

<b>Procedure Name</b>	Fee and Refund Procedures
<b>Procedure Number</b>	4.1
<b>Effective Date</b>	August 10, 2013
<b>Dates of Revision</b>	August 8, 2017; July 13, 2021
<b>References</b>	Hague Standard 96.40; DCFS Administrative Code 401.560; Adoption Department Policy 4.1

### **Fee Procedures**

Illini Christian Ministries provides to all prospective adoptive parents, prior to application, a written schedule of expected total fees and estimated expenses and an explanation of the conditions under which fees or expenses may be charged, waived, reduced, or refunded and of when and how the fees and expenses must be paid. At the beginning of the adoption process, when all necessary paperwork is completed, the prospective adoptive parent will sign a Fee Agreement.

Illini Christian Ministries charges fees after services are rendered. Bi-weekly, the Office Manager of the agency bills clients for all services rendered over the previous two weeks. Clients are required to pay their invoice as soon as possible by check, cash, money order, or by credit card through the agency's website. If the client chooses to pay through the website, a 3% fee is charged of the client for credit card processing charges.

All clients are provided with a receipt of payment. These are mailed to the client immediately after payment has been received by the Office Manager. Copies of receipts will be kept in the client's file in the offices of Illini Christian Ministries.

Illini Christian Ministries does not routinely charge additional fees aside from those agreed upon in the Fee Agreement completed with the client. If an unforeseen fee or expenses arises, it is necessary to invoice the client and the additional fee or expense will be discussed with the client prior to the invoice being received. If the unforeseen fees are in excess of \$1,000.00, the client will be required to sign a Fee Disclosure agreeing to payment of the stated unforeseen expenses. The client has the right to waive the notice and consent requirement for any fee more than \$1,000.00 in advance.

If Illini Christian Ministries changes the fee schedule in any way, the client will be held responsible for the fees that were presented in the Fee Agreement which they have previously signed. Illini Christian Ministries does not waive or reduce fees.

### **Refund Procedures**

Illini Christian Ministries charges fees after services are rendered. In the occasion that a fee was paid in advance in order to cover an expense, if that service is not provided, the fee will be refunded to the client. Illini Christian Ministries returns any funds to which the clients may be entitled within sixty days of the completion of the delivery of services.

The Domestic Placement Fee is paid at the time of placement of the child with the adoptive family. Adoptive families will be billed at the rate of 1.5 domestic adoption placement fees for

the placement of twins. After the birth parent's rights are terminated, this fee is non-refundable. If the domestic placement would be disrupted prior to the termination of parental rights, the case would be assessed on an individual basis by the Director of Adoption Services, the Executive Director, and the Chief Financial Officer and a refund would be made dependent upon the work completed through the duration of the case. The client will be informed of the decision made regarding the refund, and the agency will return any funds within sixty days of the completion of the delivery of services.

If a family would like to request a refund outside of the parameters set forth in this Refund Policy, they are able to do so by submitting a request for a review of their case by the Director of Adoption Services and the Executive Director of Illini Christian Ministries. The case will be assessed and a reply made to the family within two weeks from the date the request was received.