



## **REUSE MATERIALS ACCESS PROGRAM** **INFORMATION FOR HUMAN SERVICE AGENCIES**

Thank you for working with Finger Lakes ReUse in our efforts to enhance community, economy and the environment through reuse. ReUse is committed to improving the quality of local life by finding new ways to relieve poverty through waste reduction efforts. Participants can use these store credits on anything we sell at our stores, empowering them to pick out their own items rather than be provided with items they cannot choose.

### **Partner Agreement**

Before a human service agency can provide a referral, they must read this document and sign a Partner Agreement (available on our website), cosigned by the agency's Executive Director or the agent's direct supervisor. We need one Partner Agreement completed by each agency before any staff members from the agency can make referrals. If your organization has already submitted a signed Partner Agreement, you may make referrals through our secure online form. Email us at [remap@fingerlakesreuse.org](mailto:remap@fingerlakesreuse.org) with your agency's information to receive access to that link.

The purpose of this Agreement is to provide improved service for recipients, so they can use the funds offered to them most effectively. ReUse's capacity to administer this program is limited, and working closely with our partners helps to reduce misunderstandings and misinformation. Thank you for your participation!

### **ReUse Materials Access Program (ReMAP) Parameters:**

1. ReUse aims to provide access to materials for those with the greatest need. Determining eligibility is at the discretion of the human service agent. Please keep in mind that ReUse has a limited budget for this service and depends on fundraising to support a portion of the cost to administer and process the materials provided through this service.
2. **ReUse can only fulfill one referral per household per year.** If potential recipients live together and share income, the referral will need to be provided under only one person's name.
3. ReUse cannot accept self-referrals or referrals from coworkers or friends of the potential recipient.
  - a. If a human service agent wishes to obtain their own referral to this service, they must obtain one from another agency.
4. Store credits are granted for 90 days. **After 90 days, the gift card will expire** and any unused funds are returned to the program to be reallocated to future recipients. The credits will not be

reinstated after they've expired. Participants will not be contacted before the expiration, as the administrative burden to contact each recipient reduces ReUse's capacity to conduct ReMAP.

**Our locations that will accept this store credit:**

- The Ithaca ReUse Center (214 Elmira Rd – TCAT bus route #15): The Ithaca ReUse Center has building materials, appliances, household goods, electronics, toys, dishware, and furniture available.
- The ReUse MegaCenter (2255 N Triphammer Rd, TCAT bus routes #30 and #32): The ReUse MegaCenter has clothing, textiles, household goods, dishware, furniture, electronics, appliances, books, media, hardware, tools, toys, and linens. *Computers and laptops are primarily located at the ReUse MegaCenter.*

5. Recipients can receive their store credit as a gift card, **digitally through email or text message**. If a digital gift card sent via email or text message is not a feasible option for the recipient, they can **simply provide their name at the register** at any of our ReUse Center locations.

6. **Delivery Services:** For large items such as furniture, ReUse can offer a **one-time**, free delivery within Tompkins County. Our delivery service only delivers to **ground level**, not up or down significant flights of stairs.

- To schedule a delivery we will attempt to contact the recipient no more than 3 times. If we are unable to reach them after the third time, the items will be returned to the sales floor and store credit refunded.
- **Recipients must be present at the time of the scheduled delivery.** If they are not present, they will be required to pay the delivery fee out of pocket.
- **We are not able to assist in carrying items inside at this time.**
- Recipients should inform a staff member at ReUse if they've purchased furniture from both locations that they'd like to be included in their one-time free delivery.

7. Human service agents are expected to review the information sheet "**Information for Recipients,**" which contains important information, located on our website, with each potential recipient. This will help the recipient to understand how to use the service.

a. **It is important that recipients are informed that their store credits remain active only for 90 days.** If the credit is not used within this time, the gift card will expire, and ReUse does not have the capacity to contact each individual once the credit is expired. Making certain the recipient is fully informed will help them to use the service in time.

**Keep in mind when making a referral:**

1. The Partner Agreement form is available online – Finger Lakes ReUse will provide a direct link in order to make the referral for your client once a signed Partner Agreement is received.

2. When filling out the referral form, more information is better than less. There are multiple choice fields that give us basic information about the context of the referral. We determine how much store credit can be provided based on the items requested and the number of people per household. Specific information regarding what kind of items the person needs helps us determine the amount of store credit needed, and helps us to serve as many requests as we can.
3. If clients have access to email, it is a preferred method of contact. If the individual does not have reliable access, we will gladly contact them by phone. Please help us to let the client know that they should make sure their voicemail box is active and not full so that we are able to leave a message.
4. We aim to respond to the referral within 1 week. Once we have processed the referral, we will attempt to contact the individual to confirm whether they have digitally received or picked up their gift card. If we are unable to contact them, we will reach out to you to help us contact them.
5. If we are unable to fulfill a referral, we will contact the service agent, but will not contact the individual.
6. Once a referral is fulfilled and the client has been informed, we will inform the service agent through email.

Thank you for everything you do in the community! If you have any additional questions about this program, please contact 607-257-9699 ext. 9920 or [remap@fingerlakesreuse.org](mailto:remap@fingerlakesreuse.org).

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