

Schedule A -- POLICIES

1-1-2017

Client Qualification

1. Client Qualification. The Furniture Bank of Central Ohio (FBCO) serves clients that are struggling to find the means to provide furniture and household items for themselves. They are typically struggling with one or more major life crises. Below is the criteria used to determine client assistance opportunities.

Typical characteristics of clients referred to the Furniture Bank for assistance include:

- Unable to afford to purchase their own furniture (even used)
 - 80% report annual household earnings of less than \$12,000
 - 98% report annual household earnings of less than \$24,000
- Currently or recently unemployed (or under-employed), living at 100% or below government poverty levels.
- Employment challenges created by one or more of the following:
 - Single parent household with child(ren)
 - Physical disability or disease
 - Mental disability or disease
 - Criminal record or prior incarceration
 - History of substance abuse
 - Minimal job skills or training, or no longer able to work due to age
- Other life challenges with significant financial and emotional impact:
 - Previously homeless
 - Recent relocation or immigration
 - Death or divorce in the family unit
 - Children Services involvement
 - Eviction
 - Fire
 - Robbery
 - Providing financial support for extended family

It is the Agency's responsibility to evaluate its clients' circumstances and to make appointments under this Agreement only for clients who substantially meet these criteria. The case manager or sponsor is encouraged to make a home visit to verify need as part of their evaluation, unless the client is coming out of homelessness. The attached "Case Manager Assessment Form" (Exhibit E) is to be filled out by the case manager or sponsor, and provided to FBCO at the time of the client's appointment, or in advance.

- 1.1 Client Service Area. FBCO serves clients in Columbus and its contiguous suburbs within and outside the I-270 freeway (this is roughly a 16-mile radius centered at Neil Ave. and W. Fifth Ave.). See attached Service Area Map (Schedule D).
- 1.2 One-Time Only Per Client Life Crisis. Each client may use FBCO's Free Furniture Bank service only one time per life crisis, in order that FBCO may help as many people as possible with its resources. If the Agency believes that a client who has previously used FBCO's service has a new life crisis that re-qualifies the client for FBCO's service, FBCO will make every attempt to respect the Agency's evaluation of the client's circumstances and make an appointment for the client.

Client Appointments

- 2 Appointment Required. An appointment is required for every client. FBCO offers several levels of service to more appropriately match the needs and the fees with how much furniture a family needs. This progressive engagement approach for appointments are usually from 8 to 20 minutes in length and are separated into multiple appointments in a 30 minute appointment block. Clients will be served first come first served within their 30 minute block. Typically appointments are from 8:30 am through 3:30 pm Monday through Friday, except holidays.
- 2.1 Arrival Time. Case Managers and clients should arrive 15 minutes prior to the scheduled appointment block time in order to complete necessary paperwork. Clients within each block will be served on a first come first served basis.

