



Union Gospel Mission of Tarrant County - The Scott Walker Women and Families Services Building



40,000

square foot homeless facility
for women and families
seeking shelter and services

Introduction

The Union Gospel Mission of Tarrant County (UGM-TC) in Fort Worth, TX “is a united Christian organization and ministry dedicated to providing love, hope, respect and a new beginning for the homeless,” according to its website.

For more than 128 years, the organization has provided food, shelter and support to thousands of men, women and children in need. Today the multi-building campus provides a variety of homeless and social services, including intensive case management that is customized for each individual and includes healthcare, job searches and other assistance that may help the client.

“Our main priority is to work with each individual until they can get employment and housing,” UGM-TC President and CEO Don Shisler said. “But we also conduct 32 worship services a week and approach our work both from a spiritual and case management perspective.”

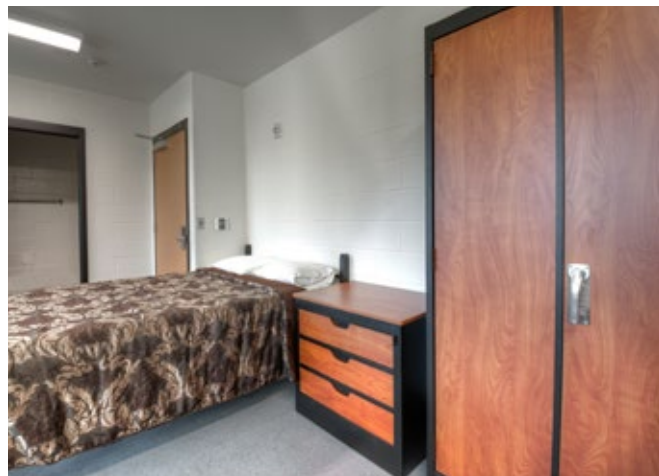


Four years ago, the facility was receiving 200 calls a month from families and women seeking shelter. It became apparent, Shisler said, that the organization needed to expand and provide shelter and services to this growing demographic in the Fort Worth area. Soon after, UGM-TC started planning and fundraising for a new facility that would support these individuals.

Overall Project Goal/Philosophy

During the planning phase, Shisler wanted to create a facility that was efficient, easily maintained, appealing to the eye and clean. This included the interior design, landscaping, colors used, artwork and the furniture.

“A facility has the opportunity to lift a person’s spirit,” Shisler said. “That was our goal. We wanted to create a space that was pleasing to the eye and had a positive effect on the people who stay here.”



Furniture Durability Goal

Like most shelter environments, Shisler realized that the furniture in the facility would be under constant use from the steady stream of residents who walked through its doors. Therefore, purchasing furniture that was highly durable was paramount.

“In the past, when we used wood furniture, it was just a matter of time before it fell apart,” he said. “The dollars we raise don’t come easy, so we needed furniture that was going to last a long time and stand up to a population that can sometimes be abusive.”

Furniture Aesthetic Goal

UGM-TC also needed furniture that humanized the new facility. Many times shelters take whatever furniture is available or are limited to choosing products that are highly institutional in nature.

As mentioned before, Shisler believes that warm and welcoming environments can have a positive emotional and psychological effect on people. Furniture is an important component in achieving this goal, he said. Therefore, UGM-TC sought out furniture that was residential in nature and made of high quality materials.



Selection Process

This is not the first time UGM-TC has purchased furniture from Norix. In fact, Shisler said the first product he bought from Norix 14 years ago is still in use and looks as good as it did the day it was installed.

So, for him, it only made sense to pick furniture from a company that he had good luck with on a previous occasion.

“If you buy the right furniture, you only have to buy it once,” he said. “If you are going to invest in furniture, you might as well invest in furniture that is going to last.”

In 2013, Shisler met with Norix Consultant Sales Specialist Mike Provencher, and over an eight month period they created a plan and reviewed products that were appropriate for the new facility.

“Mr. Shisler was familiar with Norix products and knew what he wanted,” Provencher said. “He needed furniture that looked residential, was highly durable and easy to maintain. He wanted to create an environment that felt more like a dorm than your typical institutional shelter.”

The Results

In March of 2016, UGM-TC opened the doors of The Scott Walker Women and Families Services Building. The 40,000 square foot, four story building includes 28 rooms for single women (double occupancy), five rooms for men with children, five rooms for couples with children, 12 bed overnight shelter for women, a chapel/prayer room, library/computer room and many other amenities for the homeless and the staff that works there.

