

FLOURISH

WELCOME!



FLOURISH

FURNISHINGS

11971 Grandview Rd, Grandview, MO 64030

816-946-8600

flourishfurnishing.com

Our History

- Flourish Furnishings was founded in 2009 as “My Father’s House,” a ministry of United Methodist Church of the Resurrection.
- The founder, a former HUD employee, recognized that many people were living in unfurnished houses and began collecting donated furniture and home goods to serve as a community resource.
- We developed community partnerships and a dedicated volunteer base, allowing us to serve more and more clients each year.

Where We Are Today

- 501(c3) in 2020
- 760 families and almost 2000 individuals served in 2021, half of those children.
- We distributed 30,000 total items, diverting over 200 tons from landfills in 2021.
- Clients: domestic violence survivors, refugees, veterans, and more.
- And...

Flourish Furnishings is now...



FLOURISH
FURNITURE BANK

Collaboration

- Our ~70 agency partners are essential to what we do.
- As collaborators, we value the unique mission of each organization and understand that each client is different.
- We provide whole-house home furnishings to assist with each person's transition to a new home.



ReDiscover
Help, Hope, Healing



CORNERSTONES
OF CARE





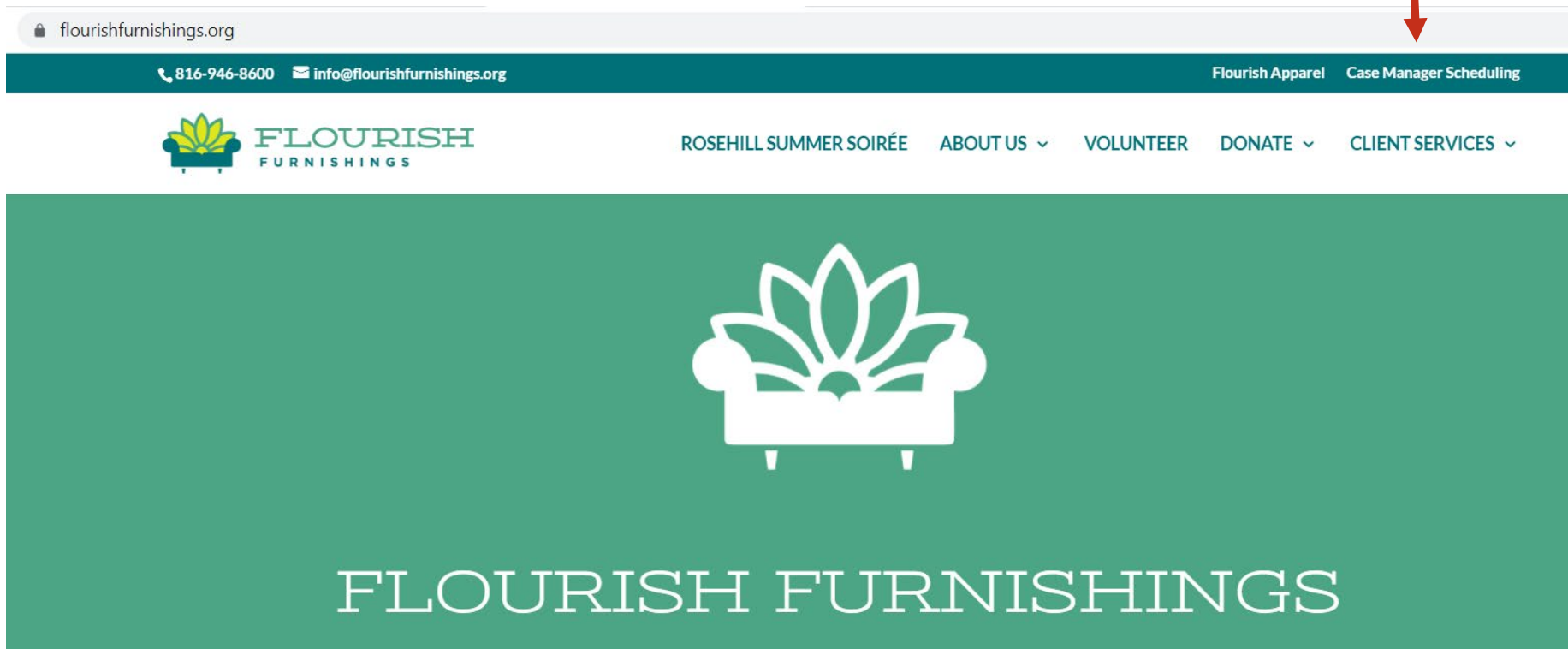
FLOURISH
FURNITURE BANK

2 WAYS TO ACCESS REFERRALS:

1

WWW.FLOURISHFURNISHINGS.ORG/REFERRAL

2





Email Address / Login ID

Password

CLICK HERE TO LOGIN

FORGOT YOUR LOGIN ID AND/OR PASSWORD?

Welcome to the Furnishings Referral registration system!

