



FAMILY SUPPORT PROGRAM AT PONOROOT'S COUNSELING CENTER

Supporting Families through Healing, Growth, and Connection



At PonoRoots Counseling Center, we understand that separation, divorce, or participating in court-ordered services can feel overwhelming. Our Family Support Program is designed to provide a safe, respectful, and supportive environment where individuals and families can work toward healthier relationships, improved communication, and positive outcomes for everyone involved—especially children.



Our Services:

- Individual Therapy for adults, children & adolescents
- Co-Parenting Counseling
- Family Therapy
- Parent-Child Reunification Services
- Parent Training

When you commit to the program, we believe our families can achieve:

- Improved communication and relational functioning
- Reduced family conflict
- Strengthened healthy co-parenting skills
- Greater support for the children's emotional and mental well-being
- Learn practical tools for managing difficult family dynamics
- Creating a safe and supportive space for healing and reconnection

Our Commitment

PonoRoots strives to provide compassionate, ethical, and supportive care for families experiencing challenging transitions. We believe healing and progress are possible when families engage with honesty, accountability, and a shared commitment to the well-being of their children.



PonoRoots

1632 S. King St. Honolulu HI 96826 | 808-589-2367 | help@ponoroots.org





Welcome Letter

Welcome to PonoRoots Counseling!

Thank you for trusting PonoRoots with your family's mental health needs. The well-being of each of our clients is important to us. We are honored and privileged to be working with you.

Participation in this program requires commitment, consistency, personal accountability, and active effort in order to successfully complete all program requirements. Clients are encouraged to approach the program with openness, honesty, and a willingness to actively participate in the therapeutic process. Meaningful progress often requires stepping outside of comfort zones, practicing new skills, and applying what is learned both during sessions and in everyday interactions.

This program is designed not only to provide the required therapeutic treatment, but also to offer practical tools for managing conflict, supporting your children's well-being, and improving relational functioning among all family members involved.

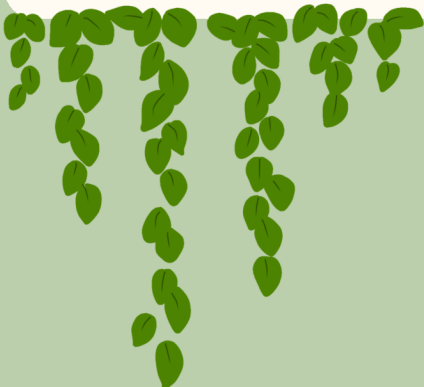
We welcome questions, have lots of written information for you to review and sign, and we ask for your patience as we go through all this in the first few sessions.

We appreciate you taking the time to read the information following this.

With aloha,

A handwritten signature in black ink that reads "Kristine Altwies, LMFT".

Kristine Altwies, LMFT
Clinical Director



Important Guidelines

This is a **program** that involves both therapy and coaching. Please read below for additional guidelines about this program:

- **Official acceptance** into this program will be determined by PRCC's Clinical Director once the intakes have been completed.
- If a court order and/or a treatment plan exists, it needs to be submitted to PonoRoots before services can begin.
- These services are not the same as traditional therapy, which PRCC also offers.
- These services may or may not be covered by your insurance. Please refer to the Billing Section of this packet to learn more.
- These services are usually face-to-face sessions conducted in person at PRCC. Some sessions may be conducted via telehealth (Zoom or other) as appropriate.
- PRCC cannot communicate on behalf of one parental party to the other. Basic communication guidelines between parents, as determined by the court, should be followed.
- These services do not include: written statements or court testimony, other than the standard written acknowledgment that services have been delivered.
- PRCC staff is not able to receive or engage in communication with clients other than that which involves scheduling and logistics. All substantive communication will take place within the scheduled sessions.
- These services do not include court appearances by PRCC staff. In the rare case that PRCC is court-ordered or subpoenaed, court appearance fees average \$500/hour or fraction thereof with a minimum fee of \$1,500 for a court appearance. Preparation fees are billed hourly at a rate of \$400/hour or fraction thereof.



The Process

Onboarding & Intake

- The client reaches out to PRCC to register accounts through TherapyPortal.com.
- Court documents must be on file and intake documents must be completed before services can begin.
- Intake sessions with each parent are scheduled. They are 15-30 minutes long on Zoom. Some intakes may be conducted by the therapist assigned by the Clinical Director.
- Once intakes have been completed, PRCC will inform you if you are eligible for the program.
- There is a \$500.00 onboarding fee that covers the following:
 - Administrative fees to process and manage the case
 - Parent Training
- If court-ordered, PRCC staff will reach out to the GAL or other associated caseworkers to confirm court-ordered requirements for therapeutic services.

