




# Under One Roof

The Massachusetts Coalition for the Homeless is pleased to announce our newest initiative, Under One Roof, which is combining the Coalition’s furniture bank and homeless prevention programs together to help households to receive assistance with material needs while ensuring that they remain stably housed.


For the past several years the Coalition has struggled with how it could reach households in which a member(s) is living with a disability as well as elderly households- two populations that historically have not accessed services from our furniture bank. We also wanted to see how we could help families who had no assistance from social service agencies or family and friends and without that support could never make it to the warehouse to pick up their furniture. Annually we received hundreds of referrals for households that never could make it to the warehouse.

With our recent move to our new location we began piloting Under One Roof, a new idea of offering assistance virtually (just like Wayfair but for free) and free delivery making it possible for households to choose their furnishings without having to come to our warehouse.


## HERE IS HOW IT WORKS:

- 1**  All referrals are made on line – no more faxing or phoning.


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- 2**  After the referral is received, the household will be contacted within 5 business days to discuss the program and how Under One Roof can assist.


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- 3**  Once the household has been screened – what type of furniture is needed, size of rooms, floor number and photos of the rooms have been received, they will then be sent photos via phone or internet of the items that they can choose from.

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- 4**  Households will also be contacted by an advocate to set up an in home appointment to see how they can be assisted with applying for benefit programs and housing as well as to discuss what type of furniture is needed.

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- 5**  Once items have been chosen a delivery date will be set.

## OTHER QUESTIONS:

### What geographic area does Under One Roof serve?

Under One Roof serves households within the 495 belt way.

### Does Under One Roof offer all types of furnishings?

We cannot guarantee all furnishings requested will be available.


### Does Under One Roof offer housewares?

Presently, no – but we will be working with civic groups in the fall to hold drives for most needed items – pots and pans, plates and flatware.

### What do I need to do next?

We currently are asking you to refer only people who fit into one of two categories: households in which a member is living with a disability and households that include an elder over the age of 65. We still are piloting Under One Roof, so please bear with us as we work through the concept. We hope that Under One Roof can assist your clients and we can grow the program.

**We will notify you on the outcome of the referral.**

 [Click here to submit a referral](#)