Things about our registration system you need to know:

It has a **CART** that holds all the individual referrals for your clients until you are ready to **CHECKOUT**. This feature allows you to complete referrals for multiple clients before checking out.

If this is a **NEW client**:

- Click MY ACCOUNT (menu bar at top of page); names of clients you have referred before will be listed
- Scroll to the bottom of the page and click ADD ANOTHER PERSON TO YOUR ACCOUNT
- Enter your client's first and last name; remaining fields default to your agency info
- Scroll to the bottom and click SAVE CHANGES AND CREATE ACCOUNT
- Verify the new client appears in the list of Registrants Assigned to Your Account
- Click LISTING OF EVENTS (menu bar at top of the page)
- Click the link for the month you wish to refer in **Upcoming Events** section (lower part of this page)
- Click the SUBMIT REFERRAL button when you're ready to begin registering the client
- Names of clients on your account will be listed
- Click REGISTER on the row with the client's name
- Complete and submit the referral form
- If you need to refer an additional client, choose the option to register another client
- After you have submitted the referral for the last client, choose the option to CHECKOUT

If you have referred this client before:

- Click the link for the month you wish to refer in **Upcoming Events** section (lower part of this page)
- Click the SUBMIT REFERRAL button when you're ready to begin registering the client
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To **CANCEL** or **EDIT** a client's appointment:

- Click MY ACCOUNT (menu bar at top of page)
- Select REGISTRATIONS from the drop down under ACCOUNT VIEW
- Click either EDIT or CANCEL to make the desired change

Registration is a 2-step process:

1. Add a new person to your "account"
2. Register that person for the "event"

Account View: Account Information

REGISTRANTS ASSIGNED TO YOUR ACCOUNT

Options	Name	Email	Status
Edit	client 1	michelle.vanpelt@cor.org	ACTIVE
Edit	jane doe	michelle.vanpelt@cor.org	ACTIVE
Edit	joe doe	michelle.vanpelt@cor.org	ACTIVE
Edit	Tess Harris	tayleonie@yahoo.com	ACTIVE
Edit	paula house	michelle.vanpelt@cor.org	ACTIVE
Edit	mvp mvp	michelle.vanpelt@cor.org	ACTIVE
Edit	Cherice Prado	penny.elliwood@cor.org	ACTIVE
Edit	hello test	michelle.vanpelt@cor.org	ACTIVE
Edit	Missy Test	michelle.vanpelt@cor.org	ACTIVE
Edit	Test Test	michelle.vanpelt@cor.org	ACTIVE
Edit	test2 test2	michelle.vanpelt@cor.org	ACTIVE
Edit	alex van pelt	michelle.vanpelt@cor.org	ACTIVE
Edit	Michelle Van Pelt (Account Owner)	michelle.vanpelt@cor.org	ACTIVE
Edit	michelle warntjes	michelle.vanpelt@cor.org	ACTIVE

[ADD ANOTHER PERSON TO YOUR ACCOUNT](#)[REGISTRATION SUMMARY REPORT](#)

The email address should be the case worker's work email address.

A case worker's clients will be automatically added under the case worker's primary account when the client is registered for the first time.

* First Name

* Last Name

Email Address

michelle.vanpelt@cor.org

* Phone Number

913-232-4116

* Address

13720 Roe Ave

Address Line 2

* City

Leawood

* State

KS

* Zip Code

66224

SAVE CHANGES AND CREATE ACCOUNT

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If you have questions about your registration logon, please email [Michelle Van Pelt](#).

Month	Date	Upcoming Event
October	10/31/2021 12:15 AM	October 2021 Flourish Furnishings Community Partner Referral Case Worker client referral for furnishings appointments. REGISTER NOW
November	11/30/2021 12:15 AM	November 2021 Flourish Furnishings Community Partner Referral Case Worker client referral for furnishings appointments. REGISTER NOW
January	1/1/2022	Flourish Group Volunteer Request REGISTER NOW

September 2021 Flourish Furnishings Community Partner Referral

DETAILS

There are 3 different types of appointments to choose from: Preference Sheet only, Virtual, or In-Person (all require submission of [Shopping Preference Sheet](#) 48 hours in advance)

- 1. Preference Sheet Shopping:** these appointments allow our personal shoppers to make all shopping preferences based on the completed preference sheet and will pick up at the specified time.
- 2. Virtual Appointment:** our personal shoppers will connect with the client via zoom (link sent right at appointment time, no earlier) to conduct the appointment. The client will need to be *on site* and ready to pick up selections the day and time of the scheduled appointment. If the vehicle isn't there we will not be able to shop.
- 3. In Person Appointment:** our personal shopper will call for the client to enter the building at the scheduled time. The client should have their transportation on site for immediate loading. If the vehicle isn't there we will not be able to have them shop.

- Only the client will be allowed into the facility, all family or friends are asked to remain in the vehicle. We'll ask for their checklist & ID upon entry. (Facility will not be available to anyone other than the client. Anyone waiting in vehicles with them will not have access to the building.)

