



Member Agency Guidelines

Please read the Member Agency Guidelines before filling out the Member Agency Application.

Philadelphia Furniture Bank (PFB) collects gently used furniture from the public in our warehouse and provides it to individuals and families in crisis referred by Member Agencies. Our guidelines require that we only take referrals from Member Agencies.

Member Agencies are vital partners to completing our work of turning empty houses into homes. Agency case managers or referring staff assist us by qualifying a client, completing paperwork, and sometimes providing appointment or delivery fees. The case manager always accompanies her/his client to the Furniture Bank for their furniture selection appointment - to guide their client and our personal shopper in selecting the pieces of furniture needed most for the client's home and family.

MEMBER AGENCY QUALIFICATIONS

We welcome Member Agency organizations that serve individuals and families who are transitioning from homelessness or other crisis housing situations, but cannot afford basic home furnishings. Member Agencies must have offices in Philadelphia and clients referred to Philadelphia Furniture Bank **must be residents of Philadelphia.**

Children are not allowed in the warehouse at any time for safety reasons. We also cannot allow the case manager to watch the children outside while the client chooses furniture. You must arrange childcare for the duration of your appointment.

MEMBERSHIP FEES & REFERRAL FEES

- **Annual Membership:**

The Annual Membership fee is based on the number of referrals an agency makes throughout fiscal year 2025, from July 1, 2024 to June 30, 2025.

# of Appointments	Fee
Up to 20	\$150
21-50	\$300
51-100	\$500
101-200	\$750
201+	\$1,000

If an agency meets their maximum amount of referrals before the end of the fiscal year, PFB will notify the agency and invoice at their current level of membership. Memberships renew at the end of the fiscal year. **Referrals remaining at the end of the membership year cannot be carried over into the next membership year.**



- **Client Referrals**

The five Member Agency staff named on the application will receive a personalized link to make referrals. You will receive instructions on setting up an appointment for a client to receive furniture. A \$150.00 referral fee is invoiced to the member agency for each client referral, as well as any additional fees for delivery and beds.

Cancellations must be emailed to pfbreferrals@pthpa.org; phone calls will not be considered cancellations.

If an appointment is cancelled less than 48 hours before the appointment time, a cancellation fee of \$50 will be invoiced to the member agency. If the appointment is cancelled more than 48 hours before the appointment time, there will be no fee.

If an appointment is not cancelled and no one attends the appointment, a no call, no show fee of \$100 will be invoiced to the member agency.

5 Things You Need to Make a Referral to the Philadelphia Furniture Bank

- **Make Sure Your Client is Eligible:**

Membership to the Philadelphia Furniture Bank is open to agencies that serve clients who are moving out of homelessness and into permanent housing, and cannot afford basic furnishings for their new home. This includes:

- Individuals and families moving off the streets, out of shelter, or out of transitional housing
- Victims of domestic violence finding new homes
- Young adults leaving foster care for permanent housing
- Immigrant and refugee families moving into new homes
- Victims of personal and natural catastrophes who are starting over in a new home
- Furniture for children/families to facilitate reunification
- Transitional housing arrangements - families moving into permanent housing after living with relatives
- Previously homeless ex-offenders coming out of jail/prison and going into permanent housing or coming from a transitional arrangement after release, and going into permanent housing.

We recognize that there is a greater need and that there are many low income people living in our city without proper furnishings. Unfortunately, resources are limited and our focus and mission, at this time, is to help end homelessness. To that end, we cannot accept referrals for:

- foster care
- kinship care
- help with adoptions

- a family or individual who has already gotten furniture from PFB
- an address that has gotten furniture from PFB in the past 12 months
- people who were not previously homeless but need to replace their furniture due to
- beg bugs
- beds for children living with relatives that are not DHS involved
- someone moving into a boarding or personal care home

We only take referrals from Member Agencies. Make sure your Agency is a PFB Member Agency or visit our website www.phillyfurniturebank.org/member-agencies for information on how to become a Member Agency.

- **Fees**

A \$150 referral fee is required for every client. Delivery and beds are an additional fee listed below.

Payment types: Cash, Money order or we can invoice the agency.