About the Orientation Training

Difficult family transitions can be overwhelming for both parents and children. To help families begin this process with greater understanding and support, PRCC now requires all parents entering this program to attend a 2-hour in-person training before starting services. Offered in a small group setting at our counseling center, the training introduces parents to the program while providing practical tools for navigating conflict, supporting children emotionally, and building healthier family relationships during challenging times.

There will be regularly scheduled opportunities to attend this seminar. You can sign up with the administrative staff.

Services

Individual Treatment for Adults, Children & Adolescents

- Intake is completed.
 - For child clients: intake is conducted with the custodial parent(s), either con-jointly or individually.
- The clinical director assigns the client to a therapist.
- PRCC reaches out to the client to schedule sessions.



Co-Parenting Services

- Intake is completed, then the clinical director assigns their therapist.
- PRCC reaches out to the client(s) to schedule sessions.
- Each co-parent will have 1-2 solo sessions with the therapist.
- Subsequently, the two parents will have 5-10 conjoint sessions with the therapist.
- The therapist will determine sufficient completion of co-parenting goals which will end services.
- A completion certificate will be provided to each co-parent.

PRCC cannot guarantee that co-parenting sessions will result in successful completion in cases where additional time or therapy is needed

Services Continued



Reunification Services

- Intake is completed with both the aligned and alienated/ reunifying parent.
 - Intake allows the therapist to gain insight from each parent's perspective, concerns, thoughts about their child.
- The child(ren) will participate in individual therapy with one assigned therapist.
 - When multiple children are involved, the therapist will gradually build toward conjoint sessions with all children in preparation for reunification.
- The alienated/ reunifying parent will have 1-2 individual sessions with the child(ren)'s therapist to build rapport and assess readiness.
- Reunification sessions will involve the therapist, child(ren), and reunifying parent for 90-minute-sessions at the PRCC office.
- There will be sessions throughout treatment between the aligned parent and therapist, and/or children to provide guidance.

Family Therapy

- Intake with the parents will be conducted conjointly or individually.
- The Clinical Director will assign a therapist and PRCC will reach out to you to schedule.
- Family sessions will include all family members involved, focusing on the treatment goals per the court-order or individuals themselves.

The Goal of and Termination of Treatment

The ultimate goal of family support work is to:

- Ensure the children have a safe, neutral and supportive place in which to work through concerns they may have related to the state of their parents' relationship and how this impacts them;
- Bring various members of the family together in treatment sessions to improve and support relationship and communication;
- Provide parents with tools and psycho-education around how best to parent in difficult times, and how best to ensure their children are shielded from any disagreements on the part of parents.

Treatment termination takes place when:

- Treating therapists and/ or the Clinical Director deem services to be completed; or
- Court order no longer stands; or
- The child or children do not feel safe or comfortable doing reunifying sessions; or
- One or more (or the sole legal) parent is no longer interested in participating or unwilling to participate.

The Role of PonoRoots in Court-Ordered Cases



PonoRoots sole role is to provide therapeutic services. In court ordered cases requiring therapeutic services for any or all family members, PonoRoots can provide such services. This includes individual treatment (child, adolescent, and adults), Co-Parenting, Family Therapy or Parent/Child Reunification services. Our clinicians will maintain professional objectivity in treatment.

PonoRoots will follow court-ordered requirements as directed on court-ordered documents.

PonoRoots takes a holistic perspective of family services. PRCC's overarching goal for treatment is to prioritize the well-being of each individual involved, that treatment benefits the client; and/ or reduce conflict and promote behavior change for the benefit of the child.

What we can do

- Give your child unconditional love, acceptance, support and a place in which to work through challenging thoughts or feelings;
- Allow your child to talk about things that may feel scary or risky in other places of their life;
- Ensure that your child knows they are safe with our staff, and that nothing they tell their therapist will leave the room (unless they are talking about harming themselves or someone else);
- Use our mental health skills and our human life experience to use what your child is expressing in session, and turn that into helpful insight and tools for them;
- Welcome your child into an engaging and enjoyable space each session;
- Provide the child's parents/ guardians with supportive insights into how they might best work with and nurture their child, based on what we know and believe about optimal child development;
- Offer parents the opportunity to consider how their own mental health impacts their child's.