- 2.2 Furniture to Client. FBCO gives the furniture to all clients being served on a “where is / as is” and first come first served basis. Health Risk Warranty as applicable.
- 2.3 Case Manager / Sponsor Must Accompany Client. The client’s case manager or sponsor must accompany the client to FBCO for the appointment, and remain with the client until the appointment is completed. It is the Case Manager’s / Sponsor’s responsibility to assist the client with filling out their Client Furniture Needs form and Demographic Survey form, and guide the client with furniture selection within the selected appointment time block. If the case manager cannot attend please contact FBCO to make prior arrangements through FBCO.
- 2.4 Case Management Assistance. For agencies or sponsors that choose not to attend with their client FBCO may aid/manage guiding a client through the appointment process and reserves the right to assess a fee of \$10 per client.
- 2.5 Proof of Identity. FBCO reserves the right to ask the case manager / sponsor and the client to provide proof of ID, in the form of a driver’s license or other picture ID.
- 2.6 Late Arrival. Any client arriving late for their appointment time may be required to wait for the next open appointment time slot that day to be served. All clients arriving on time will be given preference, and every attempt will be made to serve clients as close to their appointed time block as feasible. FBCO is not responsible for service delays due to circumstances beyond its control. If the client is unwilling to wait, the appointment can be re-scheduled, but the abandoned appointment will be considered as a missed/no show appointment; fees apply as outlined on Schedule B.
- 2.7 Need Assessment Form Required. The case manager or sponsor must bring or complete a “Case Manager Assessment Form” (Schedule E) for each client; signed by an authorized Agency representative, stating their furniture and household goods needs. The form is to be presented upon check-in at FBCO’s facility, or it may be sent to FBCO in advance of the appointment.
- 2.8 No Show or Last Minute Cancel. Any Client appointment cancellation must be cancelled by noon the working day prior to the appointment. Appointments not canceled and no-shows will be assessed the “No Show Fee” as outlined on Schedule B. If the sponsoring agency has prepaid their entire annual delivery fee amount, only the “No Show Fee” amount per client will be assessed.
- 2.9 Demographic Questionnaire. Each client will be asked to fill out a Demographic Questionnaire, in order that FBCO may track the characteristics of its clients from all Agencies. The questionnaire is kept anonymous, and demographic statistics are reported by FBCO only in summary form.
- 2.10 Limitation on Waiting Room Space. FBCO reserves the right to limit the number of individuals the Agency and client will be allowed to seat/keep in the waiting area to 3, when space is limited. Additional individuals will be asked / expected to wait outside in/with their vehicles. When space allows, FBCO will be happy to accommodate all individuals present.
- 2.11 Waiting Room Conduct. FBCO happily welcomes all its visitors, young and old, to its facility and waiting area. If, however, excessive noise or inappropriate behavior is present and is disruptive to FBCO’s staff or work environment, FBCO reserves the right to ask Agency and client visitors to wait outside in the parking area.
- 2.12 No Public Telephone. There is no public telephone available at FBCO for client use. Within 1 mile of FBCO’s facility, there are several public facilities that do offer pay telephones.
- 2.13 Public Restroom. There is a handicap-accessible unisex public restroom available at FBCO for client use. Within 1 mile of FBCO’s facility, there are also several public facilities that offer public restrooms.
- 2.14 First Come, First Served / No Inventory Reservation. FBCO makes donated furniture and household items available to all clients on a “first come, first served” basis. FBCO will use its best efforts to make core furniture items available each day for the Agency’s clients. However, FBCO does not guarantee the availability of any specific item on any given day, as availability is a function of incoming donations.
- 2.15 Furniture and Household Items “As Is.” FBCO will make its best efforts to insure that all items donated to FBCO are in “gently used” condition and/or in working order. However, because FBCO has to rely on the condition reported by the donor and often has no means to verify the working condition of an item, all items provided by FBCO are provided “As Is,” with no guarantee, express or implied.
- 2.16 Fair Allocation of Furniture to Clients. FBCO wants every client to have an equal opportunity to select and receive the various furniture and household items that they need. To achieve this goal, FBCO uses a “Point

System” to create a limit on the amount of furniture that each client may select and receive. A copy of the “Client Furniture Needs” form used by FBCO is attached as Schedule C. FBCO reserves the right to set limits on certain items or make exceptions to the total “points” of furniture that any client is permitted to select and take, both upward and downward, based on the client’s individual circumstances and family unit size. However, in so doing, FBCO will adhere to its goal of fairness to all clients and Agencies.

- 2.17 Reschedule Due to Lack of Furniture – If a client is unable to fill at least 50% of the core items they need due to lack of adequate supply at FBCO’s facility at the time of their appointment, FBCO will make every attempt to reschedule a new appointment for the client. If FBCO has adequate supply of the items the client needs, but the client does not select items due to personal preference, no reschedule will be allowed and the appointment will be assessed as if it were a no show.

Client Delivery Fees

- 3 Annual Prepaid Client Delivery Fees. FBCO will bill the Agency at the address above for 12-month calendar-year service periods based on the selected spending threshold for clients that the Agency will make appointments and receive services for during that period and/or at the “Minimum Prepaid Amount” as shown on Schedule B. A 6-month semi-annual billing cycle is available upon request in advance. The Schedule of Prepaid Delivery Fees based on the selected spending threshold of anticipated clients to be served is attached as Schedule B.

- 3.1 One-Time Sponsor Delivery Fee. FBCO will serve a client not sponsored by an Agency or organization with a prepaid Client Services Agreement with FBCO only if the client is sponsored by a third party, is accepted by FBCO as meeting FBCO’s need criteria as defined above, and for a One-Time Sponsor Delivery Fee as defined in Schedule B – Prepaid Delivery Fees, are payable in advance of service being scheduled.

When available furniture inventories are insufficient to serve clients from both prepaid referring agencies and one-time sponsors, prepaid referring agencies will be given preference. FBCO reserves the right to defer appointments for clients of one-time sponsors during such periods, in order to adequately serve clients of prepaid referring Agencies.

- 3.2 Out-of-Area Service Fee. FBCO may, on occasion, accept a client appointment for a client living outside the service area, as defined in 1.1 above. The sponsor or client will need to supply their own transportation to move the furniture and pay a referral fee as outlined on Schedule B.

- 3.3 Payment Terms – Delivery Fees. All balance due fees for services provided by FBCO under this Agreement that are billed to the Agency will be due no later than 30 days after the invoice date. However, the initial “Minimum Prepaid Down payment” client delivery fee will be due upon the execution of this Agreement as outlined in Schedule B. If any portion of the Fee for Delivery Service is being paid by the Client, payment will be required in advance of service being provided, in cash, money order, certified check or credit card only; if payment is in cash, correct change will be required. No personal checks will be accepted.

