



OUR MISSION

To gather good quality gently used furniture and provide it, free of charge, to those in need through our Collaborating Partner Agencies

Website > <http://killeenfurnitureforfamilies.com>

Woodrow (Woody) Hall – Executive Director (Office) 1314 Brock Drive – Killeen, Texas 76543

Email> FFF@hot.rr.com > Fax 254-781-2299 > Cell Phone> 254-702-0715

Warehouse Location > 2209 Sunny Lane - Killeen, Texas 76541

(Behind Ashley Furniture HomeStore on South W.S Young Drive)

TO: All FFF Collaborating (CPA) Partner Agencies & Caseworkers
FROM: Woody Hall - FFF Executive Director
REFERENCE: **FFF CPA "DONATION GUIDELINE" REMINDERS & UPDATES - 6-10-16**

General Information

PLEASE PASS THESE UPDATES ON TO ALL APPROVED CASEWORKER IN YOUR AGENCY!!!! Since I do not have a current email address for all of your caseworkers your assistance is very important. Everyone needs this information to insure the fastest and most accurate fulfillment of furniture requests sent to me for approval. These "REVISED" DONATION GUIDELINES WILL SOON BE PLACED ON OUR WEBSITE FOR ALL TO REVIEW.

I sincerely THANK each of you for helping us to provide a service to our community members who are in SERIOUS NEED OF BASIC FURNITURE ITEMS. As of (today) 6-10-16, I have approved furniture requests for over **4,440 needy individuals from approximately 1,600 families** since I took over as FFF Executive Director in May of 2011.

Our supply of basic furniture items still does not meet the DEMAND REQUESTED; therefore, I must **PRIORITIZE** each FFF Furniture Request Form sent to me for approval. **PRIORITY** is based on NEED, FAMILY SIZE, ADHERENCE TO OUR DONATION GUIDELINES, INFORMATION ON WHAT CAUSED THIS NEED, PLANS THE CLIENT HAS FOR INCREASING THEIR INCOME & IMPROVING THEIR LIVING CONDITIONS, AND THE COMPLETENESS & LEGIBILITY OF THE REQUEST FORM. Added information on a separate sheet for special cases is always helpful. Information left BLANK lowers the priority of a request.

In case you have not heard, we have a new supply of desks with a (lighted) hutch on top, chests, large storage cabinets with lockable doors plus 3 drawers, end tables, and lamps. If there is a need for these items, enter them under the **OTHER** category on the form.

Bedding, Dining Sets, & Baby Furniture are still the **SCARCEST** items we stock. We **DO NOT STOCK LARGE APPLICANCES** (stoves, refrigerators, washers, dryers, freezers, or large

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televisions). The few dining tables we receive as donations go the FAMILIES WITH MULTIPLE CHILDREN; therefore **I suggest you might not want to waste one of your 3 MRI choices on a dining set** for referrals with less than three children, requests desiring faster service, or for Adult Only Households. MRI items are still limited to a **MAXIMUM OF 3** and we ask that you **USE COMMON COURTESY** on the OTHER ITEMS from the far right column on the referral form. **Requests that ask for more than 3 MRI items (hoping for additional approval) actually lowers the priority and wastes staff time.**

Our warehouse staff asks that when you are completing the (Basic Items Being Requested) section of a FFF Furniture Request Form you use a number requested (1) instead of a check mark.

Furniture Donation Guidelines

All CPA Donation Guidelines (previously sent out to FFF CPA Agencies) are still in effect.

Listed below is some information that hopefully will help your requests to be APPROVED at their HIGHEST POSSIBLY PRIORITY and not be delayed "ON HOLD", or NOT BE APPROVED:

1. **ALL furniture requests** must be submitted to me on the ***"FFF Furniture Request Form - Revised 12-9-14 (wh)"***. This form can be downloaded from the Contact Us Tab of our website.
2. **Incomplete and illegible requests** along with requests from non-approved persons are placed "ON HOLD" and not worked until all FFF requirements are met.
3. **DOUBLE DIPPER & DUPLICATE REQUESTS** > Always ask the client if they have requested furniture assistance from FFF in the past. **We ATTEMPT TO HELP CLIENTS ONLY one time.** There are no "second bits at the apple". Items we do not have in stock when an order is pulled will not be allowed at a later date. **Please do not send me multiple copies of the same request, as they will likely be labeled DOUBLE DIPPERS.** Your assurance that I received a request is my confirmation fax (as long as you provide me with your working fax number) back to you within 48 hours of your sending me a request. If this confirmation fax is not received, there may have been a problem with my receiving

