



A Referral Guide to the Family Visitation Program (FVP)

1. What does FVP do?

- Facilitates supervised visitation and safe exchange services in Buncombe County for clients living in Buncombe and surrounding counties.
- Referrals come from Buncombe County Courts, The Department of Social Services, attorneys, and therapist.

2. When is FVP open for supervised visits?

- 2:00-7:30pm Tuesday, Wednesday, and Thursday AND
- 2:00-5:30 on Friday.
- 10:00am-3:00pm on Saturday

3. When is FVP open for safe exchanges?

- 4:30-5:30pm Monday
- 2:00-7:30pm Tuesday, Wednesday, and Thursday AND
- 2:00-5:30 on Friday.
- 10:00am-3:00pm on Saturday

4. Who schedules visits and exchanges?

- FVP will work to arrange a mutually agreeable time for visits and exchanges. Visit and exchange times are restricted by hours of operation and openings in the schedule.
- FVP cannot accommodate court orders with pre-arranged times

5. How often do visits occur?

- FVP offers one hour per family, per week of supervised visitations at a reduced fee for those who qualify based on their income. Visitation can also be arranged every other week, or monthly.
- If permitted by court-order or referral we can offer additional hours at \$90 per hour. Additional visits do not qualify for fee reduction.

6. Does anything have to happen before a visit or exchange can occur?

- Both parties must complete separate intake appointments. Parties can call (828)251-6089 x420 to schedule.

7. How long until I begin visiting or exchanging?

- Depending on flexibility of parents' schedules and whether FVP is operating on a waitlist, it takes three to four weeks from the referral to the first visit, and two to three weeks to the first exchange.

8. Are there fees for services?

- FVP determines service fees based on a sliding scale. Sliding scale visits cost \$15-\$60; exchanges cost \$5-\$30. Full fee for visits that do not qualify for fee reduction is \$90.

Additional questions? Contact us:

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