- 3.4 Unused Prepaid Delivery Fees. If the Agency has not used all of its anticipated prepaid delivery fees during the calendar year, FBCO will automatically carry those forward and utilization of the remaining prepaid balance will be at current delivery rates at time of service.

- 3.5 Increasing Prepaid Deliveries During the Calendar Year. If the Agency intends to refer more client families during the calendar year than were prepaid at the beginning of the year, FBCO will allow an increase in the number of deliveries based on receipt of payment for the additional deliveries. Deliveries funds greater than 16% of the amount originally prepaid would need to be negotiated depending on our ability to serve that increased amount and any increase will be billed on a “balance due” invoice payable immediately.

Delivery Services

- 4 Basic Curbside Delivery Service. FBCO’s Basic Delivery Service includes loading assistance for the client’s selected furniture and household items, delivery of the items to the curbside at a single delivery address. If the client is not home or another responsible party 18 or older to receive the items being delivered, and the delivery crew has attempted to call the client on the phone number(s) given, and has waited 10 minutes from the time of initial arrival at the delivery address, then FBCO will return the items to its facility. Re-delivery will be offered to the client no later than the following business day, provided the client/sponsor is again willing to pay the Basic Re-delivery Service Fee in advance of delivery as outlined on Schedule B.

- 4.1 Inside Delivery Service. FBCO's Inside Delivery Service includes the Basic Delivery Service, plus delivery of each item to an inside location (please check for current inside delivery days as these are not offered every day and are subject to change). FBCO reserves the right to refuse inside delivery of one or more items if, in the opinion of FBCO's employees and management, such delivery will likely damage the client's house or the item or if health risk or safety concerns are present. If inside delivery is refused or unable to be completed the curbside delivery option will be offered and, the additional inside delivery fees will be refunded by company check or credited to the account within 7 days of attempted delivery. See Schedule B.
- 4.2 Inside Delivery – Client's Dwelling Condition. FBCO cannot be responsible for the condition of the client's dwelling at the time of arrival at the dwelling for inside delivery, and FBCO cannot be responsible for damage that may occur to the client's dwelling during inside delivery that is the result of the inadequate condition of the dwelling for accepting heavy or large furniture items.
- 4.3 Inside Delivery – Safety of Client's Home Environment. FBCO reserves the right to refuse inside delivery if, in the opinion of FBCO's employee(s) and/or management, such delivery will be unsafe to the personnel performing the delivery. Such situations would include unrestrained pets, visible firearms, visible drug paraphernalia, occupant intoxication, insect infestation, domestic violence, filthy or overcrowded conditions, etc.
- 4.4 Inside Delivery – No Furniture Setup / Assembly / Re-positioning. The Inside Delivery Service and fee do NOT include the setup or assembly of any of the items being delivered. Additionally, the Inside Delivery Service does not include re-positioning of furniture items once they are placed, or the moving of client's existing furniture or household items to make room for items being delivered. The initial and only placement of the item will be based on the client's direction at the time of delivery.
- 4.5 Delivery Timing. Whenever possible, FBCO will deliver the clients items on the same day as the client's appointment and visit to FBCO, but in no case will it be later than 24 hours after the client's appointment.
- 4.6 Fees for Delivery Services. The Schedule of Delivery Service Fees is attached as Schedule B. Whenever the average U.S. Midwest retail price of diesel fuel rises above \$4.00 per gallon, FBCO reserves the right to impose a fuel surcharge of \$5.00 per delivery, within 15 calendar days. When the average U.S. Midwest retail price of diesel fuel drops below \$4.00 again, the fuel surcharge will be removed within 15 calendar days.

Miscellaneous

- 5 Right to Cancel. FBCO reserves the right to cancel this Client Service Agreement without notice or refund if the Agency has failed to properly qualify clients and failed to correct its practices after written request from FBCO to do so.
- 5.1 Policies Apply To All Client Deliveries. The Furniture Bank policies stated here apply to all client deliveries and service appointments. This includes both agencies and organizations engaged in prepaid Client Delivery Agreements and agencies or sponsors paying a delivery fee at the time of service.
- 5.3 Privacy of Information. FBCO respects the privacy rights of the Agency and its clients, and will provide private client information pertaining to the Agency's clients or the services provided to the clients only to an authorized representative of the Agency upon request.
- 5.4 Client Usage Reporting. FBCO keeps detailed records of all client appointments, including each client's responses to our demographic survey and a list of the furniture and household items given to each client. FBCO will provide each Agency with a Client Delivery Agreement a monthly recap of all clients referred by the Agency and served by FBCO, as well as any client appointment no-shows or last minute cancellations that were charged the "No-Show Fee" to the Agency. FBCO will be happy to provide this information to the Agency, at other times, upon request.