

MAKING A HOUSE A HOME FAQs

Who is eligible for Furniture Bank services?

- (1) Persons fitting the HUD Definition of Homelessness (having lived in a shelter or on the street)
- (2) Persons fleeing domestic violence
- (3) Persons with HIV/AIDS & fitting the HOPWA Income Guidelines
- (4) Persons who are living below the poverty line and facing a significant challenge which has caused a loss of furniture or an inability to afford furniture

Why do clients need a referral?

- (1) Clients must get a referral from a Furniture Bank partner agency. These partner agencies are listed under NEED FURNITURE. Using partner agencies helps ensure that clients are receiving all the different services they need (examples include education, mental health case management, and financial education) and that furniture is provided to clients that are both in need and ready to make the transition to permanent and independent housing.

Client can choose between the following two types of appointments:

- (1) Curbside Delivery (\$100 Fee): Client picks out items and the items are delivered to their curb the same day. Client is responsible for the necessary labor to move items inside their apartment/house.
- (2) In-Home Delivery In-Home Delivery (\$200): Client picks out items and the items are delivered inside their home the following day. Delivery DOES NOT include furniture set up.

What is the referral process?

- (1) Caseworkers at a partner agency complete the Furniture Bank referral forms. A completed referral includes a 4 page form, a signed client waiver, and supporting documents confirming a client's eligibility.
- (2) Completed referrals are either emailed or mailed to the Furniture Bank. Once the Furniture Bank has completed forms and payment on file we will email an appointment date to the referring caseworker.

Why is there a fee?

- (1) The Furniture Bank has found through experience that charging a small fee ensure that clients keep their appointments and that clients seeking a referral need the furniture
- (2) The delivery fee only covers a portion of the delivery costs and is a small fraction of the value of furniture provided to each household.

How long does it take to get an appointment?

- (1) Once we get a completed referral and payment for a client the Furniture Bank will email an appointment date within 3 days.
- (2) The wait time for an appointment varies anywhere from 2 weeks to 9 weeks. The Furniture Bank works to keep agencies informed of the wait time so clients are aware.

