



Client Shopping Expectations & Responsibilities

Home Start Hope provides **brand-new household essentials** to women and families transitioning from homelessness to independent living. Our goal is to create a supportive, dignified shopping experience for every client.

Because we are a **volunteer-run organization**, clear communication and shared expectations are essential to making this experience successful for everyone.

Eligibility & Referral

- Clients are eligible to shop at Home Start Hope **one time**.
- Clients must be referred and supported by a **caseworker from an approved partner organization**.
- The application is completed by the **caseworker**, ideally with the client present, though we understand this is not always possible.

Caseworker Responsibility

- The caseworker is responsible for completing the application accurately.
- The caseworker is responsible for ensuring the appointment is scheduled correctly in SignUpGenius.
- The caseworker is responsible for reviewing these expectations with the client **before** the appointment.
- The caseworker is responsible for communicating to the client that they will get a confirmation text the day before the appointment and they must respond.

Application & Scheduling Process

- The application link is accessed **directly through Sign Up Genius (SUG)**.
- The caseworker completes the application prior to scheduling the appointment.
- After submitting the application, an appointment must be scheduled using **Sign Up Genius**.
- An application is considered **complete only when both steps are finished**:
 1. Application submitted
 2. Appointment scheduled
- Appointment confirmation details are emailed to the caseworker by SUG and in-person appointments are confirmed by text with the client directly.



Appointment Communication

- Clients and caseworkers are responsible for placing the appointment on their calendars.
- If an appointment must be rescheduled, Home Start Hope must be notified **by email at least 2 hours before the scheduled time**.
- Clients who do not arrive for their scheduled appointment **without prior notice will not be rescheduled**.

Arrival Expectations

- Please arrive **on time** for your scheduled appointment.
- Clients arriving **more than 15 minutes late** may be asked to reschedule, based on volunteer availability.
- Parking instructions and entry details will be included in the appointment confirmation.

Shopping Day Guidelines

- All items selected during the appointment **must be taken at the time of the visit**.
- Items cannot be held for later pickup.
- Clients (or caseworkers, if picking up on a client's behalf) must arrive in a vehicle large enough to transport all items.

During the Appointment

- For safety and space reasons, **only the client may shop in the store area**.
- Children and additional guests must remain in the designated waiting area.
- Our volunteers are available to assist and guide clients throughout the shopping experience.

A Shared Responsibility

Home Start Hope exists because of generous donors and dedicated volunteers. By following these expectations, clients and caseworkers help ensure that we can continue to serve families in our community with care, respect, and dignity.

If you have questions at any point in the process, please contact Home Start Hope **before** the scheduled appointment.

Thank you for partnering with Home Start Hope and for supporting the families we serve.

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