Flourish Furnishings adheres to all governmental regulations regarding COVID protocols.

Please print and review the 'What Clients are Offered' sheet as well as the 'Client Checklist' prior to scheduling.

[Click here to open FLOURISH CLIENT CHECKLIST.pdf](#)



[Click here to open WHAT CLIENTS ARE OFFERED AT FLOURISH.pdf](#)



[Click here to open Shopping Preference Sheet](#)



Please note appointments more than 15 min. late may be forfeited.

By submitting a referral application I agree to the following: My client and/or agency hereby indemnify, defend and hold harmless Flourish Furnishings from any and all liabilities for the quality and/or safety of the furnishings and materials received as donations or purchased by Flourish Furnishings to clients of partner agencies, and the partner agencies hereby forever release and discharge Flourish Furnishings, employees and volunteers from any and all claims for any losses, damages or future damages, however of the quality and/or safety of products obtained through Flourish Furnishings.

CLIENT REFERRAL

SUBMIT REFERRAL

LOCATION

Flourish Furnishings

11971 Grandview
Grandview, MO 64030



(South side of building facing the Fireworks building)

CONTACT

CLIENT CHECKLIST

IMPORTANT:

Please initial each item indicating acceptance and understanding.

Sign at the bottom and bring to your appointment.

1. I understand that my shopping appointment is on ____/____/____ at ____ (am). IF I CANNOT make it to the appointment at the scheduled time I must notify my caseworker at least 24 hours prior (before 10am the day before) to reschedule or there will be a **\$25 no show fee** assessed. _____
2. I am responsible for securing a vehicle large enough to pick up my items. I must arrive/check in with that vehicle or my appointment will be forfeited and at \$25 no show fee may be incurred. _____
3. If I do not pick up my furniture the day of my appointment, I will lose claim to it. _____
4. It is recommended to bring others (NO MORE THAN 2) to help load and secure items in my vehicle. I understand they will not be allowed on the shopping floor. _____
5. I have received a map (and/or) directions to the Furnishings Ministry from my case worker. _____
6. I must bring a picture ID to my appointment at the Furnishings Ministry. _____
7. I understand furniture & household items available are used/donated. _____
8. I understand the items offered to me are not to be used for barter, trade or resale. _____
9. I understand that Flourish Furnishings does not guarantee condition or quantity of any specific item when I shop. I cannot hold them liable for any real or perceived issues with the items I receive. _____
10. The shopping appointment is for me alone. _____
11. There is no use of cell phones while on the shopping floor. _____

appointment. Flourish Furnishings **does not** have childcare facilities and children are not allowed in the shopping area. _____

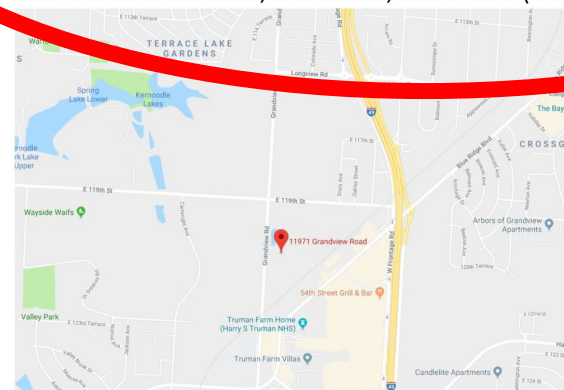
13. I will be accompanied through the warehouse by a Flourish Furnishings volunteer for my appointment. The personal shopper will guide me through the process and communicate the guidelines for what is available to me based on availability at the time of shopping. No one else is allowed on the shopping floor. _____

X _____
(Client Signature) (Date)

X _____
(Client Name Printed)

X _____
(Case Worker Printed Name) (Agency)

Flourish Furnishings Client Services Number 816-946-8600
11971 Grandview Road, Grandview, MO 64030 (Entrance is South/Dock side of the building)



WHAT CLIENTS ARE OFFERED

All items are donated and made available to clients based on household size and inventory at time of appointment. Unfortunately, we cannot guarantee selections.

Used Mattress/Box Spring/Bedframe	HH 1-2: 1 bed HH 3-5: 2 beds HH 6+: 3 beds
Upholstered Seating Sofas, loveseats & chairs (restrictions may apply)	HH 1-4: Seating for 4, any combo HH 5+ Seating per # in HH, any combo
Dresser	HH 1-6: 1 dresser HH 7+: 2 dressers
Kitchen Table	1 per HH (<i>size based on HH</i>)
Kitchen Chairs	2 min up to HH size
Wood Furniture	HH 1-4: 2 pieces HH 5+: 3 pieces
Lamps	2 per HH
Small Appliances	2 per HH
Dishware Pack	HH 1-2: Set for 2 HH 3+: Set for 4
Cookware	2 pieces
Bakeware	2 pieces
Kitchen Essentials Pack	1 pack per HH
Linens	Sheets: 1 set per person in HH Blankets: 1 per person in HH Pillows: 1 per person in HH Towels: 1 Per person in HH
Mirrors & Art	Based on availability
Rugs	Based on availability
TV or Microwave	Based on availability



