. Law enforcement</li> <li>English Orange County and adjacent counties</li> <li>Available 7 days a week</li> <li>40 years martial arts</li> <li>Private Investigator</li> </ul>
<b>Katherine Wells</b>  Katherine Wells (714) 835-8722 (714) 504-5622	\$50.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$45.00/hr 3hr minimum  \$40.00/exchange	Yes	No	<ul style="list-style-type: none"> <li>Locations of visit at discretion of monitor</li> <li>English</li> <li>Contact agency for availability</li> <li>Auto Insurance for transportation</li> </ul>
<b>Kidz-first</b>  Phyllis Block (818) 998-4083  <a href="mailto:kidz-first@socal.rr.com">kidz-first@socal.rr.com</a> <a href="http://www.Lakidz-first.com">www.Lakidz-first.com</a>	\$100.00 per parent	<ul style="list-style-type: none"> <li>Supervised Visitation</li> <li>Exchanges</li> </ul>	\$50.00/child (\$5 fee for each additional child)  \$25.00/exchange	Yes	Yes	<ul style="list-style-type: none"> <li>Locations of visits at the discretion of monitor</li> <li>English, Spanish</li> <li>Los Angeles, Beverly Hills, Pasadena, Santa Clarita, Thousand Oaks</li> <li>Available 7 days a week including holidays.</li> <li>Sleepovers can be requested</li> </ul>
<b>Kidz Konnection</b>  Deanne Payn (714) 510-6399  <a href="http://www.kidzkonnection.org">www.kidzkonnection.org</a>	\$100.00 per parent	<ul style="list-style-type: none"> <li>Off-site supervised visitation</li> <li>Supervised exchanges</li> <li>"Keep the Peace" at property pick-ups</li> <li>Drug testing prior to visit with Court Order</li> <li>Therapeutic monitoring referrals</li> </ul>	Sliding scale, \$50 - \$75 depending on number of children, number of hours, and severity of case  2 hour minimum and higher hourly rates for major holidays	Yes	Yes	<ul style="list-style-type: none"> <li>Monitors are teachers and retired law enforcement officers</li> <li>All monitors are CPR certified</li> <li>English, Spanish</li> <li>Los Angeles, Orange, and Riverside County</li> <li>Available 7 days a week including holidays, last minute request available</li> </ul>

Name	Intake Fee	Type of service covered by declaration	Hourly fees	TrustLine or record check (see page 1)	Declares Liability Insurance for Supervised Visitation	Additional Information
<p><b>New Beginnings</b></p> <p>Jermaine Pate (951) 567-4397</p> <p>Chelsey Patrick (951) 567-4397</p> <p><a href="mailto:PSVP25@GMAIL.COM">PSVP25@GMAIL.COM</a> <a href="mailto:Jermaine_pate@yahoo.com">Jermaine_pate@yahoo.com</a></p>	<p>\$50.00 per parent</p>	<ul style="list-style-type: none"> <li>Supervised Visitation</li> <li>Exchanges</li> <li>Visitations Overnight, Off Site, On Site, In House</li> <li>Daily reporting upon request</li> <li>Court appearance with add fee</li> </ul>	<p>Rates start at \$50hr- plus travel 2 hour minimum Rates vary depending upon the case</p>	<p>Yes</p>	<p>Pending</p>	<ul style="list-style-type: none"> <li>CPR and Healthy and Safety certified</li> <li>English, Spanish</li> <li>Los Angeles, Orange, Riverside County and San Bernardino</li> <li>Available 7 days a week including holidays, last minute request available</li> </ul>
<p><b>P.A. Nash &amp; Associates Monitored Visitation Service</b></p> <p>Patricia Nash (949) 498-7233</p> <p><a href="http://www.visitationmonitor.com">www.visitationmonitor.com</a> <a href="mailto:mail@visitationmonitor.com">mail@visitationmonitor.com</a></p>	<p>\$150.00 to visiting parent</p>	<p>Supervised visitation</p>	<p>Starting at \$50.00/ hr</p>	<p>Yes</p>	<p>No</p>	<ul style="list-style-type: none"> <li>Spanish speakers available</li> <li>Los Angeles, Orange, Riverside and parts of San Diego County</li> <li>Available 7 days a week including holidays</li> </ul>
<p><b>Parental Dynamics Serving All of So. California</b></p> <p><a href="http://www.parental-dynamics.com">www.parental-dynamics.com</a></p> <p>PJ Kendrick (951) 491-3649 <a href="mailto:pikendri@aol.com">pikendri@aol.com</a></p> <p>Karen Hukill (951) 818-4990943-7072 <a href="mailto:skhukill@aol.com">skhukill@aol.com</a></p>	<p>\$50.00 per parent</p> <p>Child intake is no charge</p>	<ul style="list-style-type: none"> <li>Supervised visitations</li> <li>Certified Parenting Coach with observation if requested</li> <li>Will work in conjunction with Evaluator/DCS</li> <li>“Keep the Peace” at Exchanges</li> <li>Overnight visitation</li> <li>Will travel and provide extended overnight visitations</li> <li>Parenting Coaching</li> <li>Phone Visitation</li> <li>In-home child safety inspectio</li> </ul>	<p>Rates start at \$50.00/hr with a 2 hour minimum</p> <p>Rates vary depending upon request and number of children</p>	<p>Yes</p>	<p>Yes</p>	<ul style="list-style-type: none"> <li>Certified substance abuse professional</li> <li>“Why Try” certified child and adolescent coach</li> <li>Paralegal with 28 years of experience in complex Child Custody/Abuse/Abduction and Domestic Violence</li> <li>Experienced Monitor in High Risk and in High Profile matters</li> <li>Certified Parenting Coach</li> <li>Certified by “Shield The Vulnerable”</li> <li>Cultural awareness trained</li> <li>CPR Heart Saver Certified</li> <li>Serving all of Southern California</li> <li>Available 7 days a week, including holidays, extra cost for holidays</li> </ul>

