



FreeStore Manual of Operations

Overview

The mission of the FreeStore is to support children and families who have escaped abusive situations. We provide donated furniture and household goods to clients of domestic violence services and other agencies.

We are an organization of volunteers. The FreeStore has no paid employees. We serve between 250 and 300 families a year. To accomplish our mission, it is important to maintain a strong base of volunteers.

This manual provides the details of what we do, and how we do it. Structure is important so that all volunteers know what to do in service to our mission.

Thank you very much for being a member of our team! For any more information contact:

Marty Rathje at rathjem@msn.com or 515-964-2726.

Thanks for helping us accomplish the mission of the FreeStore!

Table of Contents

I.	The Management of the FreeStore	1
II.	Non-discrimination policy.....	1
III.	Volunteer Job Descriptions	1
IV.	Pick-up and Storage of Material.....	1
A.	Scheduler Coordinator.....	1
B.	Scheduler.....	2
(1)	FreeStore Donation Guidelines.	2
C.	FreeStore Warehouse Manager Job Description	3
D.	Warehouse Worker	4
(1)	Dish Set Box Guidelines	5
(2)	Regular and Small Pots and Pans Box Guidelines.....	5
(3)	Kitchen Utensil Bags Guidelines	6
(4)	Linens Guidelines	7
E.	Pickup Team Coordinator	8
F.	Furniture Pickup Driver	8
(1)	Guidelines for Furniture Truck Drivers.....	8
G.	Furniture Pickup Helper.....	9
V.	Client Deliveries	9
A.	Client Move Coordinators	9
(1)	Domestic Violence Clients	10
(2)	Non-DV Clients	10
B.	Greeter	11
(1)	Greeter Guidance:.....	11
(2)	Non-DV Client Guidelines	12
C.	Delivery Movers/Unloaders	16
Guidelines for Furniture Truck Drivers.....		16
VI.	General Management.....	17
A.	Newsletter Writer	17
B.	Grant Writer.....	17
C.	Finance	17
D.	Data Analyst.....	18
E.	Data Input	18

F. Volunteer Committee	18
VI. FreeStore Work Flow and Responsibilities.....	20
VII. Agencies Served by the FreeStore	24

I. The Management of the FreeStore

The FreeStore is guided by a Board of Directors. Their responsibility is stated in the Articles of Incorporation, Article VI which states: The Affairs of the corporation shall be managed by a Board of Directors.

The FreeStore's Bylaws, in Article III, Section 1 state: The Board of Directors (hereinafter "the Board") is responsible for the overall policy and direction of the FreeStore. Responsibility for day-to operations may be delegated to officers of the organization, specific members of the organization, or committees appointed by the Board.

II. Nondiscrimination Policy

The FreeStore's Bylaws, in Article VIII state: The FreeStore is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability or sexual orientation. It is the policy of the FreeStore to comply with all federal, state and local laws and regulations regarding equal opportunity. The FreeStore has no employees and is operated and maintained entirely by volunteers. The FreeStore is committed to maintaining an environment for all volunteers and clients that is free of discrimination and harassment. Accordingly, the FreeStore will not tolerate discrimination against or harassment of any of our volunteers, clients, or others present at our facilities.

III. Volunteer Job Descriptions

The following is a description of the division of labor within the FreeStore. This means that in each department there are volunteers taking ownership and striving to do the best they can, in service to our mission. The work of all the departments results in one thing: Helping Families Start Over. All departments are necessary. Respect the work of others, their ownership of their department, and all that it includes.

IV. Pick-up and Storage of Material

A. Scheduler Coordinator

- Publishes a quarterly work plan for schedulers
- Maintains contact information database for schedulers
- Recruits and trains new schedulers
- See schedule example attached as Appendix A
- See training plan attached as Appendix B

B. Scheduler

Overview: Call individuals who are donating goods to arrange for pick-up.

Location: Your home.

Time requirements: Make calls to arrange for 4-6 pick-ups, 3 times a week, for a two week period; followed by 6 weeks off. Calls are made at your convenience although call backs are sometimes necessary.

Job Basics: Working from your home, use your personal phone to pull messages from the warehouse answering machine and then call donors back to schedule a morning for pick-up. Use your computer to create a pick-up map. Try to group pickups so crews don't have to drive all over the metro but don't worry about the order of the stops. The map is then e-mailed to the pick-up crew who schedule a more specific pick-up time. Pick-ups are done Monday, Wednesday and Friday mornings of most weeks. You will be reminding donor that we want items in clean, good or better condition, and sometimes turning down donations if they are inappropriate for our mission, according to the following FreeStore Donation Guidelines:

(1) FreeStore Donation Guidelines.

The FreeStore accepts gently-used household items in clean, good, working condition. Items below marked with "*" are most needed.**

Kitchen/Dining Room

- Tables with or without chairs**
- Kitchen/dining room chairs**
- Cookware all sizes pots and frying pans (no scratched teflon pans) **
- Small appliances such as microwaves, crock pots, toasters, coffee makers, mixers, blenders**
- Dishes, glasses, and tableware—must be in sets of 4 or more
- Generic coffee mugs (i.e., without logos, advertising, promotions), cooking utensils, peelers, measuring spoons, knives, spatulas, whisks
- Bowls and bakeware (cake pans, cookie sheets, etc.), mixing and serving bowls
- Kitchen linens such as dish cloths, towels, table cloths

Bedroom

- Twin, bunk, full, and queen bedframes, mattresses, and box springs **(NO KING) ****
- Dressers, mirrors, and night stands, headboards **(NO KING) ****
- Twin, full and queen sheets, pillowcases, and blankets **(NO KING)**
- Twin, full and queen bed spreads and comforters **(NO KING)**

Living Room

- Living room couches, loveseats, and chairs in good condition (no stains or tears) but **NO HIDE-A-BEDS**, and **NO** recliner couches and loveseats
- End, coffee, and occasional tables
- **Small** bookcases, small desks and **small** entertainment centers
- Flat screen TVs (no wall hung, no Sony Trinitron, no tube)

Miscellaneous

- Towels
- Irons and ironing boards
- Rugs
- Shower curtains
- Storage containers
- Vacuums
- Baby items: pack and play, strollers, high chairs. **NO Baby beds, NO Baby Clothes**