SHOPPING PREFERENCE SHEET

Client Name: _____ **Appointment Date:** _____
Client Phone Number: _____ **Appointment Time:** _____
Client Email: _____ **Case Manager:** _____

Please check or highlight the type of appointment you scheduled:

- ☐ Shop for me exclusively using this preference sheet (no zoom required)
☐ Shop virtually using Zoom along with this preference sheet
☐ Shop in person along with this preference sheet

Filling out the information below will help shoppers **meet your personal needs** so your living space feels like home. What you will receive depends on the size of your household and the current availability of items in our warehouse. Flourish Furnishings stock varies on a daily basis and **we may not be able to meet your exact specifications**. The more complete the sheet, the better shopping experience will be.

Household How many people are in your household? _____

Adults How many adults are in your household? _____

Children younger than 18: _____ **(please note:** We do not provide baby/toddler equipment or furniture, but this information may help us find bedding/towels/throws/miscellaneous items that the children might like.)

Age

_____	Favorite color: _____
_____	Favorite color: _____
_____	Favorite color: _____
_____	Favorite color: _____
_____	Favorite color: _____
_____	Favorite color: _____

Your Home

Check the applicable description.

- ☐ Studio Apartment
☐ Apartment, 1 bedroom
☐ Apartment, 2 bedrooms
☐ Mobile Home
☐ House, Small 1-2 bedrooms
☐ House, Larger 3+ bedrooms

Other: _____

Household Goods

Check *everything* that you could use. You will receive household items based on Flourish inventory.

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Kitchen tools | <input type="checkbox"/> Bath towel set | <input type="checkbox"/> Sheet Set | <input type="checkbox"/> Dish towels |
| <input type="checkbox"/> Bake ware | <input type="checkbox"/> Bath trashcan | <input type="checkbox"/> Pillow | <input type="checkbox"/> Laundry basket |
| <input type="checkbox"/> Pots & Pans | <input type="checkbox"/> Shower curtain | <input type="checkbox"/> Blanket/ bedspread | |
| <input type="checkbox"/> Tupperware | <input type="checkbox"/> Bath rug | <input type="checkbox"/> Alarm clock | <input type="checkbox"/> Cleaning supplies |

Additional Color/ Pattern Preferences: _____

Lamps

We offer each household two lamps. Write the number of each you would like.

- ☐ Table Lamp ☐ Floor Lamp

TV or Microwave

We offer a TV *OR* microwave if available. You may choose one.

- ☐ TV ☐ Microwave

Dish Packs

Each household receives a dish pack set size matching your household. Dish packs include dinner & salad plates, bowls, coffee cups or mugs, silverware, knife, placemats or tablecloth with napkins, salt & pepper shakers and serving bowl or platter. Please provide color/style preference: _____

Rugs

Rate your choices below. Put a "1" in front of your first choice, a "2" for your second choice, and so on through "4". You will receive 1 rug if available.

- ☐ Large area rug. *Specify maximum size:* _____
☐ Small kitchen/entry rug
☐ Small area rug
☐ Hall runner

Home Decor

Home décor items vary each day. Indicate if you are interested in the following items.

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> Silk plants | <input type="checkbox"/> Candles/holders | <input type="checkbox"/> Flower Vases | <input type="checkbox"/> Serving dishes |
| <input type="checkbox"/> Baskets | <input type="checkbox"/> Decorative plates | <input type="checkbox"/> Water Bottles | <input type="checkbox"/> Coffee Mugs |
| <input type="checkbox"/> Suitcases | <input type="checkbox"/> Seasonal Items | <input type="checkbox"/> Picture Frames | <input type="checkbox"/> Extension Cords |
| <input type="checkbox"/> Infant Items | <input type="checkbox"/> Hardware Tools | <input type="checkbox"/> Reusable Bags | <input type="checkbox"/> Backpacks |
| <input type="checkbox"/> Decorative Pillow | <input type="checkbox"/> Storage container | <input type="checkbox"/> Shoe Rack | <input type="checkbox"/> Clothing rack |
| <input type="checkbox"/> Additional chair | | | |

November 2022 Flourish Furnishings Community Partner Referral

DETAILS

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- 2. Virtual Appointment:** our personal shoppers will connect with the client via zoom (link sent right at appointment time, no earlier) to conduct the appointment. The client will need to be *on site* and ready to pick up selections the day and time of the scheduled appointment. If the vehicle isn't there we will not be able to shop.
- 3. In Person Appointment:** our personal shopper will call for the client to enter the building at the scheduled time. The client should have their transportation on site for immediate loading. If the vehicle isn't there we will not be able to have them shop.