Name	Intake Fee	Type of service covered by declaration	Hourly fees	TrustLine or record check (see page 1)	Declares Liability Insurance for Supervised Visitation	Additional Information
<b>Pleasant Visits Monitoring Service</b> P.O. Box 7393 Norco, CA 92860  <b>Lenetta Hutchings</b> (562) 305-5068  <a href="mailto:Pleasantvisits@aol.com">Pleasantvisits@aol.com</a>	\$50.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$50-\$85/ hr – plus travel 2 hr minimum	Yes	Yes	<ul style="list-style-type: none"> <li>Locations of visits at discretion of monitor</li> <li>English</li> <li>Los Angeles, Orange, and Riverside Counties</li> <li>Available 7 days a week including holidays</li> </ul>
<b>Probst &amp; Associates</b>  <b>John E. Probst</b> (562) 907-9119  <a href="mailto:johnpatty@earthlink.net">johnpatty@earthlink.net</a>	\$75.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> </ul>	\$40 - \$60/ hr 2 hr minimum	Yes	No	<ul style="list-style-type: none"> <li>Locations of visits at discretion of agency</li> <li>English, Spanish, Japanese</li> <li>Hemet, Lake Elsinore, L.A. County, Orange County, Rancho Cucamonga, Pasadena, and West Covina</li> <li>Available 7 days a week including some holidays</li> </ul>
<b>Professional Monitoring Service</b>  <b>Hector Delgado</b> (714) 970-2706	\$45.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$45.00/hr	Yes	Yes	<ul style="list-style-type: none"> <li>Monitors are off-duty and retired police officers and deputy sheriffs</li> <li>English, Spanish</li> <li>Orange, Los Angeles, and Riverside Counties</li> <li>Available 7 days a week including holidays</li> </ul>

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<b>Professional Monitor</b>  Cleve Maas (714) 904-7940  <a href="mailto:clevemaas@hotmail.com">clevemaas@hotmail.com</a>	\$50.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$45.00/ hr 2 hr minimum	Yes	No	<ul style="list-style-type: none"> <li>35 years exp. Law enforcement</li> <li>Private Investigator-Calif. State License</li> <li>English Orange County and adjacent counties</li> <li>Available 7 days a week</li> </ul>
<b>Professional Monitor</b>  Nancy McNamara (714) 767-0125 (714) 622-5120 fax  <a href="mailto:MonitorOC@yahoo.com">MonitorOC@yahoo.com</a>	\$50 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> <li>Off-site visitation</li> <li>In-house visitation</li> <li>Daily reports</li> </ul>	\$50/hr	Yes	No	<ul style="list-style-type: none"> <li>Locations of visits at discretion of monitor</li> <li>L.A. County, Orange County, San Diego</li> <li>Reports emailed within 24 hours at no charge</li> <li>Certified by Shield the Vulnerable</li> <li>Available 7 days a week: weekends and evenings same price</li> </ul>
<b>Professional Monitor</b> P.O. Box 2754 Orange, CA 92859  Les Vanderkolk (714) 904-6885  <a href="mailto:Vdptydg@aol.com">Vdptydg@aol.com</a>	\$50.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$45.00/ hr 2 hr minimum	Yes	No	<ul style="list-style-type: none"> <li>28 years exp. Law enforcement</li> <li>Since 1996</li> <li>English Orange County and adjacent counties</li> <li>Available 7 days a week</li> </ul>
<b>Professional Monitoring Service</b>  Bob Wise (714) 473-5757	\$45.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$45.00/hr	Yes	No	<ul style="list-style-type: none"> <li>28 years exp. law enforcement</li> <li>15 years exp. supervised visitation monitor</li> <li>English</li> <li>Orange, Los Angeles, and Riverside Counties</li> <li>Available 7 days a week including holidays</li> </ul>

