



Going Places. Going Strong.

## ***Referral Agency Memorandum of Understanding***

### **Agency Requirements**

- Agency must be a non-profit organization or a government program.
- Agency offers job skills training or job preparedness or other resources dedicated to helping low-income women find employment.
- In addition to a signed Referral Agency Agreement, each agency must complete an application, and submit verification of non-profit status and a referral agency pamphlet or brochure describing the organization.
- Prior to approval, a site visit and interview will be conducted.
- A Quarterly Referral Agency meeting will be set up to provide an opportunity to evaluate the mutual effectiveness of the partnership.
- Representative(s) of each agency are encouraged to volunteer at the Dress for Success Lexington boutique, office, Career Center or fundraising events to learn more about the organization.

### **Policies for Agencies**

- Agency contacts must attend a Dress for Success® Lexington orientation session.
- Agency must screen potential Dress for Success Lexington clients to ensure that they are low-income women who are job ready, have a confirmed interview scheduled and need professional clothing.
- Agency will review the Client Referral Form with the woman being referred.
- Agency will adhere to the referral procedures as established by Dress for Success Lexington.

### **Policies for Clients**

- Clients arriving more than 15 minutes late will not be suited. However, clients should not arrive more than 15 minutes early.
- Clients must come to their suiting appointment alone. If the client arrives with individuals (such as children) who cannot wait outside, the client will have to reschedule her appointment.
- Clients will be asked to reschedule if Dress for Success Lexington feels that their level of personal hygiene may jeopardize the condition of the clothing they are trying on.
- Clients are expected to demonstrate professional conduct and a positive attitude. Those who do not may be asked to leave and may not be eligible to reschedule.
- Clients who miss their appointment and do not call in advance will not be contacted by Dress for Success Lexington to reschedule. The referring agency will be informed of the no-show.