

Important Information

Resource Boutique & Resource Request

Who We Serve & How to Access

Foster, Adoptive, Kinship Families

- Can shop in our Resource Boutiques with an appointment (preferred) or drop in.
 - *Bridgeport is always by appointment only.*
- Resource Requests can be submitted online and picked up by the families worker or by the families themselves.

CPS Involved Families

- Resource Boutique - for the protection and privacy of all parties, the Resource Boutique is **not** offered to CPS involved families - no matter the status of their case. These families may not come into our boutiques accompanied by workers.
- Resource Requests - **must** be submitted and picked up by the worker. No exception. Failure to comply with this will result in services being severed with this family.

Important Information

Resource Boutique & Resource Request

Who We Do Not Serve

Support People

- We do not provide resources to support people, respite care, etc.
- Resources are provided to those who have legal custody of the children

CPS Involved Families

- Once the case has ended, services need to be transferred to other local agencies and clothing closets. We cannot continue providing resources at that time.

Important Information

Completing Resource Requests

Vital Information

- Sizes **MUST** be included for any requests for shoes, clothing or sheets. If they are not provided, we cannot fill the request.
- Make sure that your marked items as requested items match the sizes provided.

Sensitivities and Requests

- Special requests or sensitivities, please include them on the resource request, we will do our best to fulfill those needs. These include texture sensitivities, medical modifications, etc.

Urgency/Pick Up Date

- If the request(s) needs to be completed for a specific day, please include that in the special considerations.
- If it is urgent, please include that in the special considerations.
 - Urgent Requests **MUST** be picked up in Bay City.

Important Information

Resource Request Pick Up

- We have pick up locations in Bay City, Midland, Gladwin and Bridgeport, please specify which location you would like to pick up at.
- We **will** contact you when your request has been **completed**. Please do not stop by to wait. This causes a disruption to our workflow.
 - We prioritize our requests by urgency and then the order in which they have arrived.
 - Due to delivery services and finding special requested items, it may take us some time to retrieve special items.
- Notifications will be sent when your request has been completed.
 - Notifications will include Family Name, Number of Bags, and location for pick up.
 - We will send **3 reminders**. If there is no communication and/or exceeds 3 weeks on our shelves packed, we will return them to inventory.
- We have every resource request signed out by the person picking up.