



The Mustard Seed of Central Florida, Inc.  
12 Mustard Seed Lane  
Orlando, FL 32810

## **CONFIDENTIAL Referral Agency Agreement (For Agency Use ONLY)**

### 1) Referral Guidelines:

Eligibility for a client to visit the furniture bank begins with a referral from one of our partnering agencies on the specified referral form, (see addendum). We will no longer be accepting referrals from agencies or organizations that have not entered into a signed agreement with us as a legitimate referring agency. This agreement must be signed and submitted to our office for an organization to be considered eligible for referral purposes. This policy is being put into place to help us better serve those that need our help.

#### **Following are the steps your organization must take before sending in a client with a referral:**

- A home visit is required by you, the referring organization. This is to establish precisely what needs a client has so that we may better serve them. The only exception to this is if the client is moving from a shelter or are uninsured victims of disasters. Please see the addendum for specific information on what needs should be documented during the home visit.
- It should be confirmed that the client has a(n):
  - Legitimate need for our services, (i.e. personal tragedy, natural disaster, etc)
  - Steady source of income
  - Permanent, stable place of habitation
  - Identification
  - Current list of all children in the home and their ages
- Complete referral form and instruct client on procedures once they arrive at The Mustard Seed including, bringing an ID as well as the \$60 processing fee. **You must have your clients complete the checklist on the Client Referral Form BEFORE arriving at the Mustard Seed.**
- Verify that the client has their own source of transporting the furniture that is not an SUV or a van. It can be one of those vehicles if it has a trailer hitched to the back.
- Inform client that we have items on a first-come, first-served basis. We do not hold items. We have these items available for clients when they are donated to our facility: beds, dressers, dining sets, dish sets, towels, bedding and household items.
- A client may only use our services once in a lifetime. Our services are for establishing and securing a better home atmosphere for those who have experienced a natural or real personal tragedy, an illness, homelessness or abuse. There are very few exceptions to this rule so please verify that your client has not visited us before.

### 2) Client Visiting Hours:

Clients will be seen for paperwork filing, Monday through Thursday from 9:00 a.m to Noon and 1:00 p.m. to 4:30 p.m. and from 9:00 a.m. to Noon on Fridays. Clients may pick-up furniture on Monday through Thursday from 9:00 a.m. to Noon and 1:00 p.m. to 4:30 p.m. We are closed for pick-ups on Fridays. ***We will be open for pick-ups on the 2<sup>nd</sup> Saturday of every month from 9:00 a.m. to 2:00 p.m., by appointment only. These must be scheduled in advance with appropriate, documented need for this day of service. This is only for rare occurrences.***

### 4) Organizational Donations:

The Mustard Seed acts as a location for donations to be distributed to clients in need. We rely upon the donations of furniture and household items to operate effectively. By entering into this agreement with The Mustard Seed, your organization agrees to refer all donations that are not immediately needed by your organization to us. This includes the donations of:

- Used computer goods, (desktops, monitors, printers, etc.)
- Office equipment
- Clothing
- Household items
- Mattresses

4) Web Site:

We would be pleased to list you as a referring agency on our website. If you would like to be listed, please check the box below that indicates that preference.

5) Collaboration:

By signing this agreement, you are entering into a partnership with The Mustard Seed of Central Florida as one of our legitimate referral agencies. This contract will qualify your organization to send clients in need to us, for assistance. It is your organization's responsibility to verify that the clients have met the standards for need established by The Mustard Seed. Your organization agrees to help The Mustard Seed by abiding to this contract. This will ensure that we are helping the clients in Central Florida that need us the most. This agreement takes precedence over all previous agreements and will be enforced from September 1, 2010 and on.

6) General Referrals

We are in need of locations that will accept referrals from our location for "general referrals". If you are able to and willing to be a general referring agency, please indicate below with a check mark. This means that we can give out your name and contact information to anyone that calls needing a referral.

7) Addendum:

- 1 – Client Referral Form

The Mustard Seed reserves the right to change its policies at any time with notification to your organization. This contract must be signed by your organizations Executive Director, President, etc.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Organization Name** \_\_\_\_\_

**Organization Address** \_\_\_\_\_

**Organization Phone #** \_\_\_\_\_ **Fax #** \_\_\_\_\_

**Email** \_\_\_\_\_ **Website** \_\_\_\_\_

- Please check this box to be listed on our website as a referring agency.**
- Please check this box to be listed as a "general referral" agency.**

For Office Use Only: Signed and Verified by \_\_\_\_\_ Date \_\_\_\_\_