



# Collaborating Partner Agency (CPA) Donation Guidelines & Furniture For Families (FFF) Client General Information Sheet

Revised 2-4-15

**The Primary Contact Person for each Collaborating Partner Agency should explain and emphasize these guidelines and procedures to all approved caseworker within their agency. Caseworkers should keep themselves updated on these and all other FFF Donation Guidelines before attempting to complete a “FFF Furniture Request Form”**

1. Due to the our limited supply of gently used furniture items, all clients must be referred to us by one or our Collaborating Partner (CPA) Agencies who pay annual dues for the privilege of referring their very needy clients to us for free furniture assistance. A current list of approved CPA Partner Agencies can be obtained by emailing our Executive Director. The CPA Roster on our website is also updated periodically.
2. Once the CPA agency caseworker has determined that a client is qualified to be referred for furniture assistance, they, along with the client should complete the two page “FFF Furniture Request Form”. When the form is completed legibly in detail with any needed supplementary information added, it will be faxed to our Executive Director by the CPA Caseworker. The more details given on the need and how the client plans to increase their income and improve their living conditions will help the priority. Everyone living in the household and the total household income must be included. Gender, race, social security number, and DOB for all adults in the household must also be included. The FFF E.D. will research, prioritized, approved or disapprove the request. When it is approved or disapproved, he will send the caseworker a confirmation/rejection fax/email. Approved requests will be forwarded to the warehouse to be worked. Clients are served according to priority assigned and the supply of requested furniture we have on hand at the time. Families with children (especially those sleeping on the floor) get preference over all other clients.
3. In order to maintain **NORMAL OR HIGHER PRIORITY A MAXIMUM OF 3 MRI ITEMS ARE ALLOWED.** MRI Items include beds, sofas, loveseats, dining tables, chest of drawers, and dressers. Other items listed on the form are sometimes available without limit as long as digression and common courtesy is observed. Dining tables are reserved for families with multiple children. We do not provide furniture for unborn children.
4. All FFF Furniture Requests submitted for approval are **PRIORITIZED** by need, completeness, legibility, family size, and adherence to FFF Donation Guidelines. Each request must be submitted on the appropriate request form. Incomplete and illegible forms will most often not be worked.
5. We deliver the furniture we donate (free of charge) to clients in the Killeen, Harker Heights, Nolanville, Fort Hood, & Copperas Cove Area as a courtesy by **Ashley Furniture HomeStore** trucks/staff. Other approved furniture donations must be picked up at our warehouse by appointment. Each client must keep a working phone number on record with FFF in order to receive assistance. After a couple of delivery/pickup appointment calls are not returned, the request will likely be filed as unworkable. Someone 18 years or older must be at home to receive the furniture donation delivery. Donation delivers and/or pickup appointments **MISSED** will not normally be rescheduled and the request will be filed as unworkable.
6. Each CPA Agency has submitted us a list of the approved caseworkers they have given permission to file FFF Furniture Requests for their organization. Each CPA agency also has designated a Primary Contact Person who will receive periodic updates and news to be passed on to all caseworkers.
7. **WE ATTEMPT TO HELP CLIENTS ONLY ONE TIME!!** Clients who file more than one FFF Furniture Request (no matter if furniture is received or not) with the same or another CPA agency are classified as **DOUBLE DIPPERS** with no services allowed. Caseworkers who consistently submit **DOUBLE DIPPERS** requests will have their privileges closely scrutinized on future requests. Do not send **DUPLICATE REQUESTS** unless specifically directed by the Executive Director or they will be considered **DOUBLE DIPPING**. If a caseworker has a question about a request, they should email or fax Woody Hall. Clients should not call/email to ask for an update on their own request as that will often cause a further delay in service.
8. **FFF Donation Guidelines** will be revised periodically in order for us to better serve the needy clients in our community. Caseworkers are the advocate for the client and should provide as much information as possible...

**Woodrow (Woody) Hall – FFF Executive Director**

(Best method of contact is by email or fax – phone messages not always dependable)

Email > [fff@hot.rr.com](mailto:fff@hot.rr.com) – Fax > 254-781-2299 > Cell Phone > 254-702-0715 (Normally answered 9-4 M-F)

Website > <http://www.killeenfurnitureforfamilies.com>