Notes

- We do not accept clothing donations, large art work or garage sale left overs
- We accept drop offs on Tuesday and Friday mornings during warehouse hours
- If we can't do the pickup, we suggest Salvation Army, DAV, St Vincent de Paul, or Goodwill
- Schedule four stops (maximum five per day); avoid over loading the truck (check with Mike Smith or Marty Rathje)
- Occasionally we are offered a whole residence full - check with Mike Smith, Judy Bloom, Marty Rathje, or Harry Swanson before committing, we may schedule a special pickup
- Our pickup area is the Des Moines metro including Waukee, Ankeny, Altoona, Pleasant Hill, Norwalk, Grimes; not Granger, Madrid, Bondurant, Carlisle, Indianola
- We do not move items from basements or upstairs rooms, i.e., avoid stairways; we can pick up at apartment buildings if there is an elevator

C. FreeStore Warehouse Manager Job Description

Works under the authority of the FreeStore Board of Directors and oversees, provides guidance for, and manages all departments in the warehouse: kitchen, linens, furniture and small appliance cleaning and repair, furniture storage, all of which are defined in the Manual of Operations. The Warehouse Manager has responsibilities as follows:

- Assure training for new volunteers, either personally or by an experienced volunteer in the department in which the new volunteer will work.
- Continually monitor space usage in the warehouses, so that space is as adequate as possible for all departments, and upstairs space is well designed for client appointments to select furniture

and other household items. Work with furniture volunteers to move and rearrange furniture and mattresses as needed for best space usage.

- Coordinate with hotels, colleges, churches, and other resources for donation of furniture, mattresses, and other items. Arrange for volunteers to prepare warehouse space to accommodate the donation, help move the items, bring them to the warehouse, and store them.
- Responsible for maintaining an orderly and welcoming space for clients and volunteers.
- Other items as assigned by the Board of Directors, to handle personally or delegate to other volunteer(s).

D. Warehouse Worker

Overview: Restock and arrange household items in our warehouse. Unpack and sort donations, restock shelves downstairs and upstairs, and support our goal of recycling cardboard and other items that may be usable by other agencies.

Location: FreeStore warehouse

Divisions: (a) Kitchen, (b) Linens, (c) Furniture and small appliance cleaning and repair, and (d) Furniture storage.

Time requirements: You can give your time periodically or make it a weekly event Tuesday and/or Friday morning from 9 am to 11 am.

Job Basics: Unpack and sort donations, restock shelves downstairs and upstairs, and support our goal of recycling cardboard and other items that may be usable by other agencies.

- (a) Kitchen: Prepare for distribution to clients: (i) boxes of pots and pans using the guidelines set out below, (ii) boxes of dishes and glassware using the guidelines set out below, (iii) cleaning supplies baskets (using the guidelines provided in the cleaning supplies storage area of the warehouse, and (iv) sets of silverware. Ability to lift boxes filled with those items is necessary.
- (b) Linens: Sort, fold, prepare, and label sets of (i) bed linens, (ii) bath towels, and (iii) kitchen towels and place mats. Fold and label blankets, comforters, rugs, etc.
- (c) Furniture and small appliance cleaning and repair: (i) clean and confirm working condition of small appliances, such as microwave ovens, clock radios, lamps, fans, space heaters, and vacuum cleaners, and (ii) minor repair and refinishing of furniture. Knowledge of safe use of hand tools and refinishing chemicals.
- (d) Furniture storage: Greet donors that bring donations to the warehouse and assist in receiving and distributing donations to the appropriate department. Move, arrange, and organize furniture, mattresses and bedframes, lamps and artwork. Requires the ability to work with others, and to lift furniture, mattresses, and other heavy items.

The following guidelines are posted in the downstairs kitchen and linens departments so that there will be consistency in materials prepared for clients to select upstairs.

(1) Dish Set Box Guidelines

In fairness to all clients, mix new or higher quality items and used or lesser quality items in each box. Please note that we stock some individual serving bowls and other items for serving food for clients to select upstairs. Platters when available are often included in Pots and Pans boxes.

Include the following in each Dish Set Box, for 4, 5, 6, 7 or 8 place settings*:

- Large plates
- Small plates
- Soup/Cereal bowls
- Mugs or cups
- Glasses
- Silverware Set (equal number of forks, salad forks if available, knives, teaspoons and tablespoons)
- Serving bowl and/or platter if a matching one is available and if box is not too heavy
- Silverware tray

*We also make up a few boxes with 3 place settings for use by a single person or youth.

NOTE that a box for 8 place settings needs to be Corelle or other light weight dishes and not Pfaltzgraff, stoneware, other heavy dishes due to the weight. **Do not put together a dish box that you cannot lift!** When a large set of heavy dishes is donated, make up multiple boxes with place settings for 4, rather than one box with 8 place settings. Store boxes of matching dishes together both upstairs and downstairs so that a large set of dishes can be readily compiled by the client taking two boxes of matching dishes. In these cases, attempt to use matching glasses and silverware also if possible.

Various packing materials (packing paper, newspapers, bubble cushioning wrap, boxes, etc.) are available for packing dish sets. Help us with packing materials by bringing in what you can find that will be good to use in preparing dish set boxes, including boxes. A 10-ream case (copy machine paper) with lid is an especially great size to use for dish sets.

(2) Regular and Small Pots and Pans Box Guidelines

In fairness to all clients, mix new or higher quality items and used or lesser quality items in each box. Please note that, when available, we stock upstairs individual large pots and large, heavy skillets for clients to select.

If available, include the following in each Regular Pots and Pans Box:

- Medium or Large Pot (with lid if available)
- Small Pot (with lid if available)
- Large or Medium Fry Pan (with lid if available)
- Small Fry Pan (optional)
- Colander
- Utensil Bag (prepared using the guidelines provided below)
- Glass or Plastic Measuring Cup
- Ice Cube Tray
- Small Serving Platter and/or Serving Bowl
- Large Mixing or Salad Bowl
- Cutting Board
- 1 or 2 extra items (pot holders, hot pads, trivets, small bakeware, soup mugs, coasters, etc.)

