



Requirements for Client Service at Missions of Deeds

Mission of Deeds has provided beds, furniture, household goods, and linens – without charge – to people in need for over twelve years. We have grown tremendously in that time and we are helping more people than ever.

Our objective is to service every needy client with the utmost attention. We want them to have everything that is truly needed to make their difficult lives a little easier. We want the process to be one of dignity and mutual respect. We also want their visit here to be safe, orderly and effective.

We ask the cooperation of our referring caseworkers and our clients not only to follow our procedures but also to understand why they are necessary. Because of the hard work of our volunteers and generosity of our donors, it is our responsibility to ensure that our resources are channeled to those most truly in need. It is also necessary to see that an orderly process is followed while clients are being serviced at our warehouse.

In this spirit of respect for everyone involved, please review the agency requirements below. Also, we ask all caseworkers to review the client service guidelines and ensure that the clients adhere to them.

We realize that our clients are having difficulties in their lives and that the experience of starting over again, or some other major problem, can be overwhelming. Our wish is that every truly needy client be serviced in a timely, generous, friendly and dignified manner. We have found through many years of experience that adherence to our policies is the best way to ensure that our clients receive the most effective help.

We appreciate your cooperation and look forward to helping.

Review all of these documents with your clients and ***give the client a copy of the Client Guidelines and Directions.***

Ask your client to call Mission of Deeds to set-up an appointment. Once a client appointment is made, it will NOT be rescheduled.

If you have any questions, please do not hesitate to contact us.



Agency Requirements

Caseworker Details

- The referring caseworker must be very familiar with the client's situation and know that service from Mission of Deeds is appropriate in accordance with our guidelines. **Referrals based on incomplete assessment of client needs and circumstances will not be accepted.**
- We require that each client referred is truly experiencing poverty; those who are without basic furniture and have absolutely no means of providing them through their own efforts, the efforts of their families or other available resources. We are especially interested in situations where real poverty is compounded by the problems of domestic violence, serious physical or mental illness and elder abuse, neglect or abandonment. **Marginal need should not be referred here.**
- It has always been required that the caseworker making the referral must have visited the home of the client receiving the furniture. In the case of homelessness, where there is no home to visit, the caseworker must be involved in the search for new housing and be fully aware of any household possessions the client has in storage or will receive from family or friends. The purpose of this visit is to ensure that the list of items requested from Mission of Deeds is appropriate to the need. If the living conditions appear not to reflect a family or individual in poverty, it may indicate that a referral to Mission of Deeds is inappropriate. **Referrals lacking a caseworker home visit will not be accepted.**

Client Referral Form and Service

- All referrals must be made on the November 2005 revision of the Mission of Deeds referral form. ***All previous forms must be destroyed.*** The sections requiring caseworker and client signatures, as well as all other data, must be completed and the form received in our office before an appointment will be made.
- Beds and other furniture will not be provided for any individual whose name and age are not listed on the form. The list of the client's furniture needs must be reasonably complete. If major items such as a bed, kitchen set or bureau are needed but not listed on the form, we may not provide them, even if the client tells us of the need at their appointment.
- Caseworkers must review the client guidelines on the next page with the client. We also require that you review the guidelines and provide a copy of them to the client.
- The caseworker signature on the referral form is to confirm that you have reviewed the client guidelines with your client. The client's signature is to confirm the client's understanding and acceptance of the guidelines.



Client Guidelines

Appointment Details

- You must call the Mission of Deeds to schedule an appointment. Once the appointment is made, it will **NOT** be rescheduled for any reason.
- Clients must be on time. If you are late, we may not be able to service you.
- The client must bring another person(s) to help load the furniture. Only the client and one other person will be allowed in the warehouse to select the furniture. All others will be required to wait outside until it is time to load the truck.
- No children under 14 are allowed in the warehouse.

Transportation

- If you are requesting a large number of items, you **MUST** rent a box truck. Usually a 14 foot box truck is sufficient. **Rental of the box truck should be made once you have scheduled your appointment with Mission of Deeds.** *Do not wait until the day before your appointment to rent a truck.*
- If you are removing items via car, van, or pickup truck, you **MUST** provide rope to tie down items and a tarp to cover items. We will help you, but you have the final responsibility for the security and safety of all packing and tying.

Service

- All items you will receive have been donated and are gently used, but in a good condition. You will be allowed to select the items you want based on the list provided on your referral form.
- A detailed list of the items you need must be submitted on the referral form. Certain items, such as kitchen sets, pots and pans, and bureaus are in limited supply. In some cases, all items may not be available. In other cases, you will only be allowed to take one item, such as a bureau.
- Measure the size of your rooms as well as the dimensions of doorways, hallways, and stairways prior to your appointment so that you select items that will fit in your apartment. Also, if you would like curtains, please count your windows and measure the length and width.
- Because communication is crucial to our ability to serve you effectively, if the client does not speak fluent English, a competent translator **MUST** accompany the client.