Referral Fee no Bed	150.00
Referral Fee w/Twin	260.00
Referral Fee w/Full	310.00
Referral Fee w/ 2 Twin	370.00
Referral Fee w/Twin & Full	420.00
Delivery (Curbside) Fee	150.00

Please note: These costs reflect the PFB's subsidies and are applied to 2 beds per family, per the fees in the chart above. If a client is in need of more than 2 beds, twin beds may be obtained at cost. (as of 7.1.23 it is \$220 extra per twin bed.)

Example appointments:

Fee Example #1	Fee Example #2	Fee Example #3
Appointment \$150	Appointment \$150	Appointment \$150
Curbside Delivery \$150	Curbside Delivery \$150	Takes items after appointment \$0
<u>1 full size bed \$160</u>	<u>No bed \$0</u>	<u>No Bed \$0</u>
Total Fee \$460	Total Fee \$300	Total Fee \$150

Fee Example #4		Fee Example #5	
Appointment	\$150	Appointment	\$150
Curbside Delivery	\$150	Curbside Delivery	\$150
1 full size bed	\$160	<u>1 twin</u>	<u>\$110</u>
1 twin bed	\$110	Total Fee	\$410
<u>2 extra twins</u>	<u>\$440</u>		
Total Fee	\$1010		

- **Appointment Types**

Curbside delivery or Self Transport: Your clients are responsible to get the furniture home from our warehouse. Clients will not be permitted to select furniture until/unless arrangements have been made to transport the furniture home. Two options are available pick one on the referral form in the space provided:

- **OPTION 1:** Client takes the furniture home from the warehouse on the same day. Your client must come to the warehouse for their appointment with a van or truck, people to help load the furniture, and all necessary packing materials, ropes, etc. to secure the load. Our warehouse personnel can assist with loading the furniture but the client has primary responsibility to manage the loading process. If this option is selected, the client should park across the street until after the furniture is selected and moved to our loading dock. At that time, the van or truck can be moved into position to load the furniture. Vehicle should be large enough to fit items in one trip. Multiple trips are not allowed. Generally, this option has less waiting time for an appointment.
- **OPTION 2:** Curbside delivery Service is available for \$150. The agency can be invoiced or the client can pre-pay via cash, credit/debit card, or money order payable to Pathways to Housing PA. Curbside delivery is generally the next business day. Clients and/or Agency staff are responsible to be onsite to accept the delivery and move the furniture inside the home. We do not provide curbside delivery for addresses outside Philadelphia city limits. **We do not provide in-home delivery.**

- **Submitting a Referral and Coming in for an Appointment**

The five Member Agency staff named on the application will receive a personalized link to make referrals. Upon submitting a referral, an online scheduler will pop up and you will be able to schedule your appointment online for you and your client to come to the Furniture Bank.

- You or someone at your Agency must conduct a home visit to ensure that the client is already occupying the apartment/house where the furniture will be used and to verify the client's specific needs. Whoever accompanies the client to their appointment should be familiar with any space or **delivery restrictions in the home.**



- All clients must be accompanied by a case manager or other Member Agency representative. Agency staff can keep the appointment and select furniture on the client's behalf. However, **the client cannot come to the appointment without a representative of the referring agency.** If a case manager other than the referring case manager will be accompanying the client to the furniture bank please put their name and contact information on the referral form in the space provided.
- **It is the responsibility of the referral staff of an agency to ensure that every case manager who comes to the Furniture Bank knows all our policies and procedures.**
- **Children are not allowed in the warehouse at any time for safety reasons.** We also cannot allow the case manager to watch the children outside while the client chooses furniture.

We greatly value our partnership and thank you for continuing to screen referrals to meet criteria.

- Clients can receive furniture from PFB **once per life crisis.** Ask your client if he or she has received furniture from PFB in the past. We'll check our database to confirm the client's history with PFB. Please note: PFB furniture is owned by your client and should move with your client if they change residences.
- Referrals for clients who have received furniture previously will be reviewed by the PFB Director to ensure that a new qualifying life crisis has occurred since the client's last furniture order.
- Our furniture is used and distributed by us "as is." All upholstered furniture has been examined and treated for insect infestation and is certified as pest-free. There are no other guarantees as to the condition or functionality of our furniture.

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