If available, include the following in each Small Pots and Pans Box:

- Medium Fry Pan (with lid if available) (use small pan if medium is unavailable)
- Medium Pot (with lid if available)
- Small Utensil Bag
- Small or Medium Plastic or Stainless-Steel Mixing Bowl
- Covered Tupperware or glassware suitable for storage or use as a small bowl
- 1 or 2 extra items for a single person that may be a youth (pot holder, small bakeware, soup mug, water bottle/travel coffee mug)

(3) **Kitchen Utensil Bags Guidelines**

In fairness to all clients, mix new or higher quality utensils and the used or lesser quality utensils in each bag.

Note that we stock some random kitchen items upstairs that clients may select, such as mallets, rolling pins, thermometers, pastry cutters, salt and pepper shakers, steak knife sets, etc., so it is therefore unnecessary to include these items in the utensil bags.

If available, please include a minimum of the following in each regular and small utensil bag:

- Large Rubber Spatula/Scraper
- Teflon or Metal Spatula
- Teflon or Metal Spoon
- Teflon or Metal Slotted Spoon
- Vegetable Peeler
- 3 Knives for a regular utensil bag (example: serrated bread knife, medium sized knife and paring knife) or 2 Knives for a small utensil bag (medium sized knife and paring knife)
- Can Opener
- 1 set of Measuring Cups
- 1 set of Measuring Spoons
- Serving Spoon / Fork
- 2 Snack Bag Clips

If available, consider adding any of the following items in the regular utensil bag:

- Whisk
- Ladle
- Pasta Scoop
- Meat Fork
- Wooden Spoon or spatula
- Tongs
- Pizza Cutter
- Scissors or kitchen shears
- Cheese Slicer
- Ice Cream Scoop
- Cake/Pie Server
- Other Basic Kitchen Utensils that may be available

(4) Linens Guidelines

Note that only clean and good quality linens are kept for distribution to clients.

Baby Linen: roll/tie with twine/label

Bath Towels: Gather 2 bath towels/ 2 hand towels/ 2 wash cloths...tie together with twine

Poor Quality Towels: Place in ARL Box (Animal Rescue League)

Bedspreads and Comforters: Determine size...roll...tie with twine...label with size

Poor Quality Bedspreads and Comforters: roll/tie...place in Homeless box

Bed Pillows: cover slightly stained pillows with zippered case

Blankets.....large and lap: Roll and tie with twine

Poor Quality Blankets: Roll/tie with twine...place in Homeless box

Curtains/Drapes: Give to St. Vincent DePaul

Kitchen towels: Gather 2 towels/ 2 dish cloths/ 2 hot pads ...tie with twine to make set

Mattress Pads: Determine size/ rolls / tie with twine/ label with size

Placemats: roll/tie with twine/mark with number in set

Rugs: Area rugs: measure/roll/tie with twine/mark with size

Small rugs: roll/tie with twine

Sheets: Sort into sets (flat top, fitted bottom, 1 pillow case for twin sets and 2 pillow cases for queen/full sets). Roll items together...tie with twine....and label with size (Queen/Full or Twin Set)

Quality colored sheets not in sets: St. John's Quilting box

Shower Curtains: roll/label

Sleeping Bags: roll

Tuesday and Fridays: RE-STOCK Upper warehouse linen shelves need to be re-stocked with items from the lower warehouse.

E. Pickup Team Coordinator

- Publishes a monthly schedule of pickup team
- Maintains contact information database for drivers and helpers
- Assigns code for Quicktrip gas charge cards
- Manages truck maintenance coordinator
- Recruits and trains new pickup drivers and helpers
- Coordinates special large pickup project (too large for normal scheduling)
- See attached schedule example

F. Furniture Pickup Driver

Overview: Drive the FreeStore truck to pick up donated items in the Des Moines metro area. Will also plan the order of stops, confirm the pickup with each donor prior to the day of pickup, and assure the items meet the FreeStore quality standards before loading the items onto the truck.

Location: FreeStore warehouse

Time requirements: Pickups are normally scheduled for Monday, Wednesday and Friday mornings. Scheduling of your time is flexible and can accommodate your schedule.

Job Basics: The driver will confirm approximate pickup time and items with the donor the day before the pickups occur, confirm start time with helper, arrive at warehouse with donations map, log in on log sheet in truck, call to check for driver messages per instructions under log sheet, perform a vehicle maintenance check before departing the warehouse, adhere to the Guidelines for FreeStore truck drivers set forth below, and assure the donated items meet the FreeStore quality standards before loading the furniture on the truck. (See Donation Guidelines above.)

Furniture pickup volunteers will need access to email in order to communicate schedules and assignments as well as a personal cell phone for truck to store and truck to donor calls. Requires the ability to work with a partner to lift furniture, mattresses and other heavy items.

(1) Guidelines for Furniture Truck Drivers

- (a) Have a valid Iowa driver's license and a good driving record.
- (b) Sign in on the truck log and call to check for driver messages before starting your trip.
- (c) Obey all traffic laws, including buckling up!
- (d) Be sure the truck always has at least a quarter tank of gas in it. (If you are a driver who does not have a code for the gas card, call Mike Smith).

- (e) When backing up, have the helper spot you from outside of the truck. This is to help avoid backing into objects or scraping the bottom of the truck when backing onto steep inclines. Keep the helper in your view at all times so you don't run over them or pin them between the truck and dock or other object.
- (f) If you have a breakdown or repair call one of the following people for instructions on how to best deal with the situation:
 - Craig Miller 515-321-9018
 - Mike Smith 515-991-3193
 - Marty Rathje 515-360-2399
- (g) Be careful!
- (h) Unloading: If you or your helper know where to put items in the warehouse, do so; otherwise unload items in available space in or near the main receiving area – get instructions as needed.
- (i) Sweep out the truck box and clean any litter out of the cab before parking and locking the truck and logging out on the truck log sheet. Put the yellow donor-receipt copies in the box for them and sign the volunteer log sheet on the desk in the receiving area.
- (j) Make sure all warehouse doors are locked unless other volunteers are there.

G. Furniture Pickup Helper

Overview: Pickup donated furniture and household goods in the Des Moines metro area, with the truck driver, and deliver them to the FreeStore warehouse.