MISSION of DEEDS, INC.

**6 Chapin Avenue
Reading, MA 01867**

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March 16, 2007

NOTICE TO REFERRING AGENCIES

Mission of Deeds is busier than ever. In order to accommodate the growing number of clients, and our big backlog, we must ask compliance with the following:

1. Clients must show up!! As you know, we are very strict- and getting stricter- about no shows. We do not reschedule appointments for clients who do not show up!
2. Clients must be on time. One reason people are late is because they say they do not have directions. You must make sure they have directions at the time the appointment is made.
3. Clients must have large enough trucks to take everything away in one trip. Second trips and second appointments are not allowed. We recommend fourteen foot box trucks in most cases.
4. Clients must call to schedule their appointments. We do **NOT** make outgoing calls when we receive a faxed referral form. The client must call to set up their appointment.

Clients and agencies must comply with these rules. If we see a pattern of non compliance from clients from the same agency, Mission of Deeds will have to reconsider its relationship with that agency.

Thank you for your understanding and cooperation.

Sincerely,

Bruce C. Murison
Executive Director



Mission of Deeds, Inc.
*Transforming Generosity into Hope,
 Providing Beds and Furniture for People in Need*

Revised:
 November 2005

CLIENT REFERRAL FORM – CLIENT DETAILS

Client Name: _____ Phone: _____

Names and ages of all other adults and children living in the home:

Name	Age	Name	Age
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Client Address: _____ City/Town: _____ State: _____

AGENCY INFORMATION

Referring Agency: _____

Name of Caseworker: _____ Phone: _____

Explain why there is a need: _____

Furniture Needs:

	Client	MOD		Client	MOD		Client	MOD		Client	MOD
Beds	_____	_____	Kitchen set	_____	_____	Desk	_____	_____	Kitchen items	_____	_____
Sofa/Loveseat	_____	_____	Bureau	_____	_____	Lamps	_____	_____	Linens	_____	_____
Armchair	_____	_____	Coffee/End Table	_____	_____	Crib	_____	_____			

CASEWORKER AND CLIENT STATEMENTS

As the caseworker for this client, I am familiar with their circumstances. I have visited the client's home (or, in the case of homelessness, have been involved with the housing search) and can attest to their lack of the requested items. I have explained to the client the guidelines for service from Mission of Deeds and believe they will happily comply with them. **The client is aware that only one appointment will be made that CANNOT be rescheduled.**

Caseworker's Signature: _____ Date: _____

I understand the Client Guidelines at Mission of Deeds and am happy to comply with them. **I am aware that the appointment that will be scheduled for me CANNOT be changed. I know that if I do not make this appointment then I will not receive furniture from Mission of Deeds.**

Client's Signature: _____ Date: _____

MOD USE ONLY

Appointment Date/Time: _____ Confirmation Date: _____ MOD Admin: _____

Additional Details: _____

CAAW: _____ Delivery: _____ Vehicle: _____



From the North via Route 128

- Take Route 128 (95) South to Exit 38B (Route 28 Reading)
- Follow ramp straight onto Route 28 (Main Street)
- Follow Route 28 1 mile through 3 sets of lights
- After 3rd set of lights, take 2nd right onto Chapin Avenue
- Look for NAPA and Fabric Town signs on side of building. Chapin Avenue is just BEFORE this building.
- Turn left behind building into parking lot. Enter through glass doors into the Mission of Deeds office.

From the South via Route 128

- Take Route 128 (95) North to Exit 38B (Route 28 Reading)
- Follow ramp straight onto Route 28 (Main Street)
- Follow Route 28 1 mile through 3 sets of lights
- After 3rd set of lights, take 2nd right onto Chapin Avenue
- Look for NAPA and Fabric Town signs on side of building. Chapin Avenue is just BEFORE this building.
- Turn left behind building into parking lot. Enter through glass doors into the Mission of Deeds office.

From the North via Route 93

- Take Route 93 South to Exit 38 (Route 129 Reading)
- Bear right at end of exit onto Route 129
- Follow for 2 miles and bear right at Reading Town Hall on right
- Follow through 3 sets of lights (close in succession) through Reading Center
- After 3rd set of lights Fabric Town will be on the left
- After Fabric Town, take 1st left onto Chapin Avenue
- Turn left behind building into parking lot. Enter through glass doors into the Mission of Deeds office.

From the South via Route 93

- Take Route 93 North to Exit 37A (Route 128/95 North Peabody)
- Take Exit 38B (Route 28 Reading)
- Follow ramp straight onto Route 28 (Main Street)
- Follow Route 28 1 mile through 3 sets of lights
- After 3rd set of lights, take 2nd right onto Chapin Avenue
- Look for NAPA and Fabric Town signs on side of building. Chapin Avenue is just BEFORE this building. Turn left behind building into parking lot. Enter through glass doors into the Mission of Deeds office.