



Ryan michaels <rtgmich@gmail.com>

Subject: Inquiry About Supervised Visitation Services

27 messages

Ryan michaels <rtgmich@gmail.com>

Wed, Mar 19, 2025 at 12:57 PM

Reply-To: rtgmich@gmail.com

To: info@mainehometohome.org

Dear Home To Home Representative,

I hope this email finds you well. My name is Ryan Michaels, and I am reaching out to inquire about your supervised visitation services. I came across Home To Home while searching for organizations that provide safe, structured, and supportive visitation environments for parents and children.

I am currently facing significant challenges in maintaining contact with my children due to ongoing legal and systemic barriers. Despite court-ordered visitation, my ability to see my children has been obstructed in various ways, and I am seeking a reliable, neutral third-party service that can facilitate these visits in a fair and supportive manner.

A bit about my situation:

I have been navigating a highly contentious custody battle, during which I have encountered systemic failures that have complicated my parental rights.

I have been falsely portrayed in ways that do not reflect my true character or commitment as a father.

Despite compliance with court orders and legal obligations, my access to my children continues to be manipulated or denied.

I strongly believe in transparency, accountability, and advocating for justice—not just for myself, but for other parents who may face similar struggles.

I would greatly appreciate any information you can provide about your services, including:

- A. The process for setting up supervised visitations
- B. Any eligibility requirements or necessary documentation
- C. Whether there are any costs involved or if there are free services available
- D. Your scheduling policies and availability in or near Berwick, Maine

I am eager to find a solution that allows me to maintain a meaningful relationship with my children in a way that prioritizes their well-being and best interests. Please let me know how I can move forward with this process and if there are any next steps required on my end.

Thank you for your time and consideration. I look forward to your response.

Best regards,
Ryan Michaels
207-216-7955
Rtgmich@gmail.com

Executive Director <mainehometohome@gmail.com>

Fri, Mar 21, 2025 at 6:06 AM

To: rtgmich@gmail.com

Cc: info@mainehometohome.org

Hi Ryan,

I am sorry to hear that you have been having so much trouble. We understand that the legal system can be very difficult to navigate and even more so with a co parent who is not cooperative. To answer your questions, our services are free of charge. Our only two locations are in Brunswick and Lewiston, we do not offer services in Berwick at this time. The documentation that is needed is your most recent court order or agreement that outlines supervised visitation and in order to start services both parents need to complete an intake phone call, and enrollment meeting before Home To Home makes a final decision on whether or not we can accept the family into the program. We do currently have a waitlist at both sites for visitation.

Please let me know if there is anything else I can help you with and best of luck.

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.maineometohome.org

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Ryan michaels <rtgmich@gmail.com>

Sun, Mar 23, 2025 at 10:37 AM

Reply-To: rtgmich@gmail.com

To: mainehometohome@gmail.com

Cc: info@mainehometohome.org, Marisol <Mguerrero6031@yahoo.com>, Amy Fairfield <amy@fairfieldandassociates.com>

Hi Annie,

Thank you so much for getting back to me and for your kind words — I really appreciate it. Things have been incredibly difficult, and it means a lot to feel heard and supported.

I'm definitely interested in moving forward with Home To Home's services, even if it means traveling to Brunswick or Lewiston. I understand there's a waitlist, but I'd still like to begin the process. I'll gather the most recent court order (attached) outlining supervised visitation and am happy to schedule the required intake call and enrollment meeting.

Please let me know the next steps and how best to proceed.

I cc'd mom as well, Marisol Guererro, and her attorney.

With gratitude,
Ryan Michaels
207-216-7955
Rtgmich@gmail.com

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Divorce Modification Proposal 7.31.2024 Mother (1).doc

32K

Executive Director <mainehometohome@gmail.com>

Thu, Mar 27, 2025 at 12:18 PM

To: rtgmich@gmail.com

Cc: Marisol <Mguerrero6031@yahoo.com>, Amy Fairfield <amy@fairfieldandassociates.com>

Attention:

Home To Home has a strict no contact policy for participating parents and their representatives accessed through Home To Home. No further communication between parties involving any Home To Home representative or program will be tolerated. I will respond to each party separately. If any communication that I have with either party is shared with the other party, it may not be done in concert with Home To Home staff or programming or it will be considered a breach of this policy.