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the request or it could possibly be "ON HOLD" in my office until any problem areas are cleared up. These are the requests you may want to email me for a STATUS UPDATE. I will notify you immediately of any **DOUBLE DIPPER** request you submit. When a caseworker submits a "Double Dipper" request, the client is "red flagged with no service" allowed. Beware of clients trying to file under an alias (middle, single, or married) name other than what they have filed under previously. Caseworkers who continue to file "DD Requests" reflect negatively on themselves and their agency.

4. Incomplete and Illegible Request Forms - **All information is important!!** Page 1 of the request remains ONLY in my office. A copy of Page 2 along with MY APPROVAL NOTES go to the warehouse. I need all information possible to evaluate each request fairly.
5. All blanks on BOTH PAGES of the Furniture Request Form must be completed legibly including:

Client signature and contact information

Approved caseworker signature and contact information

All persons living in the household must be listed along with the requested information on each individual. Gender, race, DOB & SS# are mandatory for all adults.

The circumstances causing this need and what the client plans on doing to better their living conditions and/or income in the near future (outside public type assistance) are very important. Our goal is to provide the furniture we have to the neediest households; however, we must consider the risk of a household not being sustainable under the conditions given in the request.

The Gross Household Monthly Income of all persons living in the household is mandatory. This included child support and all other sources.

TWIN BEDS are the single most requested bedding items we offer. Many requests have to be placed ON HOLD due to them being **out of stock**. Try to work out a bedding combination that asks for no more than two twin beds; **no more than one when possible.**

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6. Asking for more than the **MAXIMUM 3 MRI** (Most Requested Items) **ITEMS** (beds, sofas, loveseats, dressers, chests, dining tables, & baby furniture) **LOWERS THE PRIORITY** of a request considerably. "OTHER ITEMS" listed on request form are not limited as long as common courtesy is observed. However, requests that ask for **MORE THAN 3 MRI ITEMS** or that **DOES NOT SHOW COMMON COUNTESY** with relation to the "OTHER ITEMS LISTED" are most often placed on the bottom of the stack of requests for that priority level by our warehouse personnel.
7. We deliver (FREE OF CHARGE courtesy Ashley Furniture HomeStores) to clients in the **Killeen, FH, HH, Cove, & Nolanville Area**. On all other approved requests, the caseworker must guarantee that transportation is available (by appointment) on the bottom of page 2 by printing YES and INITIALING.
8. Be sure to provide us with a WORKING PHONE NUMBER for each client you submit for assistance. After a couple of missed calls, non-returned calls and/or voicemails to a non-working or "out of order phone" the request will be filed as UNWORKABLE. If the client does not have a working phone, you may need to be the contact person.
9. Our turn-around time for requests that I PRIORITIZE as "FOLDER 1 - HIGH PRIORITY" is normally 2-3 weeks and most times considerably longer on other requests. This timeline is controlled by the stock we have on hand, the time our warehouse staff has to dedicate to FFF tasks (they are paid by Ashley to do commercial work and perform FFF duties as time permits), and the delivery trucks our sponsor has available to us. **Individual pickups at our warehouse (by appointment) most times will speed our services to a client; however, the client must have adequate loading manpower, furniture padding, and tie-down items with them**. The client is responsible for everything past our loading dock. Our staff cannot load or secure items picked up.
10. A client should already be living at the address we are given on the request OR a FIRM move-in date must be given.
11. Someone 18 years or older must be present during time of any furniture delivery or pickup from FFF. Missed pickup/delivery appointments are not normally re-scheduled.