Location: FreeStore warehouse

Time requirements: Pickups are normally scheduled for Monday, Wednesday and Friday mornings. Scheduling of your time is flexible and can accommodate your schedule.

Job Basics: Use the FreeStore truck to pick up donated items to be taken to the warehouse. Work with an experienced driver who will have a schedule of pickups. Will need access to email in order to communicate schedules and assignments. Requires the ability to work with a partner to lift furniture, mattresses and other heavy items.

V. Client Deliveries

A. Client Move Coordinators

Overview: Schedules and manages the process of client moves

Location: Home and FreeStore warehouse

Time requirements: About 1 hour per client

Job Basics: Interfaces with advocates and/or clients; assigns greeters and moving crews

(1) CFI Domestic Violence Clients

The FreeStore began as a resource for domestic violence survivors to start their lives over and who need furniture and other household items. A specific Client Move Coordinator (currently the Warehouse Manager) receives referrals from Children & Families of Iowa (CFI).

The Client Move Coordinator for domestic violence clients functions include: interface with advocates and/or clients, and assign greeters, moving crews, and other volunteers as appropriate for client appointments to select furniture and other household items. Appointments for CFI- DVS clients are usually on Saturday mornings.

(2) All other Domestic Violence Clients

The Client Move Coordinator (the “CMC”) for non-CFI clients coordinates with the clients’ advocates from LUNA, Monsoon, ACCESS, CIAC and other central Iowa DV programs, and interfaces with advocates and/or clients, and assigns greeters, moving crews, and other volunteers as appropriate for client appointments to select furniture and other household items. If the CFI-DVS Client Move Coordinator has open Saturday time, Clients from other DV agencies may be moved by Saturday morning FreeStore volunteers.

The Client Move Coordinator for other domestic violence clients coordinates ACCESS domestic violence clients to: interface with clients, assign greeters, and other volunteers as appropriate for client support in Story, Boone, and Marshall counties. ACCESS deliveries are normally made on Sundays and local helpers assist in the delivery. Phone coordination with the clients is normally done to select furniture and other household items.

(2) Non-DV Clients

Appointments times for non-DV clients are usually on every Wed at 2, 3, and 4 PM; at 9 and 10 AM on the 2nd Wed; and every 2nd and 4th Fri and Sat at 2, 3, and 4PM.

Additional Fri. and Sat. times may be added if needed. The calendar for greeters is sent the 15th of the previous month.

(a) The Client Move Coordinator (the “CMC”) for non-DV clients coordinates with the clients’ advocates and keeps the calendar. The CMC receives a request, and checks to see the correct form is used, that required fields are completed, the client hasn’t been in before, and

sends the advocate available times. The advocate coordinates with the client and sends the CMC an email confirming (i) when the advocate can come with the client, (ii) that the advocate will bring a check, (iii) that the client can come, and (iv) the client will bring moving help and a truck. This is the process for the Free Store's regular agencies. With some very occasional agencies or new agencies, it often takes several reminders of the steps as they will not have a current form, they may not have visited the client's home, etc. Some regular agencies like Mid-Iowa Family Therapy Clinic, Iowa Homeless Youth Centers, Eyerly Ball, report in to the "3 Questions" as that is part of their process.

(b) Be sure that all greeters have the guidelines for non-DV clients (see Section B (2) below), and from initial training and periodic training understand strategies for communicating with challenging advocates and clients. Children & Families would be a good resource for periodic training for greeters and other FreeStore volunteers.

B. Greeter

Overview: Greeters meet clients at the warehouse and help them pick out the items they need to start their new lives.

Location: FreeStore warehouse

Time requirements: Domestic Violence clients are usually served on Saturday morning when delivery teams are available. Other clients move the materials themselves and the appointments can occur most any time that works for you and the client. The process of selecting items usually takes between 30 to 45 minutes.

Job Basics: Meet clients and help clients pick out items including furniture, and kitchen, household items and linens from the shelves upstairs in accordance with the Greeter Guidelines set out below. Do not allow clients to go downstairs. Shelves upstairs are restocked twice a week by downstairs Kitchen and Linens volunteers. **Note: If you know in advance that you will be greeting a large number of families or a very large family or a family with special needs, let the warehouse volunteers know in advance so that they can stock appropriately and/or set aside special items for your use.**

(1) Greeter Guidance:

Regarding Warehouse Issues:

- Full and Queen mattresses and box springs are in matched sets. Do not break up sets. If only a mattress or box spring is needed, take one stored downstairs.
- Full sets are along the center aisle
- Queen sets are on the north side by couches
- Bunk beds: for availability, check with Warehouse manager. Bunk beds may be downstairs.
- Twins and X-long twin sets are on the south racks in the main warehouse.
- Single twin mattresses are downstairs.

- Cot frames are around the corner down the stairs in the lower warehouse. If you give out a cot bed use twin mattresses from downstairs.
- Frames/headboards for twins are against the wall in the upper warehouse; frames/headboards for fulls are marked and stored in usual place; frames/headboards for queens are in the office.
- Baby cribs: if you know a crib is needed for a client, check with The Warehouse Manager or your Client Move Coordinator about availability. Also remind clients about Young Women's Resource Center. We are not picking up cribs, but they are coming in as drop offs and we do buy some cribs.
- Dressers are all upstairs.
- Large dining room tables with 6 chairs may be in the lower area
- Small tables and chairs on in the main area.
- Pots and pans: do not take boxes of new pots and pans from downstairs and do not move items from one box to another upstairs. If a client needs something special, get it from downstairs (without using new boxes of pots and pans). Do not take clients downstairs.
- Dish sets: You can give two sets of 4 if needed. In this case, please remove the silverware tray from one box and leave it on the shelf.
- Irons and ironing boards are often available. If there are none out, check in the back office.
- If you don't find an item as described above, look around the warehouse as items are occasionally moved or arranged differently because of available supplies and demands of specific items.

Regarding Request Forms:

The original Request Form goes to Dee Keller, Data Input Volunteer – put it in the volunteer hours clip board; the carbon with the check goes in Treasurer, Larry Anderson's envelope in the desk drawer. If the agency is Polk County, put both invoice copies in Larry's envelope. There is a poster on the wall with this reminder.

