

# Travis County Counseling & Education Services

P.O. BOX 1748 Austin, TX 78767 (512) 854-9540 FAX (512) 854-9146

Caryl Clark Colburn, Director



## Fee Adjustment Request Process & Requirements

To request a CES fee adjustment, you will need to provide proof of household income. Listed below are examples of household income, which are required documents, needed in order to start the Fee Adjustment Request process.

*Required document(s): (Bring all that apply to you)*

Proof of Household Income: Paycheck stub (**at least two W-2 form**), unemployment statement, SSI/SSDI, TANF, Child Support (if source of income) and Other Income. (Please note that income is based on the past 12 months, not just the last few months).

If someone is paying/supporting you, then have them write a letter (not required if supported by parents) for you and submit their proof of income.

If living in shelter/homeless, then have the shelter write a letter on letterhead. If provided a court appointed attorney, please provide court statement.

Take the required documents to either our Intake Office at 1010 Lavaca St. (second floor) or at our Service Center Office at 5501 Airport Blvd., Suite 102 and request a Fee Adjustment. At that time, CES staff will copy your documents and a CES Fee Adjustment Request form will be filled out by CES staff and signed by the client. Once completed please *allow 48 hours (two working days)* for processing.

If you already started the Fee Adjustment process in Court, then you will be required to bring your income documentation (refer to *Required Document(s)*) when you go to register for your class.

Clients will be notified by via telephone the outcome of the Fee Adjustment Request and if approved the amount for the services.

For additional information, please call (512) 854-9540.

CES uses a Sliding Scale for fees based on the 2013 Poverty Guidelines.