



furnish for good

PARTNERING AGENCY HANDBOOK
MAY 2022

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Partner Agency Guidelines:

Furnish for Good relies on its Partnering Agencies to qualify and refer eligible participants as outlined below.

1. Partnering Agencies must provide programs that offer their participants ongoing support that promotes self-sufficiency and addresses the underlying cause for the participant's current situation. As such, each Partnering Agency should refer only qualified individuals who are in a case managed program or are receiving pastoral care and congregational support.
2. To become a Partner, the Agency must be a 501(c)(3) nonprofit, be located in Mecklenburg County and **submit an application, along with a one-time non-refundable \$100.00 application fee** payable to Furnish for Good, prior to scheduling the first appointment.
3. The ideal candidate to receive furnishings is one who is currently transitioning or who has recently transitioned into stable housing after a period of unstable housing due to homelessness, domestic violence, immigration status, substance abuse recovery, incarceration, fire or natural disaster or other circumstance. The ideal candidate is employed or otherwise able to sustain the new housing situation long-term.
4. The furnishings available from Furnish for Good are meant to fulfill an unmet need, rather than to upgrade a participant's current furnishings. Our goal is to provide **BASIC NEEDS, and our service is available on a one-time only basis.**
5. Each Partnering Agency understands that most of the household furnishings, donated to and made available by the Furnish for Good to program participants, are not new. In addition, the Agency will advise its referred participants that the used furnishings are provided in AS IS condition and are not warranted, refundable, or subject to change.
6. In addition, there is a separate furnishing fee, which is determined by the individual's budget and the furnishings they need. **Minimum furnishing fee is \$200.00.**

7. Requests for service should be submitted at least seven days prior to the desired appointment time. Service is available on a one-time only basis. Furnish for Good will attempt to fulfill the requested order at the appointment time, as its inventory allows. Appointments will not be confirmed until all Referral Paperwork is received. Please understand and communicate to participant that we cannot guarantee an item's availability and that some items will be limited (i.e., dressers, sofas, etc.). **One couch per referral, one dresser per person living in the home with a limit of two dressers per referral. Twin mattresses, frames and bed protectors one per person living in the home.**

8. Each case manager who refers a client to Furnish for Good will:
 - Attend a tour or orientation at Furnish for Good prior to submitting a request for service
 - Qualify referrals, verify needs, and explain Furnish for Good's program and requirements to each potential participant prior to submitting a referral.
 - Determine what furnishings are needed and advise the participant of the amount due of the time of service.
 - Attend the scheduled appointment or assign another trained case manager to attend in their place.
 - Communicate in a timely manner any changes, cancellations, etc., to the Furnish for Good Program Coordinator.
 - Case manager will be movers and stay onsite until all furnishings are placed.

Partnering Agency Referral Submission Process

1. All referrals must be submitted on our website furnishforgood.org/existing-partners/ at the bottom of the page by clicking Participant Referral Form.
2. Once we have received your online referral form, we will email you a link to our Virtual Showroom that includes photos of packages. Your client will select and purchase the package and any additional items.
3. When we have received the selection and payment information, we will contact case managers to schedule the delivery.

ALL MOVES WILL NOW BE A STANDARD PACKAGE INCLUDING THE ITEMS LISTED BELOW FOR A \$200.00 FEE.

- Couch (if couch is too large for stairs we may replace with two chairs)
- One upholstered side chair
- One coffee table and two side tables
- Dining set with four chairs
- Bookshelf or desk with desk chair
- One dresser
- Towels & shower curtain set
- Dishes & cookware
- Lamps and décor
- Queen bedding set (mattress not included) if requested

ADDITIONAL ITEMS AND ADDITIONAL FEES

- Twin bedding package (mattress, frame, bedding, protective cover, pillow) - \$25
- Additional dresser - \$15
- Additional seating and supplies for two more people - \$100
- Only one twin mattress set per person living in the home.
- Maximum two dressers per move.

Delivery will always be between 10:00 am – 12:00 pm. Our movers will call the case manager listed on the referral when they are on the way, but cannot move furnishings into the unit unless case manager arrives on time and has access to the home.

Updated no show policy – movers will wait for 30 minutes from the time of arrival. If case manager is not present, movers will cancel the appointment and return furnishings to FFG. Appointment can be rebooked, but will be charged an additional furnishing fee.

WHAT DO I NEED TO KNOW BEFORE MY APPOINTMENT?

We want to make your shopping experience at Furnish for Good enjoyable! The information below will prepare you for your visit.

- Your visit is a one-time event. It is not possible to return later or swap furniture.
- All of our furniture and household goods are donated and used.
- Furniture selection varies depending on current inventory and is limited by family size.
- Furniture is available to fill a need and not replace existing furniture.
- Furnish for Good's movers will deliver your items, but cannot remove any items from the household.

What Is Included In Each Package?

DINING PACKAGES (SETS OF TWO, FOUR, SIX)

- Dinner plates
- Cereal/soup bowls
- Mugs
- Glasses
- Silverware: forks, knives, spoons
- Salt/pepper
- Dishtowel
- Dish cloth
- Dessert/ salad may be included
- Placemats/napkins may be included

COOKING PACKAGE

- Saucepan
- Skillet
- Mixing bowl
- Casserole dish
- Baking pan or pie pan
- Measuring spoons and cups
- Cutting board
- Can opener
- Veggie peeler
- Utility knife
- Spatula
- Spoon
- Colander

BEDDING PACKAGE (TWIN OR QUEEN)

- Flat sheet
- Fitted sheet
- Pillowcases (1 twin, 2 queen)
- Comforter/bedspread
- May include decorative items

BATH PACKAGES (NUMBER OF EACH ITEM DEPENDS ON INVENTORY)

- Laundry basket
- Bath towels
- Hand towels
- Wash cloths
- Shower curtain, liner and rings
- Bathmat
- Waste basket