



## Referring Agency Agreement

### Fees

1. **New Agency Application Fee**

A \$200 Application Fee will be invoiced to the agency once its application is received and approved. The application fee is due within 30 days of invoice.

2. **Guest Appointment Fee**

A non-refundable appointment fee is charged per appointment. The appointment fees are \$100 for a family of 1-2, \$125 for a family of 3-6, and \$150 for a family of 7 or more. All fees are 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 is not cancelled or rescheduled by the case worker AT LEAST 24 hours prior to the 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 the cancellation of existing appointments.

5. **Annual Renewal Fees**

Each agency must renew their partnership annually. The renewal fee is \$200 annually. It is due within 30 days of receipt of the invoice. At the time of renewal, each agency must re-submit a renewal form and confirm its 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 \(flourishfurniturebank.org\)](#)
2. Once the training is complete, the case manager must complete a quiz and email it to [clientservices@flourishfurniturebank.org](mailto:clientservices@flourishfurniturebank.org) in order to receive credentials.
3. All appointments are scheduled through a secure online portal. The 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. Their agency's director must submit the case worker name to [clientservices@flourishfurniturebank.org](mailto:clientservices@flourishfurniturebank.org). Directors should also alert Flourish of any changes in personnel so we can deactivate that case manager's login. This should be done at the time of departure for each case manager; 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. The Guest Preference Sheet and Guest Checklist should be reviewed with the client at the time the case manager makes 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](mailto: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. Furniture transportation issues are the number one reason for late cancellation (thereby incurring a fee) of appointments. This essentially “wastes” an appointment that another guest could have used.

### **Guest Appointments**

1. The guest must bring a form of **Picture ID** to their appointment. Please contact [clientservices@flourishfurniturebank.org](mailto: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 the appointment cannot be completed 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 not be 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 seating is available for anyone who comes with a guest.
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. The guest must pick up of all items at their scheduled appointment. Multiple trips back to Flourish 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 an appropriate 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. The partner agency and the guest agree to hold Flourish harmless for any items damaged in transit.

## Available Furniture

Because we are 100% donation based, most of the furniture and household goods at Flourish are gently used. We do our 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. Flourish also cannot guarantee the availability of any particular item. The case manager should cover “expectations” with the guest prior to scheduling. This information can be found on the Flourish website under the For Case Managers tab.

There are limits on the number of items permitted based on availability and household size. Limits will be discussed with the guest by a host who 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. At least 24 hours prior notice is required for appointment cancellation or rescheduling to avoid being charged for the appointment. *(24 hours means 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 for information about how to cancel an appointment.
3. **Without 24 hours 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. **The agency 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 procured from Flourish may only be used to provide services to the clients of the recipient agency and may not be used as gifts to agency 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 they 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 will have the opportunity to continue 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. EVERY case manager who refers to Flourish must 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. Agencies must 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 received as donations or purchased by Flourish Furnishings and then donated by Flourish Furnishings to clients of partner agencies. 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 due to the quality and/or safety of products obtained through Flourish Furnishings.