



**furnish for good**

---

**PARTNERING AGENCY HANDBOOK**  
**MAY 2023**

3420-A ST. VARDELL LANE, CHARLOTTE, NC 28217  
704.445.6838 · [FURNISHFORGOOD.ORG](http://FURNISHFORGOOD.ORG)

# 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 non-refundable \$300.00 application fee** payable to Furnish for Good, prior to scheduling the first appointment. A \$300 annual fee will be due on agency anniversary date.
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 \$250 furnishing fee, per package chosen by participant. \$250 due when purchasing on the store site or when setting up an in-person shopping appointment.

*Note: If items in a standard package are not needed, modifications can be made but standard \$250 fee still applies.*

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 and payment are received.
  
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 agency representative to attend in their place. Must provide name and cell number for substitute representative.
  
  - Communicate in a timely manner any changes, cancellations, etc., to the Furnish for Good Program Manager.
  
  - Case manager will meet movers and stay on site until all furnishings are placed.

# Partnering Agency Referral Submission Process

## FOR ONLINE SHOPPING:

1. All referrals must be submitted on our website [furnishforgood.org/existing-partners/](https://furnishforgood.org/existing-partners/) at the bottom of the page by clicking Participant Referral Form. All communication will be between the case manager and the FFG Programs Manager.
2. Once we have received your online referral form, we will email you a link to our Online 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.
4. Delivery will be between 10:00 am-12:30 pm. Our movers will call the case manager listed on the referral 30 minutes prior to arrival. **They cannot move furnishings into the unit unless case manager arrives on time and has access to the home.**
5. 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. There will be an additional \$150 fee to redeliver. Package chosen will only be held for 48 hours.

## FOR IN-PERSON SHOPPING:

1. All referrals must be submitted on our website [furnishforgood.org/existing-partners/](https://furnishforgood.org/existing-partners/) at the bottom of the page by clicking Participant Referral Form. All communication will be between the case manager and the FFG Programs Manager.
2. Once we have received your referral form, we will contact you to schedule an in-person visit. Pre-payment to shop our packages and essential packs (dish, bath, cook and bedding, if applicable) must be made and cannot be refunded. A one-time option to reschedule is possible on a case-by-case basis.
3. After the appointment, items will be delivered immediately after they are packed and loaded onto the FFG truck.
4. **Case managers must be present at in-person appointment as well as at delivery to home.**
5. 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. There will be an additional \$150 fee to redeliver. Package chosen will only be held for 48 hours.

## WHAT DO I NEED TO KNOW BEFORE MY APPOINTMENT?

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

- The shopping experience is a one-time event. It is not possible to return later to purchase or swap furniture.
- Most of our furniture and household goods are donated and used.
- Furniture selection varies depending on current inventory and is limited by apartment floor if no elevator.
- 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.

## STANDARD PACKAGE INCLUDES:

- Couch (if couch is too large for stairs we may replace with a love seat or 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
- Lamps and décor
- Bath pack, dish pack and cook pack

## ADDITIONAL ITEMS AND ADDITIONAL FEES

- Twin bedding package (mattress, frame, bedding, protective cover, pillow) - \$75
- Additional dresser - \$25
- Additional seating and supplies for two more people - \$100
- Only one twin mattress set per person living in the home.
- One additional dresser, maximum.

## ADDITIONAL ITEMS AT NO CHARGE

- Queen bedding if requested (mattress not included)
- Cribette if requested and available (for children under 30 lbs/35 inches)

# What Is Included In Each Package?

## DISH PACKAGE (SET OF 4)

- Dinner plates
- Cereal/soup bowls
- Mugs
- Glasses
- Silverware: forks, knives, spoons
- Dishtowel
- Dessert/ salad
- Placemats/napkins
- Serving bowl
- Silverware tray

## 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

## BATH PACKAGE

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

## TWIN BED PACKAGE (\$75)

- Twin mattress
- Twin bedframe
- Flat sheet
- Fitted sheet
- Pillow
- Pillowcase
- Comforter/bedspread
- Bed bug protector
- May include decorative items

## QUEEN BED PACKAGE (\$0)

- Flat sheet
- Fitted sheet
- Pillowcase (2)
- Comforter/bedspread
- May include decorative items

# Receipt Of Partnering Agency Handbook

I have received a copy of Furnish for Good partner agency handbook. I acknowledge that as a partner agency of Furnish for Good, I am required to read and abide by the policies included in this partner agency handbook.

Because the information in this partner agency handbook is necessarily subject to change as situations warrant, I understand that changes in policies may supersede, revise, or eliminate policies in this hand in the partner agency handbook. I further understand that the handbook does not guarantee me any specific policies, procedures, or rules. All references to policies and procedures are only discretionary guidelines.

Nothing in this handbook is to be construed as a contract.

This partner agency handbook is not intended as an exhaustive complication of Furnish for Good's expectations, but rather it provides information on certain policies and processes which are currently in effect. These policies may be modified or supplemented, as part of the continuous efforts to improve operations and to ensure Furnish for Good remains a long-standing agency in Charlotte.

As of the issue date, this partner agency handbook replaces all previously distributed editions. Any policy contained in a previous partner agency handbook which does not appear in this edition, or is different from the information provided in this edition, is invalid.

---

PARTNER AGENCY REPRESENTATIVE SIGNATURE

---

REPRESENTATIVE NAME & TITLE

---

DATE SIGNED