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<b>Professional Visitation Monitor</b>  <b>Ilene Fletcher</b> <b>(800) 526-5179</b> <b>(818) 968-8586 (Cell)</b> <b>(888) 889-5253</b>  <a href="mailto:Ilene@ilenefletcher.com">Ilene@ilenefletcher.com</a>	\$100.00 total for both parents	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Over night visitation</li> <li>Will travel and provide extended overnight visitation</li> <li>Certified parenting coach observation visitation. Will work in conjunction with an evaluator</li> <li>Phone visitation</li> <li>Work with DCS 4 hr minimum.</li> </ul>	Starting at \$45.00/hr  Rates vary depending on request and need.  Very flexible.	Yes	Yes	<ul style="list-style-type: none"> <li>Since 1986</li> <li>Work with foster care children/dependency court.</li> <li>25 yrs exp with developmentally disabled children and their families</li> <li>CPR/Advance child and safety training</li> <li>Los Angeles, San Bernardino, Orange, Ventura Counties</li> <li>Anger Management training</li> <li>Available 7 days a week including holidays, extra cost for holidays</li> </ul>
<b>r-time together Monitoring Service</b>  <b>Al Anderson</b> <b>(949) 274-2256</b>  <a href="mailto:alyn@r-time.org">alyn@r-time.org</a>	\$30.00 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$30.00/hr 2 hr minimum	Yes	No	<ul style="list-style-type: none"> <li>Locations of visits at discretion of monitor</li> <li>English</li> <li>Orange County</li> <li>Available 7 days a week, including holidays</li> </ul>
<b>Scotland Yard Investigations</b> 9025 Wilshire Blvd, Penthouse Beverly Hills, CA 90211  <b>Vickie S. Frelow</b> <b>PI #19728</b> <b>(818) 429-6326</b>  <a href="http://www.scotlandyardinvestigations.com">www.scotlandyardinvestigations.com</a> <a href="mailto:weinvestigate@yahoo.com">weinvestigate@yahoo.com</a>	\$50-\$75 per parent	<ul style="list-style-type: none"> <li>Supervised visitation</li> <li>Exchanges</li> </ul>	\$40-\$65/hr 2 hr minimum	Pending	No	<ul style="list-style-type: none"> <li>Locations of visits at discretion of monitor</li> <li>PI firm Licensed &amp; Insured</li> <li>Full automobile coverage</li> <li>15 years prior law enforcement</li> <li>Juvenile Procedures Training</li> <li>English</li> <li>LA County</li> <li>Orange County</li> <li>Ventura County</li> <li>Available 7 days a week, including holidays</li> </ul>

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<b>The Parent Well</b> P.O. Box 7112 Capistrano Beach, CA 92624  <b>Denise Wilcox</b> <b>(949) 335-5191</b>  <a href="mailto:denise@theparentwell.com">denise@theparentwell.com</a>	\$50.00 per parent	<ul style="list-style-type: none"> <li>• Supervised visitation</li> <li>• Monitored Exchange</li> <li>• Therapeutic visitation</li> <li>• Phone visitation</li> <li>• Parent Coaching</li> </ul>	Visitation starting at \$50.00/hr  \$25.00/Monitored exchange	Yes	Yes	<ul style="list-style-type: none"> <li>• Serving Southern Orange County</li> <li>• Complete solution provider offering parenting classes and conjoint counseling by a clinical psychologist</li> </ul>

This list was last updated on 8/20/09. For further information please email: [drowles@occourts.org](mailto:drowles@occourts.org)