



**Turning Empty Houses Into Homes**

# The Furniture Co-Op Handbook



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### **Vision Statement**

The Furniture Co-Op (TFC) collects useful furniture and other items and distributes them to families and individuals who have been homeless or are at risk of homelessness. In doing so, TFC solves two serious problems at once by offering a meaningful alternative through recycling and reuse of furniture and providing families who are working to rebuild their lives and establish secure and permanent homes a greater chance of success in that transition. The Co-Op is a membership driven program, much like The Diaper Bank in New Haven; it provides furniture and other items to the clients of area non-profit organizations which serve low income families and individuals. The goals are to help families achieve self-sufficiency, increase self esteem and achieve long term stability.

# Membership Summary

Each member agency is required to pay a \$250.00 annual membership fee. This entitles each agency to refer as many eligible clients as needed in a 12 month period. All families/households referred will incur a \$40.00 access fee which is payable on selection day. Each family/household is entitled to a maximum of 4 major items and 2 minor items. Please refer to TFC Referral Form for the items that are considered major and minor.

Each member agency is asked to send staff or volunteers to TFC to volunteer each month.

All member agencies **must** attend a one hour TFC member training upon enrollment into TFC. NHHR staff will visit member agencies to train any new staff after the initial training session.

There will be quarterly membership meetings to discuss TFC policies and procedures, struggles, successes, suggestions and challenges.

Agencies should promote donors to donate gently used furniture and housewares that are in good condition to TFC on an on-going basis. Your clients are counting on a warehouse that is full of quality furniture and housewares; let's make sure we can give it to them together!

Member agency staff is responsible for the following:

## **Referrals:**

- Referral form needs to be submitted, for each client, prior to visiting TFC.
- Make sure all the information is provided on the referral form is filled in and correct and legible.
- Please ensure that all necessary furniture items are listed on referral form. Clients will not be able to add additional items at selection time unless approved by case manager. Each family/household is entitled to a maximum of 4 major items and 2 minor items. Please refer to TFC Referral Form for the items that are considered major and minor.
- Make sure all clients have an appointment to visit TFC to select furniture. No clients will be admitted without an appointment.
- If any client referred does not speak English member agency staff must accompany.

## **Selection of Furniture:**

- TFC staff will contact member agency staff to confirm the scheduled date and time of selection.
- \$40 access fee must be paid prior to furniture selection.
- Furniture will only be held for 7 days. Once 7 days has passed, the furniture will be released back into general inventory.

## **Delivery:**

- TFC can help clients arrange delivery of furniture for a fee.
- Arrangements must be made at the time of selection and paid for at that time.
- If a client is not home when a delivery is made, there will not be a refund and client must schedule a new delivery date and pay an additional delivery fee.

## **Pick up:**

- Clients must have helpers to assist in the loading of the furniture and supplies for packing such as a tarp, bungee cords, rope, moving blankets, etc.

# TFC Client Eligibility

Providing furniture impacts families economically, physically and emotionally. Economically families can spend their hard earned money on other things. Physically, family members will have beds and mattresses to sleep on, a table to eat off, and a sofa to sit on. Emotionally they will have the basic needs that every family needs and wants in order to feel successful. They will have achieved this through a respectful and dignified process, which allows them to select the items they not only need, but prefer. Furniture banks across the country hold this to be true: it is the mission to maintain the dignity of the client and improve their outlook while providing necessary assistance!

The program targets families and individuals who do not have furniture and are transitioning out of homelessness; families who are homeless due to domestic violence; families reuniting through the help of The State Department of Children and Families; other very low income families and individuals struggling with disabilities.

Family size	200% Monthly income	200 % of Annual Income
1	\$1,733.33	\$20,800
2	\$2,333.33	\$28,000
3	\$2,933.33	\$35,200
4	\$3,533.33	\$42,400
5	\$4,133.33	\$49,600
6	\$4,733.33	\$56,800
7	\$5,333.33	\$64,000
8	\$5,933.33	\$71,200