



Referring Agency Agreement

Fees

1. Application Fee

\$200 one-time Application Fee will be invoiced to the agency once they are approved to apply and the application is received. Application fee is due within 30 days of invoice.

2. Guest Appointment Fee

A non-refundable appointment fee will be charged per appointment. The appointment fees are \$75 for a family of 1-2 or \$100 for a family of 3 or more. All fees must be paid via invoicing to your agency. Flourish will not accept ANY payment from your client at the time of the appointment.

3. Non Cancellation Policy

The full appointment fee will be assessed if the appointment was not cancelled or rescheduled by the case worker AT LEAST 24 hours prior to appointment, if the client is unable to keep the appointment, or if the client is unable to complete the appointment because of childcare or transportation issues.

4. Past Due Accounts

All fees must be paid within 30 days of invoicing. Past due payments will result in your agency staff being temporarily unable to make or manage referrals and may result in our cancelling existing appointments.

5. Annual Renewal Fees

Each agency must renew their partnership annually. The renewal fee is \$175 and is due within 30 days of receipt of invoice. At the time of renewal, each agency must re-submit a renewal form and confirm their list of current case managers. Failure to do so within 30 days will incur an additional \$25 processing fee and will result in the account being turned off until payment, renewal form, and confirmation of case managers is received.

Scheduling Appointments

1. Before scheduling any appointments, case managers with partner agencies must complete online training. The online training can be found here: [For Case Managers | Flourish: A Furniture Bank \(flourishfurniturebank.org\)](https://flourishfurniturebank.org)
2. Once the training is complete, the case manager must complete a quiz and email to clientservices@flourishfurniturebank.org in order to receive credentials.
3. All appointments are scheduled securely online. Link is on the Flourish website under For Case Managers.
4. To utilize the online system the case worker must be authorized by the primary agency contact. Case managers cannot directly contact Flourish requesting login access. Director must submit the case worker name to clientservices@flourishfurniturebank.org. Directors should also alert Flourish of any changes in personnel so that we can deactivate that case managers login. This should be done at the time of departure for each case manager and a full list of case managers MUST be reviewed annually.

5. Appointments are available Tuesday, Wednesday, Thursday and Saturday mornings. All guests **MUST** have an appointment and must have their Preference Sheet and Guest Checklist on file with Flourish prior to the appointment.
6. Guest Preference Sheet and Guest Checklist should be reviewed with the client at the time that the case manager creates the appointment. This is an opportunity for the case manager to help prepare their client for the appointment, helping them to think through their needs as well as space limitations and transportation. This paperwork should be submitted to clientservices@flourishfurniturebank.org no later than 48 hours in advance of the appointment.
7. The case manager **MUST** help the client secure transportation prior to the appointment. Telling them they need to rent a Uhaul is not enough. The case manager should, at a minimum, check back with their client to confirm the truck has been secured.

Guest Appointments

1. The guest must bring a form of **Picture ID** to their appointment. Please reach out to clientservices@flourishfurniturebank.org with any extenuating circumstances that would prevent them from doing so.
2. Guests will not be allowed to begin their shopping appointment without appropriate transportation. The agency will be charged the **full appointment fee if unable to complete appointment due to lack of transportation.**
3. Flourish does **NOT** provide translators. If your client requires translation services, a translator will be allowed to shop with them. Flourish prefers that translators are not family members.
4. Access to the showroom is limited to the guest whose name appears on the scheduled appointment and Guest Preference Sheet. **This is one person only.** A limited amount of space is available for individuals waiting.
5. Children are **NOT** allowed in the showroom. Flourish does NOT provide childcare for children while their parent or guardian is shopping in the showroom. If there is not a responsible adult with the guest to watch the children, the guest will have to forfeit/cancel their appointment. The full appointment fee will be billed to the Partner Agency in these circumstances.

Furniture Loading/Transportation

1. Guest must pick up of all items the day/time of the scheduled appointment. Multiple trips to load items are not allowed.
2. The guest, with support from the case manager, is responsible for obtaining a vehicle large enough to transport an entire home of furniture and home essentials based on their family size. **Pick up trucks are not adequate transportation, even for a single individual.** A moving truck should be secured to ensure your client can take full advantage of this one-time appointment.
3. Guests **must** arrive at the scheduled appointment time with such a vehicle or they may forfeit the appointment and **the full appointment fee will be assessed to the agency.**
4. Flourish will pack moving trucks for the guest using volunteers on-site. Agency and guest agree to hold Flourish harmless for any items damaged in transit.

Available Furniture

2/20/2024

Because we are 100% donation based most of the furniture and household goods at Flourish are gently used. We do our very best to inspect our donations for stains, rips, tears, breakage and general wear and tear, but we also encourage guests to inspect items during their shopping experience and at the time of pick-up. There is also no guarantee of availability of any particular item. Provide "what to expect" to your guest prior to scheduling. This can be found on the Flourish website under the For Case Managers tab.

All items have limits based on availability and household size. Limits will be discussed with the guest by a host that will accompany them during their shopping appointment.

1. Please consider measuring doorways before shopping as items are not exchangeable.
2. You must notify Flourish within 24 hours of an appointment about a missing or non-functional item. Arrangements for return and reselecting must be completed within 72 hours. Those arrangements are the sole responsibility of the guest/case manager.

Cancellations & Rescheduling

1. **Minimum 24-hour prior notice is required for appointment cancellation or rescheduling. (24 hours is no later than 9:00am the day before the appointment.)**
2. Appointments **must** be rescheduled by using the online referral and scheduling system. (phone calls or emails will not suffice as an official cancellation. Please refer to the Case Manager Training if you have questions about how to cancel an appointment.
3. **Without 24 hour notice** the agency will be responsible for paying the **full appointment fee.**
4. An appointment may be rescheduled prior to the 24-hour cancellation deadline.

Referring Agency Eligibility Agreement/Conditions

1. **Must not discriminate** based on race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital or family status.
2. Furniture and/or materials obtained from Flourish **may not be sold, traded or bartered, within 6 months of receiving them.** Items may only be used to provide services to the clients of the recipient agency and may not be used as gifts to staff or volunteers.
3. The recipient agency agrees to make every effort to **avoid duplication of services** with other agencies and to avoid acquiring furniture and other materials for clients who there is any reason to believe may sell, exchange or barter them.
4. Furniture and materials obtained from Flourish assist those in need. The recipient agency therefore will not refer any individuals or families without providing some level of ongoing **case management** to the individual or family, so they may have the opportunity to work towards self-sufficiency.
5. Furniture and/or supplies obtained from Flourish are not to be given to another agency for distribution to their clients.
6. Each agency must have EVERY case manager that refers to Flourish complete the training, take the quiz, and receive their OWN login credentials. The case manager working with the guest should schedule the appointment and complete all paperwork with them.
7. To comply with annual reporting requirements as requested.
8. Partner agencies hereby indemnify, defend and hold harmless Flourish Furnishings from any and all liabilities for the quality and/or safety of the furnishings and materials

Updated 3/5/2024/20/2024

2/20/2024

received as donations or purchased by Flourish Furnishings and then donated by Flourish Furnishings to clients of partner agencies, and the partner agencies hereby forever release and discharge Flourish Furnishings, its employees and volunteers from any and all claims for any known, unknown or future damages, because of the quality and/or safety of products obtained through Flourish Furnishings.

Updated 2.20.2024

Updated 3/5/2024/20/2024