CLIENT REFERRAL

CREATE REFERRAL


LOCATION

Flourish Furnishings

11971 Grandview
Grandview, MO 64030, Suite A

aniet s moving

reg.learningstream.com/cart/cart_registrant_select.aspx



Welcome: Michelle Van Pelt

Listing of Events

Pending Registrations: 0

My Account

Logout

Options	Name	Status
<div>Register</div>	client 1	Eligible
<div>Register</div>	jane doe	Eligible
<div>Register</div>	joe doe	Eligible
<div>Register</div>	Tess Harris	Eligible
<div>Register</div>	paula house	Eligible
<div>Register</div>	mvp mvp	Eligible
<div>Register</div>	Cherice Prado	Eligible
<div>Register</div>	hello test	Eligible
<div>Register</div>	Missy Test	Eligible
<div>Register</div>	Test Test	Eligible
<div>Register</div>	test2 test2	Eligible
<div>Register</div>	alex van pelt	Eligible
<div>Register</div>	Michelle Van Pelt	Eligible
<div>Register</div>	michelle warntjes	Eligible

Type here to search

9:03 AM

12/31/2019

November 2022 Flourish Furnishings Community Partner Referral

We offer 3 types of appointments: ShopForMe, Virtual, and In-Person.

If your desired date is full, you may have to select another date. (Only available appointments in each type will display.) If there are not appointments available in the current month you may have to register for the following month, or check back in the day before to see if there have been any cancellations.

ALL types of appointments require a completed "preference sheet" . Please download the document from here and complete with your client when scheduling the appointment. Completed sheet must be returned via email to clientservices@flourishfurnishings.org. (we must have this 48 hours in advance).

ShopForMe (PREFERENCE SHEET ONLY): Our personal shoppers will select items exclusively based on the household size and completed preference sheet. Your client will not have a zoom nor in person appointment time. Please note all appointments assume the same pick up date/time unless expressly stated.

VIRTUAL SHOPPING: Your client must be on site *with adequate transportation* at the time of the scheduled appointment. We'll need an active email to extend them a zoom invitation at that time (not before). During the virtual shopping experience your client will be able to make personal selections for larger items such as upholstery and wood pieces, as well as discuss needs for smaller items from the preference sheet. Please note all appointments assume the same pick up date/time unless expressly stated. A Zoom link will be sent at the time of the appointment to the email on file. PLEASE only select this option if your client needs a virtual appointment. These slots are reserved for those who cannot come inside.

IN-PERSON SHOPPING: Your client will remain in their vehicle until called from the front desk. Only the client (and case manager if applicable) will be allowed to enter the facility. Other family members are not allowed. Upon completion of shopping we ask they return to their vehicle until we are ready to load them. Please note all appointments assume the same pick up date/time unless expressly stated.

***If the client misses any appointment a fee will be charged in addition to the appointment fee. Please be sure the client is prepared with an properly-sized truck and is on time for that pick-up appointment. A no-show fee may be charged if the client is more than 30 min late, doesn't have adequate transportation, or misses the appointment.*

[Click here to open Shopping Preference Sheet](#)

*Are you a mental health partner agency referring a client?

No

*Referring Partner (Your Agency Name):

Academy of Addiction Services

*My client is selecting the following type of appointment:

Shop for my client exclusively using the Preference Sheet

*ShopForMe (Preference Sheet Shopping: We Shop For You):

REFERRING PARTNER & SCHEDULING INFORMATION

*Case Worker First Name:

Rich

*Case Worker Last Name:

Appointment Types

In-Person Shopping - In-person appointments are preferred, as we want everyone to personally choose their furnishings. Our volunteers greet clients in the parking lot, assist with furniture selection in the warehouse, then load furniture and other items onto the client's truck.

Virtual Shopping - Your client will come to the warehouse at a scheduled time with their transportation. We will send a Zoom link, and one of our personal shoppers will give a video tour of the warehouse for clients to choose large furniture items. Smaller household items are selected based on the Preference Sheet. Volunteers will then load selections onto the client's truck.

ShopForMe (Preference Sheet Only Shopping) - Our personal shoppers will select items exclusively based on the household size and completed preference sheet. Your client will schedule a time to pick-up their furnishings after they have been selected.

September 2021 Flourish Furnishings Community Partner Referral



What if I don't see my agency?



