



Greater Lackawanna

CLIENT REFERRAL FORM

1st Referral: ___ 2nd Referral: ___ Interpreter: Yes ___ No ___

I. REFERRAL AGENCY INFORMATION: Please print clearly and complete all information

Agency Name: ___ Referral Date: ___
Contact Name: ___ Phone: ___
Fax: ___ e-mail: ___

II. CLIENT INFORMATION (Confidential):

LGBT ___ Veteran: ___ Branch ___
Client Name: ___ Phone: (H)/(C) ___ Send Text: ___
Address: ___ City: ___
County: ___ State: ___ Zip: ___ e-mail ___

Racial/Ethnic Background: (Check all that apply) African Am Latina Asian Native Am White Multi-racial

Other ___ County Assistance Received: Yes ___ No ___

III. REASON FOR REFERRAL:

Searching Interview Employment Suiting Training Career Center

Name of Employer: ___ Position: ___

Date of Interview: ___ Time: ___ Date of Hire: ___

IV. STYLING INFORMATION: Please circle size below. Is there a uniform request? Yes ___ No ___

Clothing Size:

Shoe Size: ___ Other ___

Other items needed: ___

CLIENT CONTACT AND APPOINTMENTS: No children or guests allowed on premises during appointment.
Clients are scheduled by appointment and referral only. Every attempt will be made to accommodate a requested date and time.
1st choice: ___ / ___ / ___ Time: ___ 2nd Choice: ___ / ___ / ___ Time: ___

Dress for Success® Greater Lackawanna internal use only

ATTEMPTS TO CONTACT:

DATE 1: ___ STAFF: ___ DATE 2: ___ STAFF: ___ DATE 3: ___ STAFF: ___

- Unable to reach after 3 attempts (wrong number, did not return messages, etc.)
Did not report for scheduled appointment
Agency Contacted
Date letter sent: ___

Date entered into database: ___ Staff/ Vol: ___ Salesforce: ___ Staff/Vol: ___

Notes: ___

The Marketplace at Steamtown | 300 Lackawanna Avenue, #204 | Scranton, PA 18503 | Phone: 570-941-0339 |



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Dear Community Partners,

To ensure the safety of all involved, below are some helpful guidelines to keep in mind when referring a client to Dress for Success® Greater Lackawanna. All information is confidential:

1. Clients are seen by appointment only. We are unable to accommodate walk-in clients. **NO guests or children are allowed.**
2. In order to receive services clients should be job searching, have a scheduled interview, be enrolled in a training program / school, or be employed. If this does not describe your client, please contact us so we can discuss ways we can help.
3. Please note that we will try our best to provide the appropriate clothing as our **supply is contingent upon our donations and resources.**
4. Please complete the Client Referral Form in full including the referral partner information. All information is required for our records and will remain confidential.
 - ⇒ **“Text Remind”** option: The participant must initial to opt in to have a reminder text sent for the scheduled appointment.
 - ⇒ For Interview Suitings, please invite the client to provide a **copy of her resume.**
5. Options for scheduling client appointments:
 - ⇒ Dress for Success® Greater Lackawanna will call the client directly to schedule the appointment
 - ⇒ Agency caseworker can call on behalf of the client to schedule the appointment.
6. Client information / arrival time:
 - ⇒ **NO GUESTS OR CHILDREN ALLOWED.** Make sure the client knows to arrive alone and on time to ensure confidentiality and privacy for other guests.
 - ⇒ If the client is over 15 minutes early, we may ask her to return at her scheduled time.
 - ⇒ If the client is over 15 minutes late, we will usually ask her to reschedule.
 - ⇒ Please remind your client that this appointment is practice for her job interview and to act accordingly. Clients must present a professional attitude and may not use cell phones during their appointments.
 - ⇒ **Plan accordingly:** Interview suitings may take up to 60 minutes. Employment suitings may take up to 90 minutes
7. Regardless of an Interview or Employment suiting, clients can access additional job search services through our Career Center. For more information, call 570-941-0339.
8. Please e-mail the completed Client Referral Form to Valerio Amato at vamato@outreachworks.org.

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