



# Referral Partner Corporate Sponsor Handbook

October 2014

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## Introduction

Transforming Lives & Restoring Hope, Inc. (TLRH) was founded in 2012 in order to meet the emergent needs in the Hampton Roads community. Rev. Stephanie Hampton Credle founded TLRH after years of community service and philanthropic support. TLRH has partnered with churches and faith-based organizations to provide clothing and food for low income citizens. We hope that as we approach our 2<sup>nd</sup> anniversary your presence will be a significant part of our celebration.

No one knows more readily than you that the services you provide to clients are significantly more critical now than ever before. Helping to return people to the workforce- especially in low-income areas - is going to change the economy in those neighborhoods. The women and men whom you refer to TLRH will have a chance to acquire a professional wardrobe and to take our job readiness workshops where they learn soft skills, financial literacy, and other life skills. Soft skills can be described as a set of teachable behaviors, attitude enhancements, and knowledge areas meant to increase a job applicant's interviewing skills and subsequent performance on the job.

Your commitment to TLRH will help us provide quality business clothing to Hampton Roads citizens. Our goal continues to be providing our services in a well-organized and efficient way.

Thank you for your ongoing support and collaboration.

Transforming Lives & Restoring Hope, Inc.  
4410 E. Claiborne Street, Suite 334, Hampton, VA 23666

(757) 251-3790 (Phone) (757)251-3801 (FAX)

# TLRH Referral Partner Handbook 2013

## About Transforming Lives & Restoring Hope, Inc.

### **Mission**

Transforming Lives & Restoring Hope, Inc. -- a private, nonprofit organization founded in 2012 -- provides professional clothing and on-going career education to low-income women to increase their employment and job retention potential and to contribute to their economic independence. Our services are available at no charge and by referral only to low-income women who have completed job training and job readiness programs in the Hampton Roads, Virginia area and are seeking employment. We hope to expand our outreach to the Petersburg, Virginia and northeastern North Carolina areas in late 2014.

TLRH expects to “suit” over 20 men and women a month and provide professional and life skills development seminars throughout the year.

### **The Women’s Alliance**

Transforming Lives & Restoring Hope, Inc. is a member of The Women’s Alliance, a national organization of independent community-based members that provides professional attire, career skills training and related services to low-income men women and their families.

### **Professional Attire Collections**

Men and women from the community donate professional attire to Transforming Lives & Restoring Hope, Inc. through an outreach

ministry called “Lily’s”. TLRH also receives professional attire from retailers and manufacturers.

To successfully secure and maintain employment, men and women must present a professional and confident image at the interview and on the job. Thus, TLRH asks its donors to consider their donations carefully, donating only those professional items that they would wear to an interview or on the job and that meet quality guidelines – nearly-new condition, current style and season, cleaned, pressed, and on-hangers.

### **Staff & Volunteers**

TLRH currently works with an all-volunteer staff. Our goal is to increase our staff to two: A full-time Executive Director and a part time Program Consultant. TLRH is assisted by volunteers who perform a variety of functions within the organization. Clients work one on one with trained TLRH volunteers on wardrobe selection and in our career education programs.

### **Our Clients**

TLRH serves low-income men and women who seek to enter or re-enter the job market. TLRH provides them with some of the tools they need to engineer their own success:

- Suiting - Professional attire & coaching
- Pathways to Employment- job readiness workshops
- Boutique Sales- continues access to affordable professional attire By providing these tools, TLRH helps clients overcome the following challenges:
  - Transition from training to employment,
  - Retaining employment,
  - Advancement in the workplace,

- Establishing economic independence, and
- Building positive self-image.

Suiting Referral Partners are invited to refer women to TLRH for professional attire on two separate occasions:

- Interview Appointment, where each client receives an interview- appropriate suit and coordinating accessories
- Employment Appointment, where each client receives three\* additional professional outfits, providing a week's wardrobe to begin the new career \* Subject to availability

TLRH's goal is that each client leaves the office with increased self-confidence as well as with appropriate professional attire. To that end, each client meets one-on-one with a trained volunteer. The volunteer "Personal Shopper" assists the client in selecting professional attire appropriate for her interview or employment setting. To better meet the needs of all clients, TLRH carries The Women's Alliance Collection, a professional line of suits developed specifically for TLRH and our sister organizations. Women's Alliance Collection suits are washable and go up to size 8x. In the event that our inventory does not allow us to "suit" a client based on clothing size limitations, we will

### Pathways to Employment

Throughout the year, TLRH offers various workshops and events to provide clients with the skills they need to secure and maintain employment and to foster personal growth.