***Referring Partner:**

Academy of Addiction Services
 Avenue of Life
 Brothers in Blue
 Care Beyond the Boulevard
 Catholic Charities St Joe-Veterans Services Division
 City Union Mission
 Colonial Presbyterian Church
 Communities Services League
 Community Linc
 COR-Con Care
 COR-Missions
 Cornerstones of Care
 Cross Lines Community Outreach
 Healing House
 Heartland RADAC
 Hillcrest Hope
 Hillcrest Transitional Housing of Mid America
 Hope House
 Housing Authority of KCMO

Virtual, and In Person.
 available appointments
 the current month you
 before to see if there

ad the document from here
 must be returned via email
 or the appointment may be

clusively based on the
 or in person appointment
 ssly stated
 at the time of the scheduled
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**If the client misses the virtual appointment (or pick up from preference sheet appointment) a no-show fee will be charged just as a no show for an in person appointment. Please be sure the client is prepared with an adequate size truck and is on time for that pick up appointment. A no-show fee will be charged if the client is more than 30 min late, doesn't have adequate transportation, or misses the appointment.*

[Click here to open Shopping Preference Sheet](#)

*My client is selecting the following type of appointment:

REFERRING PARTNER & SCHEDULING INFORMATION

*Case Worker First Name:

*Case Worker Last Name:

*Case Worker Cell Phone Number:

shopping experience your client will be able to make personal selections for larger items such as upholstery and wood pieces, as well as discuss needs for smaller items from the preference sheet. Please note all appointments assume the same pick up date/time unless expressly stated. A Zoom link will be sent at the time of the appointment to the email on file.

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[Click here to open Shopping Preference Sheet](#)

*Are you a mental health partner agency referring a client?

▼

01/04/2022 (Tues) 10:30 am
01/04/2022 (Tues) 11:00 am AVENUE OF LIFE ONLY
01/06/2022 (Thurs) 09:30 am
01/06/2022 (Thurs) 11:00 am
01/11/2022 (Tues) 09:15 am
01/11/2022 (Tues) 10:00 am
01/27/2022(Thurs) 09:30 am
01/29/2022 (Sat) 09:15 am
01/29/2022 (Sat) 09:45 am
01/29/2022 (Sat) 10:15 am
01/29/2022 (Sat) 10:45 am

▼

REFERRING PARTNER & SCHEDULING INFORMATION

*Case Worker First Name:

But there is ONE more step to finalize the referral...Submit registration and THEN checkout...see next slide

- ☐ Yes
- ☐ No

***Does your client currently have health insurance?**

- ☐ No
- ☐ Yes, Medicaid
- ☐ Yes, Medicare
- ☐ Yes, Private Insurance
- ☐ Yes, Other

***Reason for Referral:**

Disability

***Client Checklist Complete (Client must bring to the appointment):**

Yes

***I understand there is a fee that will be charged for this referral. I further accept that the appointment fee will still be charged if appointment is missed unless cancelled through the booking system (not by phone or email) no later than 24 hours before the appointment. :**

- ☐ Yes

TRANSPORTATION NOTE:

Please bring a vehicle large enough for the family size (pickups and SUV's are not big enough). Any items that do not fit into the vehicle will be forfeited. Please be sure to discuss transportation prior to completing the referral to make sure they are able to get a UHAUL/box truck-type vehicle. It should be booked BEFORE the day of the appointment to ensure availability. Any vehicle used for transportation should be cleaned of all debris prior to arrival and ready to be used for all furniture and household items. Truck beds and trailers with debris may be turned away. Please note the showroom and warehouse is neither air-conditioned nor heated. We want to be sure your clients come prepared.

SUBMIT REGISTRATION

CANCEL



FLOURISH
FURNISHINGS

Welcome: Michelle Van Pelt | [Listing of Events](#) | [View Cart](#) | [Checkout](#) | [Pending Registrations: 1](#) | [My Account](#) | [Logout](#)

YOU MUST **CHECKOUT** WHEN FINISHED TO CONFIRM REGISTRATIONS IN YOUR CART. IF YOU DO NOT CHECKOUT WITHIN TWO HOURS, YOUR REGISTRATIONS WILL BE CANCELLED.

Options	Name	Events	Status	Balance
Edit Cancel	Joe Smith	5/31/2020 - MAY 2020 Flourish Furnishings Community Partner Referral	Pending - Confirmed	\$0.00
				Balance Due: \$0.00

[CLICK HERE TO CHECKOUT NOW](#)

[REGISTER ANOTHER FOR SAME MONTH](#)

[SEE THE EVENT LISTING](#)

Thank you!

Date	Description	Event	Status
11/9/2022	Registration - Nov Test	11/30/2022 - November 2022 Flourish Furnishings Community Partner Referral	Confirmed

FEES: Your organization will be invoiced monthly, net 30 days.

There is a \$100 per client referral fee (\$75 if only 1 or 2 in family)

Appointment fee is incurred if you DO NOT cancel your client's appointment no later than 24 hours of appointment time. Cancellation must be via the referral system (email or VM does not officially cancel your registration).

A second referral fee will be charge for another appointment.

Under no circumstances should you ask your client to pay us directly. Our partnership is with you, not the client.