- If the agency name or birthdate is missing when you get the form, call Terry Swanson, Non-DV Client Coordinator so she can get them for you and you can write them in. Alternately, you can get them from the client/advocate when they come in.
 - Remember to put the date served and check number on the request form.
 - Please PRINT your name in the FS volunteer field.
- This data is used to provide statistics to our funders and to help manage our processes. It is critically important to the operations of the FreeStore that it be as accurate as possible.

(2) Non-DV Client Guidelines

The documents entitled “FreeStore Guidelines for Non-DV Advocates and Clients” and “Allotment Guidelines for Non-DV Clients”, are sent to advocates, and is information that all greeters need to know. Include the following message in the email with those two documents attached:

Thank you for your interest in the FreeStore. The FreeStore accepts referrals from local DSM human services agencies with the stipulation that the nominal fee will be paid by the agency and **NOT** the client.

I have attached the guidelines for using the FreeStore, the allotment guides, and the request form. Please read BOTH the guides BEFORE filling the form WITH the client. Note: As noted in the guidelines, you must come with the client, bring a check with your letterhead, and the client must have a truck and help to move the items.

The request form is a Word document, copy it to your desktop, fill it WITH your client, save it to the client name (example: J. Brown FS request.doc) and email the .doc or .docx file to me. We cannot process PDFs so be sure to send the .doc or .docx file. I will email you with available appointment times for you and the client to come and get the items.

When you send in the request form we need to know

1. when you visited the family’s home and can assure they need the items they requested.
2. that the fee is being paid by your organization **and not being reimbursed by the client.**
3. there will be follow up of this family by you or another case worker for at least 6 months. If another caseworker, what organization? If you have not visited the home and/or cannot assure that client will have follow-up, we cannot accept this referral.

If you have any questions, feel free to email or call the Non-DV Contact with the email address or phone number provided.

FreeStore Guidelines for Non-DV Advocates and Clients

Some items are available only for referrals from domestic abuse shelters and some items are limited by availability and family size.

- The warehouse loading area is next to the Jiu Jitsu Academy, which is at 841 11th St in Des Moines: east on Crocker from Keo Way, then south on 11th St. It is

the second building. Our actual address is 834 10th St. but you must come to the loading dock on 11th St.

- A check on the agency check head (**the money must come from the agency/church and not the client**) is due from the advocate upon arrival at the warehouse. (We do not accept cash!)
- The cost is \$70 for a 1-2 person family; \$85 for a 3-4 person family, \$110 for a family of 5-6, \$160 for a family of 7-8, and \$210 for a family of 9-10. It costs the FreeStore approximately \$300 to serve a family of 4 and the family usually takes about \$2500 worth of good-used furniture. It is the responsibility of the agency's representative to assure that the client treats the volunteers with respect. The advocate or someone from his/her agency must come with the client.
- We serve all qualified clients and do not discriminate on the basis of race, color, ethnicity, sex, sexual orientation or physical or mental disability. We reserve the right to limit the number of times per month an agency may send us clients. If our inventory is low, we reserve the right to limit our services to referrals from DV agencies. We reserve the right to refuse to serve any family who does not treat their FreeStore volunteer with respect. We reserve the right to limit our services to advocates/agencies/ churches that have previous and ongoing relationships with the families they want to sponsor. We reserve the right to refuse service to any person, advocate, or agency we feel does not meet the intent of our requirements.
- Only the advocate and the client are allowed to go "shopping." Other helpers are to remain in the front of the warehouse except when moving/loading furniture.
- We will only give items to a family who already has a house, condo, duplex, apartment, etc. We DO NOT give items that will be moved into a temporary place until the family has found housing.
- The client is responsible for moving selected items; most clients take at least a 3/4 ton of furniture. **A 1/2 TON PICKUP PROBABLY WON'T SUFFICE** - especially if it has a 4-seater cab. **Be sure the truck bed is clean. Be sure to bring bungee cords or ropes to tie things down.** The client is allowed only one trip so be sure the vehicle can hold all she needs. With few exceptions, each non-DV referral is allowed to use the FreeStore only one time.
- It takes at least 2 strong people to move the items; FreeStore volunteers may not be able to help so be sure you bring all the help you will need.
- Finally, the volunteers who will meet you will only be at the warehouse because you are coming. If you cannot make your appointment, please let your contact person know. If you fail to show up and do not give them the courtesy of

calling with a reason, you will be put at the bottom of the list and may not get another appointment for several weeks or the volunteer may refuse your request.

Allotment Guidelines for non-DV Clients

NOTE:

- 1. Items with RED tape are for DV clients only!**
- 2. Non-DV Clients are not allowed in the lower area, except to pick up an article the advocate has chosen, and only when accompanied by their assigned greeter.**
- 3. There is no guarantee that all items needed will be available. There are times when inventory is low.**

- Kitchen tables: allow the **smallest** available for the family size and give **one chair** per person.
- Dressers: allow 1 standard for each adult (Only one prison industry dresser per family); 1 child's dresser for each child
- Couch/Loveseats: 4 or fewer in family 1 couch OR 1 loveseat; 5 or more 1 couch and/or 1 Loveseat
- LR Chairs: ≤2 LR chairs (including 1 recliner and/or 1 rocker), depending on family size
- Sheets: 1 set per bed; if there are children, allow a second set per every 2 children
- Beds: one double or queen per adult or couple; twin or bunk per kid. We share what we get.
- Bunk bed comforters: Twin comforters are too big; give two blankets that can be folded; if client really wants a comforter, she/he can have it but no blankets (they have to fold it anyway or it drapes down)
- Extra-long bunks: give a plastic queen protector and tell client to tape the extra underneath; regular (not x-long) sheets can be used to make a bottom sheet if we are out of fitted bottoms
- Lamps: allow 2 per family
- End tables: allow 1 per family if we have them available
- Coffee tables: allow 1 per family
- Cleaning baskets: allow 1 per family
- Kitchen small electrical appliances: allow 3 per family
- Vacuums: allow 1 per family if they are on the floor
- Microwaves: 1 per family
- Dishes: 1 set per family, determined by family size
- Bookcases: Unless we have at least 4 on the floor, limit bookcases to 1 per family
- Big Rugs: allow 1 per family

- TVs may not be available for non-DV clients, due to supply.