Home To Home policies prohibit direct and indirect contact between custodial parents or guardians and non-custodial parents and any representative thereof while through any of Home To Home programs and services or while on campus at any visitation site for the purpose of participating in Home To Home Services. These policies are in place to protect all parties and participants to make accessing visitation services safer for all involved. Violations of these policies and procedures could result in termination of visitations and/or services.

Annie Sarbanis
Executive Director
Home To Home

(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>
Cc: Marisol <Mguerrero6031@yahoo.com>, Amy Fairfield <amy@fairfieldandassociates.com>

Thu, Mar 27, 2025 at 12:39 PM

Im very confused by this. What happened?

[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>
To: rtgmich@gmail.com

Thu, Mar 27, 2025 at 3:23 PM

Mr. Michaels,

Our conversations with you cannot include the other party or their counsel and vice versa. We do not allow contact between parties through our services and programs and that includes email correspondence. This is the second time you have written a group message and while that may be allowed during the legal process, it is not allowed by our program. You included in your first forwarded message your original email to me as well as my response which was then read by the other party and her counsel which could in turn impact your ability to participate in our programming if it is perceived that we are biased in any way. This is a policy to protect both you and the other party from unintended harm.

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Thu, Mar 27, 2025 at 3:29 PM

Subject: Clarification and Continued Interest in Services

Dear Annie,

Thank you again for your prompt responses and for explaining the policies in place at Home To Home. I sincerely apologize for including both parties in the earlier email. My intention was not to cause harm or violate any policies, but rather to be transparent and collaborative in hopes of moving the process forward.

I now understand that Home To Home operates under a strict no-contact policy between parties once communication with your organization has begun, and I will fully respect and comply with that going forward.

Please let me know the next steps for scheduling my intake call and enrollment meeting. I have the court order ready and am committed to doing whatever is necessary to participate in the program, including traveling to Lewiston or Brunswick if accepted. I deeply value the opportunity to build a safe, healthy relationship with my children, and I appreciate the role your organization plays in making that possible.

Thank you for your time and for the important work you do.

Warmly,
Ryan Michaels
207-216-7955
Rtgmich@gmail.com

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Thu, Apr 3, 2025 at 10:02 AM

I feel a little left in the dark. Are you able and willing to provide services?

[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>
To: rtgmich@gmail.com

Fri, Apr 4, 2025 at 2:00 PM

Hi Ryan,

We did let you know that we do have a waitlist at both locations. We are not able to move forward with your family until we have an opening. We have added you to the list, and we will reach out once an opening becomes available. Feel free to check in after a month if you would like an update. At this time we are looking at 4-6 weeks before we can anticipate an opening. Things can change unexpectedly however.

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Thu, May 22, 2025 at 7:43 AM

Hello,

I'm just following up for an update as we are approaching 2 months.

Kind regards,

Ryan

[Quoted text hidden]

Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Sat, May 31, 2025 at 7:42 AM

Hello,

Following up to my follow up.

Thank you very much for your time 🍀 🌱

Kind regards,

Ryan

[Quoted text hidden]

Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Fri, Jun 6, 2025 at 4:01 PM

Hello,

Following up on the follow up to my follow up.

Thank you for your time.

Kind regards,

Ryan Michaels

[Quoted text hidden]

Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Wed, Jun 11, 2025 at 6:48 PM

I feel silly,

Have I done something wrong here? I'm very confused as to why its taking so long for a reply. If I did something, I apologize. I won't know unless you speak.

Kind regards,

Ryan

[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>
To: rtgmich@gmail.com

Tue, Jun 17, 2025 at 9:54 AM

Hi Ryan,

Discharges from our program are moving slower than we anticipated. We still have a lengthy waitlist and are prioritizing the families that are currently enrolled in our services. Have you contacted any other supervised visitation providers to see if they have more availability?

