

The Donations Clearinghouse

774-243-3805 / jcox@cmhaonline.org
www.cmhaonline.org

Referring a client to the Donations Clearinghouse

To refer a client, you simply fill out the referral form, and attach to it a letter on your agency letterhead explaining the client's need for furniture. You then pass the paperwork directly on to the client, who should bring it in to our office during the *walk-in hours* (listed on the referral form, along with our address).

PLEASE, do not fax or email referral. It is very important that the client comes in during the hours listed on the form so that somebody is available to help them. From there, an intake will be completed, and an appointment scheduled for them to visit the warehouse and pick out furniture. PLEASE NOTE: we do not offer delivery service outside of Worcester. Additionally, the client **should not bring a truck** to the walk-in hours, as they will not be seeing the furniture until their scheduled appointment date. Because beds are a rarity at the warehouse, we encourage all clients to seek alternate resources for beds. Due to the high volume of clients requesting assistance, warehouse appointments may be scheduled one month out. Please do not hesitate to contact me should you have any questions – 774-243-3805.

Warm regards,

Jessica Cox Valade
DCH Manager