TLRH's Career Empowerment Seminar is a group of job readiness workshops that teach soft skills to low-income clients. Soft skills are defined as teachable behaviors, personal qualities, attitude

enhancements, and knowledge areas that are essential to not only obtaining a job but also retaining long-term employment.

To request more information on this program please email the Training Program Manager at [programs@tlrh.org](mailto:programs@tlrh.org)

## **Boutique Sales**

Lily's monthly FASHION SALE is open to the general public, but is particularly beneficial to former clients and women who cannot get appointments with us. All former clients receive a 25 percent discount coupon at their suiting appointments and are encouraged to attend the boutique sale once they have secured employment to maintain their professional wardrobe. All proceeds from the sale support our mission to increase employment and job retention of low-income clients. The sale is held at Hampton location: 25 E. Mellen Street, Hampton, Virginia every 1<sup>st</sup> Saturday of the month from 1:30 p.m. to 5:30 p.m.

## **Application Process**

### **Referral Partners**

Organizations that wish to refer clients to Transforming Lives & Restoring Hope are invited to submit a Referral Partner Application that requires

- Designating a "Referral Agent," often a Case Manager or job developer(s) who will be responsible for submitting referrals,
- Describing the programs/services offered by the organization.
- Are located in our outreach areas. TLRH reviews each application and notifies the organization of its decision

within approximately two weeks. If approved, completion of the Referral Partner Application serves as our agreement of the obligations and responsibilities of each party.

### **Obligations**

1. Referral Partner(s) must make referrals to TLRH in accordance with all Referral Process and Appointment Guidelines
2. To refer a client for professional clothing you must first complete the attached application and sign the attached Referral Partner Memorandum of Understanding
3. Upon receipt of the completed Application and signed Memorandum of Understanding, TLRH will send detailed instructions on how to schedule clients.
4. It is the responsibility of the Referral Partner to notify the client of the appointment time and location
5. It is the responsibility of the Referral Partner (not the client) to reschedule or cancel appointments.
6. The Referral Partner(s) shall share with TLRH any client tracking data and outcomes of clients who received services from Lily's Boutique.

### **Expectations**

1. Referral partners schedule clients for weekday suiting appointments generally beginning at 10 AM with the last appointment at 2 PM. Appointment time is approximately 45 minutes and should not exceed one hour.
2. Based on availability, the client receives two interview-appropriate outfits, one pair of shoes, one handbag, and a few



accessories. When the client has a job, she can return for up to three additional outfits at a second appointment.

3. TLRH provides interview- and work-appropriate clothing; most of our clients are seeking office, retail, or customer-service positions. We do not provide clothing for training programs, fashion shows, or social occasions. We also cannot provide uniforms (e.g. food service, cleaning positions).
4. TLRH will partner with churches to provide appropriate clothing to attend worship services. TLRH will also partner with churches, nonprofit organizations, and faith-based organizations to support emergent care situations.
5. Make sure the client knows where TLRH is located and how to get here, whether by bus or driving. On street parking is limited, so we encourage all Lily's clients to park in the parking lot behind the facility.
6. Communicate to the client the expectations for the appointment: be punctual; be properly groomed wearing suitable undergarments; do not bring children or others to the appointment; reschedule if sick.
7. TLRH volunteers are a resource as part of the employment process to help clients put their best foot forward; many volunteers have management and interviewing experience as well as fashion knowledge. Clients should view this as a step in the interview process.

## **Termination**

TLRH works hard to ensure that each partnership is strong and effective. Should TLRH determine that a Referral Partner is not complying with its obligations, TLRH reserves the right to terminate the partnership.

# **Client Appointment Scheduling Guidelines**

## **Timing of Referrals**

Suiting is available by referral only. Referral Agents are invited to refer men and women for professional attire on two separate occasions during the job search process.