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Sun, Sep 21, 2025 at 6:09 PM

Subject: Follow-Up on Waitlist Status

Hi Annie,

I just wanted to follow up to see if there's been any headway on the waitlist I was added to. I haven't heard anything and wanted to check in.

Thank you,
Ryan Michaels

[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>

Mon, Sep 22, 2025 at 9:12 AM

To: rtgmich@gmail.com

Good Morning Ryan,

We do have a recent opening in Brunswick. Would you like to set up a time to do an intake? This is typically a 30 meeting that takes place over the phone. I have time this week on Tuesday, Wednesday and Friday between 10 and 12pm with a few brief meetings sprinkled in. If you want to let me know if there is any time during those windows we can schedule your intake for this week.

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Mon, Sep 29, 2025 at 4:29 PM

Hello,

Yes I would like to schedule an appointment, thank you.

I apologize for the delay last week was quite busy.

I look forward to hearing from you.

Kind regards,

Ryan
[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>
To: rtgmich@gmail.com

Tue, Sep 30, 2025 at 9:20 AM

Great, please let me know your availability this week and we can schedule an intake.

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Thu, Oct 2, 2025 at 1:42 PM

Hello,

Would you have any availability tomorrow?

Kind regards,

Ryan
[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>

Thu, Oct 2, 2025 at 5:32 PM

To: rtgmich@gmail.com

I do, we can connect at 11 AM tomorrow if that works for you.

Sent from my iPhone

[Quoted text hidden]

Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Thu, Oct 2, 2025 at 6:23 PM

That sounds wonderful, thank you so much.

I will speak to you tomorrow 🍷 🌱

Ryan

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Fri, Nov 7, 2025 at 6:53 AM

Hello 🍷

Just reaching out for an update.

I know you had planned to reach out to marisol and that's where we left it.

Kind regards,

Ryan Michaels

[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>
To: rtgmich@gmail.com

Mon, Nov 10, 2025 at 10:23 AM

Hi Ryan,

We have spoken with Marisol and received a copy of the court order. We do not have any openings in our clinical program at this time. I would suggest that you try to connect with Betsy Van Betuw out of Portland at the Maine Supervised Visitation Center to see if she has any availability in her clinical program. The website for her program is <https://www.mainevisitation.com/>

At this time, we worry that your case may be too complex for our grant based program and we are unsure if our clinical program is an appropriate fit as well. I am going to review this all with our clinical consultant and let you know our final decision in the next few weeks.

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Tue, Nov 18, 2025 at 3:36 PM

Hi Annie,

Thank you so much for getting back to me — I truly appreciate your time and all the care you've shown throughout this process.

I wanted to follow up gently because I'm feeling a bit confused, and I want to make sure I fully understand the situation moving forward. My intake call with you on October 2nd went very well, and I left that conversation feeling hopeful and aligned. You were incredibly understanding of the challenges I've been facing, and I appreciated how clearly you explained that I would be a good fit for the program — including both the clinical option and the free version.

Because of that, the shift in direction after outreach to the other parent caught me off guard. Nothing about my circumstances, intentions, or level of commitment has changed since our conversation, so I'm hoping to understand if there was something specific that raised concern or if there may have been a misunderstanding somewhere along the way.

I want to be clear that I am not placing blame or questioning your judgment — I know you have to make decisions carefully, and I respect that completely. I only want to make sure that anything influencing this decision is accurate, especially given how long I've been trying to secure a safe, structured way to reconnect with my children.

If you're open to it, I would really appreciate any clarification you can provide. My goal is simply to understand what changed so I can address it proactively and continue moving forward in the right direction. I am more than willing to comply with any expectations, documentation, or additional steps that would help.

Thank you again, Annie, for your patience and for the compassion you showed during our intake call. I'm still very hopeful to work with Home To Home if at all possible.