Additional notes for greeters: Some clients have shown up with dirty trucks. Please review the instructions in the guidelines about having a clean truck. Some clients have shown up with very small trucks and have not been able to get all the items they needed. Some clients have shown up without enough help. Please explain that it takes 2 strong people to move the furniture.

The current request form is included in the appendix. Current appointments times are on every Wed at 2, 3, and 4 PM and 9, and 10 AM; every 2nd and 4th Fri and Sat at 2, 3, and 4PM.

C. Delivery Movers/Unloaders

Overview: Deliver furniture and other household items to a client's new apartment.

Location: FreeStore warehouse and client's home

Time requirements: Usually Saturday mornings and usually less than 2 hours per client.

Job Basics: Deliver furniture and other household items to clients' new apartments. Volunteers meet at the FreeStore warehouse to load the items to be delivered, and then follow the FreeStore truck to the client's house where furniture is unloaded and re-assembled.

Guidelines for Furniture Truck Drivers

- (a) Have a valid Iowa driver's license and a good driving record.
- (b) Sign in on the truck log and call to check for driver messages before starting your trip.
- (c) Obey all traffic laws, including buckling up!
- (d) Be sure the truck always has at least a quarter tank of gas in it. (If you are a driver who does not have a code for the gas card, call Mike Smith).
- (e) When backing up, have the helper spot you from outside of the truck. This is to help avoid backing into objects or scraping the bottom of the truck when backing onto steep inclines. Keep the helper in your view at all times so you don't run over them or pin them between the truck and dock or other object.
- (f) If you have a breakdown or repair call one of the following people for instructions on how to best deal with the situation:

- Craig Miller 515-321-9018

- Mike Smith 515-991-3193
- Marty Rathje 515-360-2399

- (g) Be careful!
- (h) Sweep out the truck box and clean any litter out of the cab before parking and locking the truck and logging out on the truck log sheet. Put the yellow donor-receipt copies in the box for them and sign the volunteer log sheet on the desk in the receiving area.
- (i) Make sure all warehouse doors are locked unless other volunteers are there.

VI. General Management

A. Newsletter Writer

Overview: Prepare two page, semi-annual, newsletters and other marketing materials as needed.

Location: No specific requirement.

Time requirements: Newsletters are prepared semi-annually, and one or two other materials are mailed during the course of a year. Occasionally create a marketing brochure for use with donors or as part of a presentation to groups. Time requirements will vary but deadlines are usually known well in advance.

Job Basics: Write or solicit newsletter articles and then edit into a semi-annual newsletter.

B. Grant Writer

Overview: Prepare grants to help fund ongoing operations and/or special projects.

Location: No specific requirement.

Time requirements: Time requirements will vary but deadlines are usually known well in advance.

Job Basics: Prepared grant applications as prescribed by the granting entity. Work with statistician to gather appropriate data. Work with the Board to identify needs and funding priorities.

C. Finance

Overview: Work with and be mentored by FreeStore Treasurer to understand income statement, balance sheet, cash flow and other financial operations of the FreeStore. Be authorized to write checks.

Location: No specific requirement.

Time requirements: Will vary based on reporting needs.

Job Basics: Be skilled in use of FreeStore accounting software. Prepare financial reports, IRS form 990 and other reports as needed by the Board or Grant writers. Due to the technical nature of this position, and its utmost importance, this function may be outsourced to an accounting professional.

D. Data Analyst

Overview: Understand various FreeStore databases, oversee data input and extract data needed to prepare grants, newsletters or meet other needs of the Board.

Location: No specific requirement.

Time requirements: Time requirements will vary but deadlines are usually known well in advance.

Job Basics: Understand and be able to use Excel and Access. Prepare reports as needed. Ensure accuracy of data input.

E. Data Input

Overview: Enter data about donations and/or clients into Access databases or Excel spreadsheets.

Location: No specific requirement but does require use of your own computer.

Time requirements: Time requirements will vary but would be less than 5 hours a month.

Job Basics: Maintain confidentiality of client information. Use your own computer to input data into databases and spreadsheets.

F. Volunteer Committee

Overview: Help the FreeStore run effectively through excellent utilization of volunteers and their talents.

Location: No specific requirement.

Time requirements: Time requirements will vary but would be less than 3 hours a month.

Job Basics: Develop strategies and manage the process of recruiting, training and rewarding FreeStore volunteers.

G. Technology Committee

Overview: The technology committee is charged with establishing a vision for use of technology at the FreeStore, developing a game plan for technology implementation and overseeing implementation.

Location: No specific requirement.

Time requirements: Varies.

Job Basics: The technology committee reports to the FreeStore board and is comprised of 4-8 members including at least one board member.

H. Compliance Committee

Overview: The Compliance Committee shall assist the Board of Directors in fulfilling its oversight responsibility with respect to the financial reporting process, the system of internal controls, the audit process and the process for monitoring compliance with laws and regulations.

- Keep the Board of Directors fully informed on conditions, opportunities, issues, and challenges for the FreeStore and the environment in which it operates so that the Board can carry out its governance, financial oversight and leadership role.
- Ensure program quality and consistency with organizational goals through evaluation of all programs and services to determine effectiveness and participant and member satisfaction
- Develop a plan to deal with natural disasters or other extraordinary events that require a media presence.
- Other activities as deemed appropriate by the committee and approved by the Board of Directors.

