

# ReUse Materials Access Program (ReMAP)

## Information for Human Service Agencies & Community Organizations

Thank you for working with Finger Lakes ReUse (FLR) to enhance the community, economy, and environment through reuse. FLR is committed to improving the quality of local life by finding new ways to alleviate poverty through waste-reduction efforts.

**The ReUse Materials Access Program (ReMAP) is a one-of-a-kind, low-barrier program that offers materials and delivery services free of cost to local households in need.** ReMAP receives referrals for recipients from partnered organizations, and grants gift cards for our shopping centers. This program serves community members facing a variety of economic and social challenges, providing the freedom to shop for essential materials, including household furniture, kitchen supplies, warm clothing, and technology like laptops.

### Partner Agreement

To become a ReMAP Partner Organization and submit referrals to FLR for clients to receive a gift card, organizations must read this document and submit a signed Partner Agreement Form to [remap@fingerlakesreuse.org](mailto:remap@fingerlakesreuse.org).

- The Partner Agreement form is available on the ReMAP website page: [ithacareuse.org/remap](http://ithacareuse.org/remap) under “forms.”
- The form must be cosigned by the organization’s director or the direct supervisor of the requesting staff member.
- Organizations only need to submit a signed Partner Agreement form once, and then our online referral form can be used by any organization staff member.
- If your organization already has a Partner Agreement with us, please email [remap@fingerlakesreuse.org](mailto:remap@fingerlakesreuse.org) to request access to the online referral form.

**The role of the referring provider/organization is essential to ReMAP.** ReUse’s capacity to administer this program is limited, so the collaboration of partners is integral. Thank you for your participation!

### ReMAP Parameters

- FLR aims to provide access to materials for those with the greatest need. Determining eligibility is at the discretion of the referring provider. Please keep in mind that ReMAP has a limited budget and receives a high number of referrals.
- FLR can only grant **one gift card per household per calendar year**.
- ReMAP does not accept self-referrals or referrals from coworkers or friends of the potential recipient. If a partner organization staff member wishes to obtain their own referral to ReMAP, they must go through another agency/organization.
- Any questions can be directed to [remap@fingerlakesreuse.org](mailto:remap@fingerlakesreuse.org).

## Submitting Referrals to ReMAP

- Once a signed partner agreement has been submitted, FLR will provide a direct link to the online referral form. A PDF version of the referral form is also available upon request.
- Before submitting a referral, please review the information sheet titled “Information for Recipients” with the client. This form is also available at [ithacareuse.org/remap](http://ithacareuse.org/remap). Additionally, be sure to note any time-sensitive program updates within the online form.
- **Please be as specific as possible when filling out the referral form.** Gift card value is determined based on program funding and the individual’s needs and requested items.
  - PLEASE NOTE: The inventory of items at Finger Lakes ReUse is dependent upon donations received. There is not always a consistent supply of any given item.
  - FLR does NOT accept/sell: mattresses, box springs, and bed pillows.
- Referrals are typically processed within three business days, and a confirmation email will be sent to both the client and their referring provider.
  - Be sure to list updated contact information for your client in the referral form. Gift cards are sent digitally via email and/or text message.
  - If a client does not have reliable contact information, they can still receive a gift card and access it by providing their name to the cashier. The referring provider is then expected to review the confirmation email with their client.

## Essential ReMAP Information

- **Gift Cards can be used at both of our shopping locations:**
  - The Ithaca ReUse Center (214 Elmira Rd – TCAT bus route #15) has furniture, building materials, appliances, household goods, and household electronics.
  - Cayuga ReUse Center (2309 N. Triphammer Rd. – TCAT bus route #30) has clothing, textiles, household goods, furniture, electronics, appliances, books and media, and computers/laptops.
- **ReMAP Gift cards expire after 90 days.** Gift card expiration dates are listed in the gift card confirmation email. Gift card extension requests must be sent to [remap@fingerlakesreuse.org](mailto:remap@fingerlakesreuse.org) **before the date of expiration.**
- **Free Delivery (for Large Items):** Each ReMAP recipient is eligible for one-time free delivery within Tompkins County.
  - Delivery services are ground-level only. Our transport team will reach out to schedule a delivery time, and the recipient must be present at the scheduled time.
  - Recipients should inform a staff member at ReUse if they’ve purchased furniture from both locations that they’d like to be included in their one-time free delivery.

***Thank you for all your work in the community!***