**Interview Appointment:** A client is eligible for an Interview Appointment when she is ready to begin interviewing for professional employment. At the Interview Appointment, the client receives two interview-appropriate outfits. If the client is interviewing for a position in which professional attire is not required or in which uniforms are required, the client is eligible for an Interview Appointment, and the attire selected by the Personal Shopper may take this into consideration.

**Employment Appointment:** A client is eligible for an Employment Appointment when she has secured full-time, professional employment. She is eligible even if she was not referred for an Interview Appointment. At the Employment Appointment, the client receives three professional outfits.

## **Referral Process**

To refer a client for professional clothing, contact TLRH at 757-251-3790. We are currently developing an online appointment via our website at [tlrh.org](http://tlrh.org). You must notify the client of the appointment time and review Appointment Guidelines and directions with the client. Currently attire services are offered every Monday and Wednesday from 10:00 a.m. – 3:00 p.m. and on Tuesday and Thursday evenings from 5:30 p.m. to 6:00 p.m. In the event that a client needs to reschedule an appointment, this must be done through the Referral Agency. When necessary, we can occasionally accommodate requests for weekend (Saturday) appointments. These hours are subject to change based on volunteer availability.

# Referral Partner Application

Organizations are invited to apply to become Referral Partners if they:

- Provide free job training or job readiness training to low-income, at-risk or disadvantaged women; and
- Are located in our servicing areas. To apply to become a Referral Partner:
- Complete the Referral Partner Application form;
- Designate a Referral Agent(s) responsible for making referrals;
- Describe the programs/services offered by your organization, including the length of such programs/services; and
- Attach materials, e.g., brochures, newsletters, etc., describing the programs/services offered by your organization.

Name of Organization: \_\_\_\_\_

Referral Agent(s) \_\_\_\_\_

Title of Referral Agent(s) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Web Site \_\_\_\_\_ E-Mail \_\_\_\_\_

Executive Director \_\_\_\_\_

Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Type of Organization (Circle One): Government Agency /Non-Profit/  
For-Profit

Target Population(s) (Circle ONE): Addiction Disabled Homeless  
Domestic Violence Former Offenders TANF Recipients Youth  
Welfare to Work Other: \_\_\_\_\_

Do you serve low-income women?  Yes  No Do you provide  
professional/job readiness training or other supportive services to move  
women from unemployment to employment?  Yes  No Are your  
services provided free of charge to women receiving them?  Yes  
 No

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Estimated number of clients who will be referred to TLRH for  
professional clothing each month: \_\_\_\_\_

On a separate sheet of paper please describe:

- The mission of your organization;
- The job training or job readiness programs/services offered  
by your organization;
- The length of the job training or job readiness  
programs/services offered by your organization;
- The types of jobs in which you place your clients; In  
addition, you may forward materials, e.g., brochures,  
newsletters, etc., describing the programs/services offered by  
your organization to our offices.



## Referral Partner Memorandum of Understanding

I have read the Referral Partner Handbook. If my Referral Partner Application is approved, I agree to abide by the terms and conditions set forth therein.

Executive Director's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please fax or email the Referral Partner Application and agreement, including all attachments, to Fax: (757) 243-2659

Email: [referral@tlrh.org](mailto:referral@tlrh.org)

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Transforming Lives & Restoring Hope, Inc., P. O. Box 15953,  
Newport News, Virginia 23608

## TLRH Corporate Sponsors

TLRH also partners with corporations, local businesses, colleges and universities, and nonprofit organizations to make a difference in our community. We have four levels of sponsorship, as shown below:

BRONZE LEVEL SUPPORTERS (500.00 – 1,000.00 ANNUALLY)  
SILVER LEVEL SUPPORTERS (1,001.00 – 2,500.00 ANNUALLY)  
GOLD LEVEL SUPPORTERS (2501.00 - 5,000.00 ANNUALLY)  
PLATINUM LEVEL SUPPORTERS (5,000.00 – 10,000.00 ANNUALLY)

Our sponsors are also able to refer employees who are in need of our programs and services. Partnering with TLRH does not just provide aid to those who are less fortunate, it empowers them to participate in their own personal development.