VII. FreeStore Work Flow and Responsibilities

Action	Responsible Person
I. Incoming items	
1. Normal pick-ups	
A. Phone requests	
a. Scheduler	Harry Swanson
b. Train schedulers	Harry Swanson
c. Pick-up teams	Mike Smith
B. E-mail and phone requests	Terry and Harry Swanson
2. Special pick-ups	Mike Smith, Judy Bloom, Harry Swanson, Marty Rathje, Bob Culbertson
A. Individuals	
a. Reject	Mike Smith, Harry Swanson, Judy Bloom
b. Accept	
Special pick-up	Mike Smith, Harry Swanson, Marty Rathje
Delivered	Judy Bloom, Harry Swanson, Mike Smith
B. Large donations	
a. Volunteers	Mike Smith/Harry Swanson
b. Donor delivery	Mike Smith/Harry Swanson/ Bob Culbertson
c. Hire delivery	Judy Bloom, Mike Smith and Harry Swanson
3. Drop-offs	
A. Warehouse 1	Judy Bloom/Bob Culbertson
B. St Timothys	Mike Smith/Jeanie Smith

II Storage and Warehouse(s)	Judy Bloom
1.Warehouse 1 (downtown)	
A. Upstairs (showroom)	
a. Space Management	Judy Bloom/Bob Culbertson
b. Inventory Management	Judy Bloom, Harry Swanson, greeters
c. Ordering purchase items	Harry Swanson, Judy Bloom, Larry Anderson/Ellen MacRoy
B. Downstairs	
a. Space management	Judy Bloom/Bob Culbertson
b. Linens	Bev Blaha
c. Kitchen items	Ellen MacRoy
d. Laundry baskets/cleaning supplies	Judy Bloom, Larry Anderson. Ellen MacRoy
e. Repairs	Bill Brentano
C. Custodial	Genaro Mata
2.Warehouse 2(Delaware)	
A. Inventory/space management	Judy Bloom, Harry Swanson, Bob Culbertson
B. Inventory moves	Judy Bloom, Harry Swanson
3.Facility management/maintenance/finding space	Harry Swanson
III. Outgoing inventory	
1. Non-paying clients	
A. DV clients	
a. CFI-DVS	Judy Bloom
i. FreeStore deliveries	
ii.	
b. Ames	Harry Swanson
c. Adel	Harry/Terry Swanson
d. Luna Marshalltown	Terry/Harry Swanson
e. Luna, Nissa, Monsoon	Terry Swanson, Judy Bloom
B. Veterans	Terry Swanson
C. Female ex-prisoners	Jeanie Smith
D. Families referred by schools	Terry Swanson
2.Paying clients	Terry Swanson
A. Polk County FaDDS (Family Enhancement Center) – pay with vouchers	Terry Swanson and greeters
B. Other agencies – pay by check	Terry Swanson and greeters
3.Other disbursements	
A. Other agencies – items we can't use	Judy Bloom, Bev Blaha, Mary Jackman, Ellen MacRoy
B. Dump	Judy Bloom
4. Phone and e-mail messages from advocates	Terry Swanson

IV. Ongoing Activities	
1. Financial	Larry Anderson
A. Paypal	Larry Anderson, Harry Swanson
B. Business Credit cards	Larry Anderson
a. Sam's club	Larry Anderson
b. Fleet services card	Larry Anderson, Harry Swanson, Mike Smith
C. Iowa Sales Tax exemption	Harry Swanson/Larry Anderson
D. Checking account	Larry Anderson
E. Invoicing	Larry Anderson
F. Support for Grant writers	Larry Anderson, Harry Swanson/Marty Rathje
G. Insurance and contract management	Larry Anderson
2. Executive operations	
A. Budget	Larry Anderson, Board Chair
B. Board management	Board Chair
C. Annual inventory	Harry Swanson
D. IRS form 990	Harry Swanson, Larry Anderson
E. Software – Tech Soup	Technology Committee
F. By-Laws	Board Chair
G. Biennial Corporate Report	Mike Smith
H. Strategic Plan	Board Chair
I. Volunteer Coordination/recruiting	Harry Swanson, Judy Bloom
J. Relationships	
a. Landlords	Harry Swanson, Larry Anderson, Board Chair
b. Granters	
i. BWA	Terry Swanson, Jeanie Smith
ii. DSM community Foundation	Larry Anderson, Jeanie Smith
iii. Chrysalis	Jeanie Smith
iv. DACC	Jeanie Smith, Harry Swanson
v. COG	Harry Swanson
vi.	
c. Furniture Bank	Terry Swanson
d. CFI Compass project	
e. Mayflower	Judy Bloom
f. Principal	Jeanie Smith
g. Dressers for kids	Lois Krebs

3.PR and Marketing	
A. Presentations	Terry Swanson, Harry Swanson, Larry Anderson, Dave Gildenzopf, Board Chair
B. Brochures, Handouts, Exhibit material, LOGO	Terry Swanson, Harry Swanson
C. Facebook, website, social media	Harry Swanson
D. YouTube	Harry Swanson
E. Guidestar	Harry Swanson
F. E-mail	Harry Swanson
a. info@thefreestore.org	Harry and Terry Swanson
b. Other	Jeanie Smith
G. Voicemail	
a. Mailbox users	Harry Swanson
b. Mailbox manager	Harry Swanson
H. FS statistics	Harry Swanson/ Marty Rathje
I. Annual Report	Harry Swanson, Terry Swanson, Board Chair
J. Thank you notes	Vonnie Salem
K. Forms management	Terry Swanson
L. Client forms storage	Harry Swanson, Technology Committee
4.Funding and Donations	
A. FreeStory	Diane Munns
B. Mailing list	Marty Rathje, Larry Anderson
C. Grants and corporate donations	Terry Swanson, Jeanie Smith
D. Log individual donations	Larry Anderson
5.Truck maintenance	Craig Miller
6. Volunteer handbook	Gloria Gray
7. Board Handbook	Marty Rathje

VII. Agencies Served by the FreeStore

Agencies served	County	Need	AKA		
ACCESS	Story	DV/SA	Assault Care Center Extending Shelter & Support		
Aging Advocates	Polk	Needy	AgingAdvocates		
Aids Project of Central Iowa	Polk	Needy			
Altoona Quilting Guild	Polk	Needy			
Amanda the Panda	Polk	Needy			
Anawim	Polk	Needy			
Beacon of Life	Polk	Needy	Beacon of Life Residential Center for Women		
Bernie Lorenz Center	Polk	Needy			
Bethel AME Church	Polk	Needy			
Bhutanese Nepali Truth Church	Polk	Needy			
Black Ministerial Alliance	Polk	Needy			
Bloomfield UMC	Polk	Needy			
Bread of Life Church	Polk	Needy			
Broadlawns PATH	Polk	Needy	Broadlawns	BroadlawnsPath	
Bureau Of Refugee Services	Polk	Needy			
CASA	Warren	DV/SA	Court Appointed Special Advocate		
Central Place	Polk	Needy			
CFI	Polk	Needy	CFIowa	Children & Families of Iowa	
CFI-DVS	Polk	DV	CFI Domestic Abuse Services	CFI Domestic Violence Services	FVC - Family Violence Center
CFI Elevate Youth	Polk	Needy			
CFI In Home	Polk	Needy	CFI-In Home		
Child Guidance Center	Polk	Needy			
Child Serve	Polk	Needy			
Children & Families Urban Ministry	Polk	Needy			

