

PLEASE PROVIDE A COPY OF THIS SHEET TO YOUR PROSPECTIVE CLIENT

RESPONSIBILITIES OF A MUSTARD SEED CLIENT – 2024

3636 Illinois Road, Fort Wayne, IN 46804

Office Hours: Monday thru Friday 10:00 AM to 4:00 PM

Phone – 260-471-5802 – Shayla Johnson @ extension 101

Email: office@mustardseedfortwayne.com

What is the next step? How does this work?

Once your completed referral letter has been received and processed by the Mustard Seed staff: a telephone call will be made to the number listed on your referral to schedule your appointment. If you do not have a phone number listed, you will be required to call the Mustard Seed to schedule your appointment.

If you have not received a call to schedule an appointment within a week after your caseworker/referring agency tells you that it has been sent, please contact them to confirm receipt by the Mustard Seed.

You must have the following **4 items** with you at the beginning of your appointment time:

1. Valid government Issued Picture ID from the United States. Acceptable forms of ID are as follows:

- U.S. passport
- Certificate of U.S. Citizenship (INS Form N-560 or N-561)
- Certificate of Naturalization (INS Form N-550 or N-570)
- Valid foreign passport, with I-551 stamp or attached INS Form I-94 indicating unexpired employment authorization
- Permanent resident card or alien registration receipt card with photograph (INS Form I-151 or I-551)
- Valid employment authorization card (INS Form I-688)
- Valid reentry permit (INS Form I-571)
- Valid employment authorization document issued by INS, which contains a photograph (INS Form I-688B)
- Driver's license or ID card issued by a state or outlying possession of the United States
- Government (Local, State, Province or Country) issued driver's license or identification card
- Military Identification
- National Identification card
- Consular ID card with US address

2. **Lease agreement** in your name and matching the address on the letter of referral. If the lease is electronic, a copy will need to be emailed (office@mustardseedfortwayne.com) or printed by the client or case manager before the scheduled appointment time.
3. **\$30.00 CASH** processing fee – we do not accept bills larger than a \$20. We do not accept ATM or credit card payments.
4. A form of transportation large enough to take all the available items (listed on referral) home at the time of the scheduled appointment in one trip. We suggest **at least** one full sized open bed pick-up truck or a small U-Haul truck. The client may bring one truck, two trucks, a truck and trailer or a rental truck if that is what is available. If you are renting a truck be sure to allow enough time at the rental agency to still get to the Mustard Seed on time for your appointment. The client will be responsible for loading the truck and to have people to help with the loading process. Please note: We do not provide tarps, plastic, tie-downs, or straps. We do not allow furniture or mattresses to be strapped to the roof of any vehicle.

My appointment time at the Mustard Seed is on _____ at _____

Day and Date

Time

For your information:

Referrals are good for 60 days from the date it is received at the Mustard Seed

Violent or threatening behavior by your or anyone in your group will not be tolerated and services may be denied.

The items received are donated so we cannot guarantee all items in a referral will be available at the one-time appointment.

If you cannot make your initial appointment time please us to reschedule prior to the appointment time. We will make a second appointment. You must be on time for the second appointment and be prepared with your documents. A new referral will be required if your furniture is not picked up within 2 appointments or 60 days.

If our agency is closed for weather related conditions, notification will be aired on the 3 local stations (ABC, CBS & NBC)

The Mustard Seed Furniture Bank is located at: 3636 Illinois Rd. between the intersections of Illinois and Jefferson and Hillegas Roads. (Behind the Lassus Handy Dandy Gas Station).