

# Kelley A. Baker PhD LPC

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## Welcome Letter

I am writing this letter to help acquaint you with the process of your custody evaluation.

There are ten forms you will need to review and sign initially. They will be provided by my assistant and should be returned to her. You will need to print, sign, and send them back either electronically or through the mail along with your retainer payment. I understand this may be a tense time for you and your family, and it is hoped that these forms will inform you of the process and reduce some of the tension related to this time. Please let me know if you have any questions at any point in the process.

*It is very important that you read each document carefully and review them with your attorney as needed.* I am also happy to answer any questions you have about them. If you do not have any questions, feel free to go ahead and sign and send them back.

Similar to attorneys, Dr. Baker requires payment ahead of time in the form of a retainer. **Custody Evaluations require a retainer of \$6,000.00.** This needs to be received before either party can schedule an appointment. Time will be billed as outlined in the fee agreement, so please review the policy and fee agreement carefully so there will be no surprises. The Expectations of the Process Form also helps outline this process and provides some tips for keeping costs down. Your retainer payment may be remitted via the QuickBooks invoice you receive (if you want to use a credit card\*) or via check sent to our office. You may pay with cash, but we encourage you to do this in person, so it is not lost in the mail. All credit/debit cards will be assessed a 1.4% processing fee.

Please send your payment, signed Fee Agreement, Policies/Consent, Covid Policies, and Expectations of the Process at this time. Once you receive notification that our office has received your initial documents and payment, my assistant will schedule your appointments and we will begin the process.

Checks or any other correspondence can be mailed to the following address:

Kelley A. Baker, PHD LPC

1006 Rock Street Suite103

Georgetown, Texas 78626

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Appointments are scheduled during regular business hours. If you work regular 9-5 hours, you will need to take off work to complete this evaluation, as I generally do not take late hours or weekend appointments. I am happy to provide a discrete letter to your employer to excuse the absence if needed.

Keep in mind that evaluations take time. Your court order may state a completion deadline for this evaluation, or you may have a court date already scheduled. If this is the case, keep in mind that evaluations can take 3-6 months to complete after the initial appointment is completed. This timeline depends on the complexity of your case and both our schedules. If you have a court date scheduled, we are required to submit our reports at least 10 days prior to this court date (and sometimes sooner) to allow attorneys time to review it. Additionally, there may be some wait time (up to a month sometimes) to get on my schedule. Therefore, it is best for you to schedule your appointments with these time frames in mind. If there are extenuating circumstances that do not permit your ability to make an appointment with our office in a timely manner, please let me, but most especially your attorney know immediately.

It is my goal to return phone calls and emails within 24 hours. However, in some cases, communication may not be returned for up to 72 hours. Please be patient with this process. It is important to understand that I am your evaluator, not a therapist or a crisis manager. If your family should experience a crisis, I encourage you to call the appropriate authorities (police, 911, crisis center, therapist, lawyer, etc.).

If you have any questions about anything contained in these documents, please do not hesitate to ask. Email correspondence is preferred. I can be reached at [kabakerphd@gmail.com](mailto:kabakerphd@gmail.com) and my assistant is Angel Acosta. She can help you with all issues having to do with scheduling, paperwork, submission of documents, and most questions. She can be reached at [kabphd.office01@gmail.com](mailto:kabphd.office01@gmail.com). If you are returning forms, you can send them directly to her. If you have documents to submit electronically, she will provide you with a Dropbox link.

We look forward to seeing you.

Sincerely,

Kelley Baker