The Norix Furniture products that were purchased and are currently being used in the facility include:

78 Titan Frame Style, Steel Deck Beds

10 Titan Frame Style, Double Bunks

66 Titan Double Wardrobes

132 Titan 2-Drawer Chests

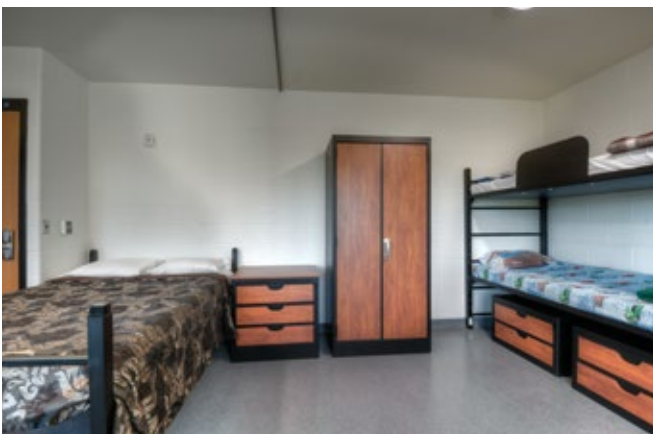
10 Titan 3-Drawer Chests

38 Titan Desks

38 Progress Chairs

UGM-TC also chose products with decorative woodgrain laminate headboards, drawer fronts and door fronts to give rooms that additional residential feel.

"Everyone is thankful and appreciates the quality of the furniture," Shisler said. "We have received nothing but rave reviews regarding the products, including the donors and the people using the facility."





Installation Services

To ensure the furniture was properly placed in the facility, UGM-TC purchased Norix Furniture's Factory Installation Services. Available to all customers, these services include, but are not limited to:

- Preparing a detailed scope-of-work document
- Project scheduling and coordination
- Coordinating shipping and delivery
- Meeting the delivery truck, off-loading and staging the furniture
- Distributing the furniture throughout the facility
- Un-installing and removing of previous furniture, if requested
- Assembling the furniture to specifications
- Installing all tamper-resistant mounting hardware provided
- Anchoring furniture to walls and floors
- Removing all packing materials and debris
- Caulking and filling gaps with security caulk, if requested
- Conducting a walk-through with a facility representative to obtain final sign-off



A Norix Factory Installation reinforces the five-year limited replacement warranty on the furniture itself. Norix products may require assembly of furniture components on-site, floor or wall anchoring, or the application of security caulk.

Specialized anchoring hardware is required. An improper or incomplete installation by others involving these tasks may void the product warranty.

A Norix Factory installation ensures the products will perform their intended function, as covered by the limited product warranty. In this regard, factory installation, and the warranty that covers it, ensures that the furniture continues to work properly throughout the life span of the product, as specified, and required by Norix.

"The last time we tried to install furniture ourselves and it was a fiasco and we ended hiring people to do it anyway," Shisler said. "This time we decided to go with Norix and their team who are specially trained and do this work all of the time."



Norix Group, Inc.
 1800 W. Hawthorne Lane, Suite N
 West Chicago, Illinois 60185
 Phone: 630-231-1331
 Toll Free: 800-234-4900
 Fax: 630-231-4343
 Email: furniture@norix.com
 www.norix.com
 ©2015 Norix Group, Inc.

Norix designs innovative, robust furniture that meets the real-world need for humanizing challenging environments. For more than 30 years, the company has served the behavioral healthcare, corrections, fire/rescue, military, shelter, public safety and variety of commercial industries by providing uniquely reliable furnishings for every application. All furniture is designed for safety, security and extreme durability. Norix furniture is extraordinary by design, surpassing industry standards for strength, safety and long-term performance. Aside from its durability, Norix products also come in aesthetically pleasing designs and colors and are made especially for facilities that require furniture that can humanize their environments.

The privately held company is headquartered in West Chicago, IL with consultative sales representatives and dealers throughout the U.S. In 2012, Norix launched Safe Environments, a news and information blog serving architects, designers, administrators and facility managers involved in the design, construction, and operation of challenging environments. For more information, call 800-234-4900 or visit www.norix.com.