What we cannot do



- Make any legal recommendations regarding the case, including final legal custody, timesharing, or parental decision-making;
- Make recommendations that go beyond therapeutic expertise nor will the therapists speak on a topic without sufficient data;
- Take direction from a parent, or any other adult in your child's life regarding how PRCC structures sessions or how therapists conduct our therapeutic work;
- Take sides with one parent or the other, nor can the therapist support a parent's own goals in legal conflict;

What we cannot do (continued)

- Keep record of concerns, allegations, or assumptions against one family member or the other. If there are concerns about safety of a family member, consult your GAL, and if therapeutic services are advised by the GAL, please reach out to PRCC.
- Mediate or communicate for or on behalf of parents who do not talk to one another;
- Share any details from treatment. All information is kept within treatment. Only through signed releases or a court order may treatment information be shared after consulting with legal counsel and informing the client or parent of the client.
- PonoRoots supervised therapists will not make court appearances. In the rare event a court appearance is required, the PRCC supervising clinician will appear. Date and time of appearance would need to be approved in advance based on clinical availability.
 - Court appearance fees average \$500/hour or fraction thereof with a minimum fee of \$1,500 for a court appearance. Preparation fees are billed hourly at a rate of \$400/hour or fraction thereof.

Confidentiality:

Our center takes confidentiality seriously. Information about any client cases will not be shared outside of therapeutic treatment. If you are involved in any kind of family therapy or reunification sessions, discussion between each client's individual therapist will be required in order to provide treatment. Confidentiality is maintained unless a mandated report is required or disclosures as required by law are necessary to address an imminent risk of harm.

In some cases, if the GAL, custody evaluator, coordinator, or any third party related to the court case requests updates on therapeutic treatment, progress, etc, PRCC can provide limited information if consents are signed by the client or the parents of the child, and the requested information is clearly outlined.

If you are unsure about providing information to one of these third parties, our clients are encouraged to consult legal counsel before signing the release form.

Court-Ordered Requests for Treatment Information:

Should the Court request treatment information, PonoRoots must adhere to the request. PonoRoots will take precautions in providing treatment information, requesting a written order specifying the parameters of information being released, as well as considering how this will impact the client and treatment. PonoRoots reserves the right to consult an attorney, should there be any questions about court requests. There is a documentation fee of \$50 per page for preexisting documents and \$100 per page for anything requiring unique creation paid by the client.



Billing Practices at PonoRoots

PonoRoots Counseling Center is a treatment and training center. Before you decide to work with us, we would like to make sure you are aware of how we work and how we bill for services.

Individual Therapy

Individual sessions may be billed under insurance or paid out of pocket.

If you have HMSA, HMSA Quest, HMAA, UHA, PSWA, Tricare West, VA, UHC, Ohana Quest, or AlohaCare Quest your insurance may cover work with a licensed therapist or supervised associate licensed therapist. Co-pays and deductibles vary greatly therefore please contact your insurance company before scheduling if you need to know what your costs might be and if there is a limit to the number of sessions you can attend. If you do not have insurance or opt to self-pay, you will be asked to pay the standard stated per session fee.

Certain types of work involve more coordination and more time, and for this reason, we do not consider **parent work, reunification, family support services** as traditional therapy; and in most cases will not be covered by insurance. For this reason, we reserve the right to charge self-pay fees for these cases.

Co-Parenting Sessions

These sessions are paid out of pocket at \$100 per person per session.

Reunification Services

Individual therapy sessions for children and adults can be billed with insurance. For conjoint sessions involving multiple children with the therapist, these will be paid out of pocket - \$100 for the first child, and \$50 for each additional child in the conjoint session.

Reunifying sessions with the alienated parent and child(ren) are \$100 for the alienated/ reunifying parent, \$100 for one child involved, \$50 for each additional child.

Family Sessions

For these conjoint sessions involving all family members, they are paid out of pocket - \$100 for one adult, \$75 for the second adult, \$100 for the first child, and \$50 for each additional child in the conjoint session.



A summary of self-pay fees for individual sessions:

\$250 per standard session for work with the clinical director.

\$500/hour for legal work, minimum \$1,500 per day or fraction of day.

\$150 per standard session for work with all licensed therapists.

\$100 per standard session for work with associate licensed therapists.

Logistics & FAQs for PonoRoots

Parking

There is ample metered street parking in front of our office building (the Prince of Peace Building) at 1632 S. King Street. Please be mindful of the bike lane.

