

Bridging AZ Furniture Program FAQ's

1. How do I get furniture from the Furniture Bank?
 - Bridging AZ is restricted from offering our services to the general public and only works with social services agencies and churches who agree to qualify individuals and families in need.
2. What if I do not have a caseworker?
 - If you do not have a caseworker contact Community Information and Referral (dial 211 on any phone) or search [AZ211](#) on a computer.
3. I work for a social service agency, how do I get furniture for my clients?
 - Furniture is only distributed through appointments.
4. How does an agency get appointments?
 - Appointment slots can be purchased [online](#) for \$25 each. Please note: You must use your official email address (...@ name of company) to purchase slots or make appointments. If we do not recognize your company we may ask for a copy of your 501(c)(3).
5. Why is there a fee for appointment slots?
 - This nominal fee is the best way for your agency to demonstrate that you value the quality of life of your clients by helping them furnish a comfortable home. The appointment fee constitutes less than 2% of Bridging's annual budget.
6. If my agency cannot pay for the appointment slot can the client pay?
 - The appointment fee was developed to validate that social service agencies (and caseworkers) value Bridging's services. This is not a fee that was intended to be passed on to your client. Try to find a church or a 3rd party to pay for the appointment.
7. Who manages the appointment slots for my agency?
 - The person who fills out [this](#) form to purchase the appointment slot(s) will be the agency contact for those appointments.
8. How do I know if my agency has appointments available?
 - If your agency appointments available for any caseworker to use there will be a contact link on our [website](#) your agencies contact persons email.
9. Why is an appointment called an Appointment Slot?
 - All appointments are scheduled for one hour intervals. The appointment time you select will have a ½ hour window- 15 minutes before your appointment time to 15 minutes after. If the person picking up furniture fails to show within that timeframe, your agency loses that appointment slot, and the appointment slot fee.

10. Can 2 or 3 clients share an appointment slot?
 - No, appointments are one slot per client.
11. What days are available to schedule appointments?
 - Appointment slots are available on Friday and Saturday.
12. If our agency purchases 10 Appointment slots, how long are they good for?
 - Appointment Slots never expire
13. How do I request furniture?
 - Upon verification that payment has been received from your agency, the person who filled out the appointment slot form will be contacted. A Furniture Request Form ([example](#)) will be sent to them.
14. Is there a cost for the furniture?
 - Yes, \$5 -\$10 per furniture item.
15. Who pays for the furniture?
 - The referring agency or caseworker determines who pays, it is customary for the client to pay.
16. Why do clients have to pay for furniture?
 - Purchasing furniture is considered a milestone in a family's start towards a new life, and Bridging is honored to provide this opportunity at such a low cost. Through case worker and agency surveys, a \$10 handling fee per major piece of furniture (Couch, dresser, Mattress, Kitchen Table and \$5 for a chair, nightstand, end table) was determined to be fair and reasonable cost for the service Bridging provides. The per item charge is considered basically a handling fee.
17. I thought Bridging AZ was a nonprofit- why are you charging anything?
 - Bridging AZ is a grassroots community run nonprofit, because we do not receive government subsidies we must receive 100% of our operating expenses (the cost of rent, trucks, gas, insurance, utilities, salaries...) through community support. The cost to Bridging is over \$800 to provide enough furniture for a household. Agencies *and* clients are asked to pay a small amount for us to continue this service.
18. What is considered a major piece of furniture?
 - Bridging considers a major piece of furniture as: a couch, kitchen table & 2 chairs, mattress, TV, dresser...furniture is based on availability.
19. Is the furniture Bridging makes available to clients new?
 - No, all furniture is used. Bridging receives donations from our community. Sources include hotels, retail stores and private homes. Bridging accepts only furniture that is safe, practical and in good or better condition.

20. What about Bedbugs?

- [Steri-Fab](#) is used to treat all beds. Once the bed is inspected and deemed usable, it is treated with Steri-Fab to disinfect it, then wrapped in plastic to prevent any contamination.

21. Is a home visit necessary?

- Yes, to verify need and to ensure a client has space for items they are requesting.

22. Who picks out the furniture?

- Clients are allowed to pick out the furniture *only* if they are accompanied by their caseworker. If it is more convenient for a client, their Caseworker or Bridging can pick out furniture for them. Arrangement for delivery must be made prior to a client picking out furniture. Note: Only 2 people are allowed in the warehouse at a time (caseworker and 1 client).

23. Who delivers the furniture?

- Bridging AZ does not offer delivery service; the client or agency must provide transportation to move the furniture. Local churches are a great community resource for help. All items must be removed at the conclusion of the appointment. *Nothing* will be held. Please make certain adequate and reliable transportation is arranged *prior* to an appointment.

24. What about other types of items?

- Bridging distributes household goods, furniture and other items (30,000 – 50,000 items per year) to caseworkers and employees only of social service agencies through our [Hope Chest](#) program. There is never a fee to receive items through the Hope Chest.