



3650 I Street, Philadelphia, PA 19134

## Member Agency Guidelines & Application

*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.*

**A typical appointment includes a table, chairs, dresser, sofa or arm chairs, end tables, lamp, artwork, mirrors, desk and more.**

**Member Agencies:** You 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 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.**

## **5 Things You Need to Make Referral to the Philadelphia Furniture Bank**

### **1. Make Sure Your Client is Eligible:**

Membership in 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:

- Those 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
- Refugee families moving into new homes
- Victims of personal and natural catastrophes who are starting over in a new home

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- 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 poor 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 bed 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](http://www.phillyfurniturebank.org/member-agencies) for information on how to become a Member Agency.

## 2. Fees

A \$100 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	100.00
Referral Fee w/Twin	190.00
Referral Fee w/Full	240.00
Referral Fee w/ 2 Twin	280.00
Referral Fee w/Twin & Full	330.00
Delivery (Curbside) Fee	100.00
Missed Appointment Fee*	25.00

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Beds: The PFB will help subsidize the cost of 2 beds per family. Clients or the agency will need to provide the difference. If a client is in need of more than 2 beds, twin beds may be obtained at cost. (as of 3.28.19 it is \$200 extra per twin bed.)

**3 Example appointments:**

Fee Example #1		Fee Example #2		Fee Example #3	
Appointment	\$100	Appointment	\$100	Appointment	\$100
Curbside Delivery	\$100	Curbside Delivery	\$100	Takes items after appointment	\$0
<u>1 full size bed</u>	<u>\$140</u>	<u>No bed</u>	<u>\$0</u>	<u>No Bed</u>	<u>\$0</u>
<b>Total Fee</b>	<b>\$340</b>	<b>Total Fee</b>	<b>\$200</b>	<b>Total Fee</b>	<b>\$100</b>

Fee Example #4		Fee Example #5	
Appointment	\$100	Appointment	\$100
Curbside Delivery	\$100	Curbside Delivery	\$100
1 full size bed	\$140	<u>1 twin</u>	<u>\$90</u>
1 twin bed	\$ 90	<b>Total Fee</b>	<b>\$290</b>
<u>2 extra twins</u>	<u>\$400</u>		
<b>Total Fee</b>	<b>\$830</b>		

\*Once a Client Appointment is confirmed, the Member Agency will be responsible for \$25 of the referral fee. The \$25 fee is not charged if the appointment is cancelled by noon two (2) business days preceding the appointment date. Appointment no-shows, late cancels, and clients who keep their appointments but don't select any furniture still incur the \$25 fee, which must be paid by the Agency before additional appointment referrals can be made.

**3. 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 his/her 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 in the PPA parking lot 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:** Client can pre-pay \$100.00 (cash, agency check, or money order payable to Philadelphia Furniture Bank) to utilize our **curbside** delivery service. Furniture is normally delivered 1 to 2 days after the appointment. Unless the appointment is on a Monday in which case the furniture will be delivered Friday, Monday or Tuesday. Clients and/or Agency staff are responsible to be on site to accept the delivery and move the furniture inside the home. **We do not provide in-home delivery.**

#### 4. 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 his/her 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.**

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

- Clients can receive no-cost 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.

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- 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.
5. **Children are not allowed at 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.**