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12. We do not provide baby furniture for unborn children. These items are also very limited!!
13. We do not provide furniture items for children who are not already living in the home.
14. Families with children get preference over (AOH) ADULT ONLY HOUSEHOLDS.
15. What few dining tables we receive are reserved for families with multiple children.
16. Caseworkers should discourage their clients from contacting me for an update on their request. **This is your responsibility!!** If there is a question, you should email me at (fff@hot.rr.com) for a STATUS UPDATE. **Clients who contact me directly ONLY delays the process for everyone.** I have found it works much more smoothly when you communicate with the client and I communicate with you.
17. **Very seldom do we have bunk beds or televisions in stock.** Furniture we give clients seldom matches in color or style. Clients who request only matching furniture items are not normally served.
18. Items we donate to clients ARE USED. They will show some signs of previous use but will be repaired & cleaned to the best of our ability. These items do not come with a warranty!
19. If a client you are submitting for assistance has experienced **BED BUGS or OTHER PESTS** in their households, **I NEED ASSURANCE THAT THE PROBLEM HAS BEEN SOLVED BEFORE I CAN APPROVE A FURNITURE DONATION for them.** Cases have arose where a previous on-site pest problem has been blamed on the furniture we donate. No replacements or allowances will be made in such cases. The furniture items we donate have been checked thoroughly. **CLAIMS OF "ONBOARD PEST"** in any items from FFF will be very detrimental to our continuing this service to needy families of our community.
20. If a client rejects an item delivered that was requested, normally all furniture in the order is returned to our warehouse and assigned to another client.

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21. Please encourage everyone you know to donate "good gently used furniture items" to us. Even though we do not deliver to East Bell County, we still pick up furniture donations from that area every 7-10 days, but not on a set schedule.
22. We SINCERELY APPRECIATE the great cooperation we receive from most all of our caseworkers. Working together, we can provide some increased comfort to the less fortunate families in our community by helping to assist them with something to EAT ON, SIT ON, & SLEEP ON. There is NO WAY we can provide everything a family needs. We encourage you to also seek additional assistance for your clients from other agencies.
23. MORE ITEMS versus FASTER SERVICE >>> In order to help us serve SOME clients faster, it would be HELPFUL TO HAVE A STATEMENT (somewhere on the 2 pages form) FROM THE CASEWORKER stating that IF ALL MRI ITEMS REQUESTED ARE NOT AVAILABLE, the client would prefer that we work the request ASAP with ONLY the furniture items we have in stock at the time and not wait for the others. REMEMBER that when FASTER is the wish of the client, STILL NO BACKORDERS or DO-OVERS ARE PERMITTED!! No matter what, WE NEVER GUARANTEE that all items requested will ever be included for any client request.
24. ALL REQUEST REVISIONS MUST COME TO ME FROM THE CASEWORKER, NOT THE CLIENT. If you (the caseworker) needs to REVISE A REQUEST with new phone or other important information on the client, please do so by email. **Revisions other than for a change of contact information** often times delays a request being worked.

FYI> FFF does not have an office open for public visits. Our warehouse is also CLOSED TO THE PUBLIC other than for delivery or pickup appointments. All FFF business is handled through the Executive Director by fax, phone, or emails. EMAIL is the preferred and most reliable means to contact me. Texts are not answered and voicemails are not dependable on my company phone.

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I highly discourage you from attempting to file "FFF Furniture Requests" on behalf of OTHER agencies who REFUSE TO PAY their \$100 annual due for the privilege you enjoy.

Remember, you are the advocate for your client. Feel free to add extra pages to the request if needed. Please do not enhance the truth but give me as many details surrounding each request as you know. Our donations to clients are governed by the DEMAND and the SUPPLY in our warehouse. No guarantee is made on availability of any item.

Additional information about FFF can be found on our website:

<http://www.killeenfurnitureforfamilies.com>

Info on this site is updated periodically; however, some areas may become obsolete before being revised (i.e. > The FFF Collaborating Partner Agency (CPA) Roster and other minor areas). A current FFF CPA Roster can be obtained by emailing Woody @ fff@hot.rr.com

The PRIMARY financial supporter of Furniture For Families Inc. is Sandra & Ronnie Skinner who own the **Ashley Furniture HomeStores in Killeen and Fort Hood.** I know of no better way to show your appreciation than to visit their stores when you are shopping for furniture items.

On behalf of the less fortunate families we serve, THANKS for all that you do,
Woody

Woodrow Hall - FFF (Part-Time) Executive Director

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Phone > 254-702-0715 (Normally answered 8-4 M-F - *Please do not leave voicemails or attempt texts*)

Snail Mail > 1314 Brock Drive - Killeen, Texas 76543

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