

**CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES**

Policy Name:	Agency Fees
Domain:	Client Rights 8.2
Policy Location:	www.archindy.org/intranet/shared/cci/index.html
Date of Adoption:	1982
Dates of Revision:	05/02; 8/08; 08/11; 4/15; 5/18; 10/20, 2/24
References:	Program Fee Schedules

POLICY:

Clients are informed in writing, prior to beginning programing, of the fees for services they will be receiving. Fees quoted by Catholic Charities are within the usual and customary rates for the service provided.

PROCEDURES:

1. Each program/service line will provide clients with written guidelines for any fees they may be required to pay and
 - The amount that will be charged,
 - when fees or co-payments are charged, changed, refunded, waived, or reduced.
 - the manner and timing of payment.
 - the consequences of non-payment.

2. As part of the annual budget process, Service Line Directors will review all program fees in consultation with Catholic Charities Executive Director for final approval.

David J. Bethuram

David J. Bethuram
Executive Director

3/11/2024

Date