Warmly,
Ryan Michaels
207-216-7955
[Quoted text hidden]

Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Tue, Nov 25, 2025 at 12:38 PM

Subject: Follow-Up Regarding Supervised Visitation Inquiry

Hi Annie,

I hope you're doing well. I wanted to kindly follow up since it has been a week, and I wasn't sure if there were any updates or if you needed anything additional from me.

I truly appreciated your time and understanding during my intake on October 2nd. I left that conversation feeling hopeful and aligned about moving forward, so I was surprised to learn later that the decision had shifted after your conversation with Marisol. I'm not questioning your judgment at all — I fully respect the care and consideration you put into these decisions — but I do want to make sure there wasn't any misunderstanding or unintentional influence that may have created concerns about my fit for the program.

If there is anything specific that led to the change, I would sincerely appreciate any clarification you're able to share. My only goal is to understand so I can address any concerns proactively and continue taking the right steps toward safe and structured reunification with my children. I am more than willing to comply with any documentation, expectations, or additional processes that may help.

Thank you again for your time, patience, and compassion throughout this process. I remain hopeful for the opportunity to work with Home To Home if that is still possible.

Warmly,
Ryan Michaels
207-216-7955

[Quoted text hidden]

Ryan michaels <rtgmich@gmail.com>
Reply-To: rtgmich@gmail.com
To: Executive Director <mainehometohome@gmail.com>

Fri, Dec 26, 2025 at 10:20 AM

Hi Annie,

I'm writing to follow up again, as I have not received a response to my previous messages, and I want to be clear and respectful about why I'm reaching out.

On or about October 3rd, during our intake conversation, I was told I was an appropriate fit for the program, including the clinical option. I left that conversation with a clear understanding that we were aligned and moving forward. The only change that occurred afterward was your outreach to the other parent. Following that conversation, I was informed that the program was no longer a viable option, and that you would be reviewing the matter with your clinical consultant and getting back to me with a final decision.

Since then, I have sent multiple follow-up emails seeking clarification and closure, none of which have received a response. I fully respect that my case is being presented as "complex", but given the stakes involved — namely, my ability to have safe, structured contact with my children — I believe it's reasonable to expect clear communication and a definitive response.

I am not writing to argue or place blame. I am asking for transparency and follow-through. If the decision is that Home To Home cannot work with me, I respect that — but I need that decision communicated clearly, along with a brief explanation so I can understand whether the change was based on program capacity, clinical criteria, or information provided by the other parent.

I would appreciate either:

- a final determination regarding my eligibility, or
- a brief update on when I can expect that determination.

Thank you for your time and attention. I hope we can close this loop respectfully and professionally.

Sincerely,
Ryan Michaels
207-216-7955

[Quoted text hidden]

Executive Director <mainehometohome@gmail.com>
To: rtgmich@gmail.com

Fri, Jan 2, 2026 at 7:25 AM

Ryan,

Thank you for your patience, I can imagine it has been a frustrating process. Our active families always take priority and we have had several high demand cases over the past 12 months that have required a lot of my time. As a result, we have had limited resources to investigate your case and your case's complexities have taken a significant amount of time to sift through.

I will add that while your communication has been pleasant and polite, it has not served to help speed up our intake process and in many ways held things up because each communication required careful review and further conversation amongst our team. We appreciate your self advocacy and wanted to bring this to your attention so that you may be more successful in the future.

After reviewing your case, speaking with both parties and discussing with our clinician, we have determined that your family's needs are beyond our capacity as an organization. Our organization cannot accommodate your family in either of our programs. We are primarily a grant based program that prioritizes families with active protection from abuse orders. Our clinical program is for families that require clinical intervention and is billed at \$65 per hour with a minimum of 2 hrs billed at a time. We have very limited space in our clinical program and have not had an opening since your inquiry in October. We would suggest Betsy Van Betuw, LCSW out of Portland, <https://www.mainevisitation.com/>

Annie Sarbanis
Executive Director
Home To Home
(207) 837-4894
www.mainehometohome.org

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