Email confirmation
will be sent along
with links to
documents, the
registration and
address

Confirmation Email

Your Flourish Furnishings appointment has been confirmed:



Flourish Furnishings (reply to: clientservices@flourishfurnishings.org) <ChurchofTheResurrection@learning-stream.com>
To Rich Shockey



FLOURISH
FURNISHINGS

DO NOT REPLY TO THIS EMAIL

Name: Nov Test

ON: 11/03/2022 (Thurs) 10:00 am

1. ALL APPOINTMENTS REQUIRE COMPLETION OF CLIENT'S [Shopping Preference Sheet](#) TO BE SENT TO CLIENTSERVICES@FLOURISHFURNISHINGS.ORG NO LESS THAN 48 HOURS PRIOR TO SCHEDULED APPOINTMENT.
2. FOR VIRTUAL APPOINTMENTS WE NEED A VALID EMAIL TO USE FOR THE CLIENT TO INVITE THEM TO THEIR ZOOM UPON ARRIVAL. CLIENT SHOULD BE PREPARED WITH ZOOM LOADED ON THEIR DEVICE BEFORE ARRIVAL.
3. UNLESS APPOINTMENT SPECIFIES A SEPARATE PICK UP TIME THEY SHOULD PLAN TO BE ON-SITE IN THE PARKING LOT AT THE SCHEDULED APPOINTMENT TIME.
4. ShopForMe (PREFERENCE SHEET ONLY APPOINTMENTS) MUST ARRIVE AT SCHEDULED TIME FOR LOAD/PICK UP OF SELECTED ITEMS

Reminders:

1. Client should arrive 15 min prior to appointment time for check in.
2. Client must bring a copy of the signed checklist with them to the appointment. (this includes map)
[Click here to open FLOURISH CLIENT CHECKLIST](#)
3. Click [here](#) for driving directions
4. Client must make appropriate transportation arrangements for their selections. U-Haul sized vehicles are recommended. *Items not picked up and loaded by noon on the day of the appointment may be forfeited and restocked.* PICKUP TIME FOR WHOLE HOME FURNISHINGS!

Ignore the date if
wrong!

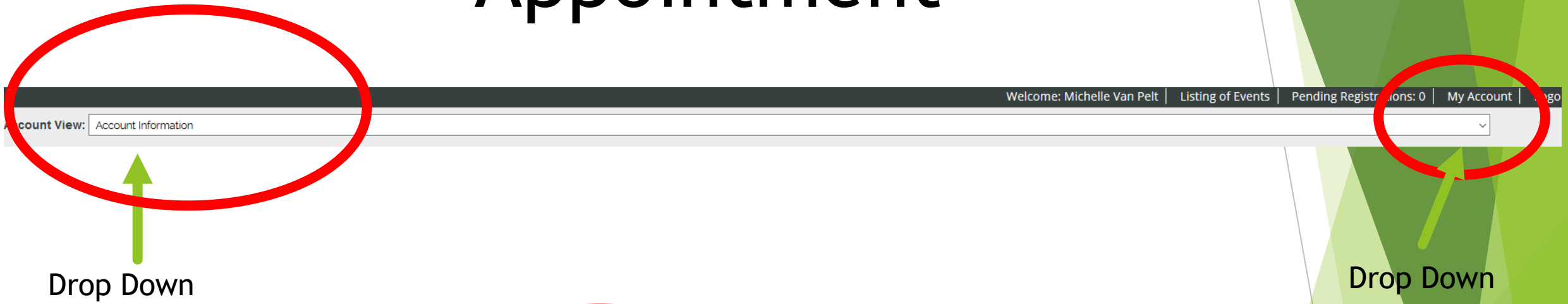
IF YOU DON'T
have your email
confirmation

Go to
MY ACCOUNT

Appointment Reminders

- You and your client need to arrange to have a U-Haul or other moving truck to transport their items. Smaller vehicles limit the number and size of items we can provide. *Please* do not send your client in a small pickup truck or SUV.
- Clients should arrive 15 minutes before their appointment time with the **signed checklist**, a **photo ID**, and their **completed preference sheet**.
- Please sure to send the Shopping Preference Sheet 48 hours in advance to clientservices@flourishfurnishings.org
- Our address is **11971 Grandview Rd, Suite A, facing the fireworks building**. Clients should park on the dock side of the building, NOT the side facing the street. We have reserved parking spaces for them. Driving directions are available on our website.
- All appointments assume same-day pickup unless otherwise stated. All items should be retrieved in one trip.

