

Fresh Start Furniture Bank

Agency Information

Your agency has been approved to submit online referrals to Fresh Start Furniture Bank. Please use the information in this document to utilize the web site and understand our policies.

How to use our web site:

- Go to our website www.FreshStartFurnitureBank.org and click on the Agencies tab.
- Select your agency from the drop-down box & press Submit.
- Select your user name from the list, enter your password and then press Submit.
If you forgot your password, click on the “Click here to reset your password” link.
- You are then presented with a menu which allows you to perform the following actions:
 - **Submit a referral**
 - The Client Referral form fills in contact information from your account, so be sure to create separate logins for each person submitting referrals.
 - Do not submit a referral if the client will not be able to visit the store within 30 days.
 - Enter the information regarding the client into the form.
 - We send welcome messages and reminders via text and/or e-mail in either English, Spanish or Portuguese, so be sure to select the language which they will understand.
 - If the client has a cell phone, please provide the number and allow Fresh Start to send text messages to the client.
 - When submitting a referral, we strongly suggest that you utilize the “Special requests/notes” box to confidentially provide information such as their needs and any information about their housing situation which may be helpful.
 - Press the Submit button.
 - You will receive an e-mail stating that the referral has been submitted.
 - The client will also receive text and/or e-mail welcome messages.
 - After you submit the referral, you will be allowed to schedule an appointment so the clients can visit our store. (See instructions below.) If you can’t schedule an appointment when you’re submitting the referral, the client will have to contact you at some later date to schedule it. Fresh Start does not schedule client appointments.
 - When the referral is closed, you will receive a report showing what items the client received.
 - **Schedule an appointment**
 - Select the client from the list of clients with open referrals
 - Select the date that they want to come in
 - Select the time slot that is available on that date
 - Enter any additional information that we need to about the client’s visit
 - Press the Schedule Appointment button
 - Remind the client that they need to show up at least 15 minutes before their appointment time.
 - Tell the client to bring a translator if they don’t speak English. We have a very limited number of volunteers who speak Spanish or Portuguese.

- **Update your login info**
 - Use this form to update your e-mail address, phone number or password
- **Create an account for someone else**
 - If there are other people in your organization who will need to submit referrals, use this form to create accounts for them.

We have included a document titled “Fresh Start Furniture Bank Customer Policies” which we suggest that you print out and give to your clients as it will help them understand how to utilize our services.

Referral Policy:

- Clients are allowed 1 referral per household to help furnish their home.
- The referral is valid for 30 days.
- Clients need to schedule an appointment to visit our store.
 - You can schedule an appointment via our web site
 - OR
 - If you provided a cell phone number when you submitted the referral, the client can schedule their own appointments via text messaging.
- Clients are allowed a maximum of 2 visits to our store. They typically can obtain all of their items on their first visit. The second visit is only for items which did not fit in their vehicle on their first visit or which were out of stock.
- We have distribution guidelines which limit the amount of furniture, housewares and bedding that a customer can have. The guidelines are based upon family size and were created to ensure that items are fairly distributed.
- If there is a situation where a client needs furniture after the referral has expired, please call us and we can review your request to reopen their referral. If the issue relates to bed bugs, we need a letter from the exterminator that the bed bug problem has been solved.