

# Policies and Procedures

## For Referral Agencies

SUITED FOR SUCCESS



### **Who is Eligible**

- Clients should be ready to work, and either have an interview already scheduled or be actively looking for a job. We do not provide job placement services.
- If client does not have an interview scheduled, they **must** attend one of our interview skills workshops before their interview suiting. Please contact our office for training schedule.
- Clients may be referred for **one interview suiting per year**. At this appointment, they will receive one interview outfit, according to our inventory.
- Once they secure the job, clients may be referred for an employment suiting, with employment verification documents. A new referral is required for an employment suiting.

### **Referral Agency Responsibilities**

- For each suiting, a Client Referral Form must be submitted by the case manager in advance before an appointment will be given. Walk-ins will not be accepted. A new referral is required for an employment suiting.
- We work with case managers to schedule the client appointments; we do not contact the client directly. It is your responsibility to communicate with your client their appointment and any employment verification requirements, and with our office regarding reschedules.
- If a client cannot make the appointment, they or the case manager must contact us to reschedule **before** the appointment is missed. Otherwise the client will be marked as a no show and will need a new Client Referral Form and appointment.

### **Client Responsibilities**

- Clients are expected to show up on time and alone for their appointments.
- Clients should be clean and groomed for their suiting appointments, as they would be for their job interviews.
- If a client cannot make the appointment, they or the case manager must contact us to reschedule **before** the appointment is missed. Otherwise the client will be marked as a no show and will need a new referral and appointment.

### **Suited for Success / Dress for Success Miami Policies**

- Our inventory has been generously donated, and items are gently used. Our volunteers do their best to style each client, but our inventory is limited to what we receive.
- There are no returns or exchanges for any items received from our boutique. Clients try on the clothing and accessories before they leave and should confirm fit before leaving.
- We provide business interview appropriate attire and business separates. We do not provide casual clothing, uniforms, or industry-specific attire (construction boots, etc.).