Access to the building

Please press the PonoRoots door buzzer at the blue door next to the parking garage entrance.

Waiting

We ask that clients come only 5-10 minutes before their scheduled appointment due to the limited space in our Waiting Area. Parents are welcome to walk children in, use the restroom, and wait in their cars during sessions. We apologize for the inconvenience, but PonoRoots has limited waiting area seating. Children receiving services must be accompanied by a parent or guardian in the Waiting Area, as it is not supervised by staff. If one child is in session and another is waiting, the waiting child must be accompanied by a parent or guardian or wait in the car with them.

When sessions end, the parent or guardian responsible for pickup must be at the office at the top of the hour. Our waiting area is not supervised, and therapists must move on to their next session. They cannot wait in the lobby with your child. Parents who do not arrive at the top of the hour will incur a \$100 late pickup inconvenience fee. This fee will be charged to the child's account.

Communication with PRCC

If you have any questions about your treatment, please utilize Therapy Portal's messaging system to reach the admin staff or your therapist directly. For scheduling questions, you can call our office at (808) 589-2367.

The initial intake session gives you time to share essential concerns about your goals, concerns, etc. After intake, communication with PRCC may be limited to essential logistical notes. If you need to speak with your child's counselor/therapist, please book a session with them. All communication with your child's therapist should go through the messaging portal at TherapyPortal.com.

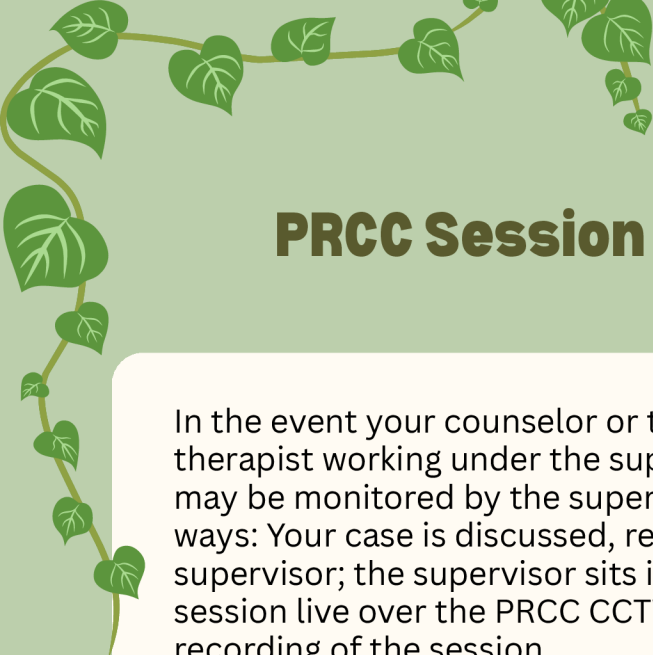
Cancellation Policy

Please cancel 24 hours before your scheduled session time. Due to our need to pay our bills and keep the doors open, we may charge your full rate if you do not provide at least 24 hours notice or no call/no show. Insurance cannot be billed for no-shows. We thank you for your understanding.

For billing, insurance, or logistical questions that are broader, please call the PRCC office phone.

Thank you!





PRCC Session Recording & Supervision

In the event your counselor or therapist at PRCC is an intern or associate licensed therapist working under the supervision of another licensed therapist, your session may be monitored by the supervisor. Monitoring takes place in any of the following ways: Your case is discussed, reviewed, and planned with the help of the supervisor; the supervisor sits in on the session; the supervisor watches the session live over the PRCC CCTV network; or the supervisor watches or listens to a recording of the session.

PRCC follows all HIPAA rules and does not release or share these recordings. In house CCTV does not record and is only watched live. Recordings are made securely and are only uploaded to HIPAA compliant remote servers for review. These recordings are deleted and cannot be used for any other purpose. PRCC's supervisory work is intended to support the clients and to create more proficient therapists for Hawaii.

PonoRoots is a training center dedicated to supporting the mental health profession through the development and education of future mental health providers. Our interns are actively engaged in formal academic training and receive clinical supervision while completing their internship experience at our center. As part of this training process, an intern may observe sessions with your child. All treatment services will be provided by the primary therapist, while the intern participates in an observational role under appropriate supervision.

By signing up for PRCC mental health treatment, you are agreeing to the above circumstances. If you are working with a PRCC licensed therapist, this does not apply.

Thank you.