Children & Family Policy Center	Polk	Needy			
Chrysalis	Polk	Needy			
CIAC	Dallas	DV/SA	Adel Crisis Center	Crisis Intervention & Advocacy Center	
Clearview Recovery Ctr	Polk	Needy			
Commerce Community Church	Polk	Needy			
Creative Visions	Polk	Needy			
Crisis Intervention Services	Mahaska	DV	CIS	Crisis Intervention Services - Oskaloosa	
Cross Train Fitness	Polk	Needy			
Deaf Women Of Iowa Against Abuse	Linn	DV			
DeptVetAffairs	Polk	Vet			
Des Moines Public School	Polk	Needy			
DHS	Polk	Needy	Department of Human Services		
DMACC	Polk	Needy			
DVA/SAC	Marshall	DV/SA			
Easter Seals	Polk	Needy			
Eddie Davis Center	Polk	Needy			
Elder Link Case Management	Polk	Needy			
ELPIS	Polk	Needy			
EMBARC	Polk	Refugee			
Evangelistic Missionary Ch	Polk	Needy			
Evelyn Davis Center	Polk	Needy			
Eyerly Ball	Polk	Needy			
Faith Lutheran Church	Polk	Needy			
Families First Inc.	Polk	Needy			
FamilyPromise	Polk	Needy			
First Assembly of God	Polk	Needy			
First Christian Church	Polk	Needy			
First Church of Open Bible	Polk	Needy			
First Unitarian Church	Polk	Refugee			
Four Oaks	Polk	Youth			
Gloria Dei Church	Polk	Refugee			

Golden Circle	Polk	Needy	Golden Circle Behavioral Resource Center	GoldenCircleISP	
Grace UMC	Polk	Needy			
Grandview CDC	Polk	Needy	Grandview Child Development Center		
Hands of Help	Polk	Needy			
Hawthorn Hill	Polk	Needy	Hawthorne Hill Shelter		
Heart Connection of Iowa	Polk	Needy			
Hennepin County AG Minnesota	hennepin	Needy			
Holy Trinity Catholic	Polk	Needy	HolyTrinityPATCH	Holy Trinity Patch Apartmentr	
Holy Trinity Lutheran	Polk	Needy			
HOME, Inc	Polk	Needy			
Homeless Vets Rehab Program	Polk	Vet			
Hope Lutheran	Polk	Needy			
HOPE Ministries - Bethel Mission	Polk	Needy			
House of Mercy	Polk	Needy			
Hoyt Middle School	Polk	Needy			
ICADV	Polk	DV			
IHYC	Polk	Youth	Iowa Homeless Youth		
Indianola Heights Christian Church	Polk	Needy			
Iowa Interfaith Hospitality Network	Polk	Needy	Iowa Area Interfaith Network		
Iowa New Choices	Polk	Needy			
Joppa Outreach	Polk	Needy	Joppa Homeless Outreach		
Latvian Lutheran	Warren	Needy			
Life-Line resources	Polk	Needy			
LUNA	Polk	DV	L.U.N.A. Crisis Line		
LUNA Marshalltown	Marshall	DV			
Lutheran Church of Hope	Polk	Needy			
Lutheran Church of the Cross	Polk	Needy			
Lutheran Services	Polk	Needy			

Meridith Drive Reformed	Polk	Needy			
Mercy Hospice	Polk	Needy			
MIFTC	Polk	Needy	Mid-Iowa Family Therapy Clinic		
Monsoon	Polk	DV	Monsoon United Asian Women		
Mt Hebron Baptist Church	Polk	Needy			
New Beginnings	Polk	Needy			
New Directions	Polk	Needy	New Directions Shelter		
New Life Center	Polk	Needy			
Next Step	Polk	Needy			
Nisaa African Family Services	Polk	DV			
NorwalkNurs&Rehab	Polk	Needy	Norwalk Nursing & Rehab Center		
Norwood Baptist Church	Polk	Needy			
Oakridge Neighborhood	Polk	Needy			
Open Doors Ministry	Polk	Needy			
Optimae Life Services	Polk	Needy			
Orchard Place	Polk	Needy			
Other	Polk	Needy			
Our Lady of the Americas	Polk	Needy			
Pace Outreach	Polk	Needy			
Perkins School	Polk	Needy			
Plymouth Church	Polk	Needy	Plymouth Congregational Church		
Polk County Crisis	Polk	Needy			
Polk County DHS	Polk	Needy			
PolkCoFaDSS	Polk	Needy	Polk County Family Enrichment Center	Polk County FaDSS	
Primary Health Care	Polk	Needy			
Random	Polk	Needy			
Real Life Church	Polk	Needy			
Rural Iowa Crisis Center	Union	DV			
Seventh Day Adventist	Polk	Needy			

South Central Youth Shelter	Warren	DV			
St Teresa Church	Polk	Needy			
St Timothy's Church	Polk	Needy	St Tims	StTimothy's	
St Tims	Polk	Needy			
St. Andrews Church	Polk	Needy			
St. Luke's Church	Polk	Needy			
Trinity UMC	Polk	Needy			
U of Iowa Children's Hospital	Polk	YOUTH			
Urban Heights Covenant Church	Polk	Needy			
VA Hospital/St Timothy's	Polk	Vet			
VA Outreach Center	Polk	vet			
Valley Church	Polk	Needy			
Veterans Affairs	Polk	Vet			
WCTU-RebeccaHouse	Polk	Needy			
WDM Christian Church	Polk	Needy			
West Des Moines Human Services	Polk	Needy			
Wildwood Hills Ranch	Madison	Miscellaneous*			
Young Womens Resource	Polk	Needy			
Youth Emergency Shelter - YESS	Polk	YOUTH	YESS		
YouthJusticeInitiative	Polk	Youth			
YWCA	Polk	Needy			