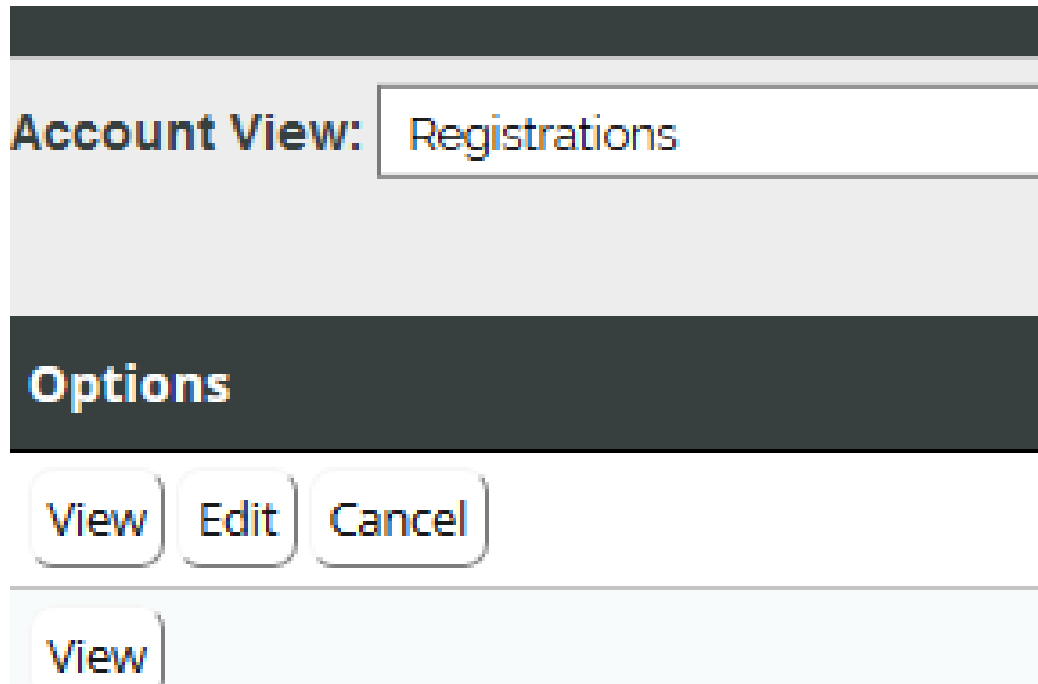
Cancelling Your Appointment



This screenshot shows the 'Registrations' table. The 'Account View: Registrations' dropdown menu is circled in red. The table has columns for 'Options', 'Date', and 'Name'. Each row has a 'View' button next to it.

Options	Date	Name
View	12/1/2019	Test Test
View	12/1/2019	michelle w

Account view: registrations



The screenshot shows a web interface for account management. At the top, there is a dark header bar. Below it, a light gray bar contains the text "Account View:" followed by a dropdown menu currently displaying "Registrations". Underneath this is another light gray bar. A dark gray bar labeled "Options" follows. Below the "Options" bar are three buttons: "View", "Edit", and "Cancel". At the bottom, there is a light blue bar containing a "View" button and a text input field.

Either EDIT to change Or CANCEL

TO CANCEL

Married

***Client Sex:**
Female

***Household size (all adults and children):**
4

***Number of children under 17 are living in the home:**
2

***Length of time client was previously homeless:**
4-12 months

***Has client accessed our services in the past?**
Yes

***Home Visit/Verification Complete :**
Yes

REFERRAL REQUEST INFORMATION

***Reason for Referral:**
Substance Abuse

Does client currently receive any form of SSVF assistance?
No

Client is relocating as a direct response to a natural disaster :

***Client Checklist Complete (Client must bring to the appointment):**
Yes

CANCEL REGISTRATION



CLIENT SERVICES

Flourish Furnishings operates 100% through case worker referrals. Clients are served by appointment only.

[ACCESS SCHEDULING CALENDAR](#)

Resources

- Referring Agency Agreement (Rev. Feb 2021)
- What Clients are Offered (based on availability at the time of appointment)
- Client Delivery Options
- Client Checklist
- Caseworker Client Referral Instructions (PowerPoint document)
- Shopping Preference Sheet (email to clientservices@flourishfurnishings.org at least 48 hours before appointment)



FLOURISH FURNITURE BANK

If you need help on
the day of client
service:

clientservices@flourishfurnishings.org

816-946-8600

**YOUR CLIENT SERVICES LIAISON:
RITA@FLOURISHFURNISHINGS.ORG**



FLOURISH
FURNITURE BANK

HOW YOU CAN HELP



Send us your
client success
stories

rich@flourishfurnishings.org



Send us
furniture
donations

rich@flourishfurnishings.org

Flourish is 100% DONATION Based

- HOME PICK UPS – our moving team completes over 400 residential pick-ups per year.
- COLLECTION DRIVES – we secure high-demand items and furniture through community drives sponsored by our partners.
- CORPORATE DONORS – many local businesses donate used furniture to us rather than paying to have it thrown away, providing essential resources to clients.

- Furniture Companies
- Mattress Companies
- Education Centers
- Assisted Living
- Hotel/restaurant



Flourish is VOLUNTEER Run

- The **Moving** team loads each client's furniture into their moving vehicle and has fun hustling around our 28,000 sq ft space.
- The **Sewing** department creates sheets, quilts, and comforters, repairs upholstery, and finds creative uses for damaged linens (like pet beds!)
- The **Woodworking** department repairs and recycles wooden furniture to meet clients' individual needs and keep usable items out of the landfill.
- The **Shopping** team helps each client navigate the warehouse to choose furnishings for their home, assisting with details and providing support.



FLOURISH
FURNISHING HOMES WITH HOPE



FLOURISH FURNITURE BANK

We are looking forward to a year of furnishing hope
for your clients!
