

# Cambridge 2016-2017 Winter Plan for Persons Experiencing Homelessness

Winter planning in Cambridge for individuals experiencing homelessness is focused on ensuring that all individuals have access to indoor shelter to protect from adverse weather conditions; to mitigate risks to individuals who choose to remain outdoors; and to proactively work with outreach teams and first responders to protect against life threatening conditions. Cambridge has a network of homeless service providers, faith-based partners, and public services that coordinate efforts during extreme weather conditions. The information below represents the current plan and efforts that occur in Cambridge during extreme weather conditions. Routine and expanded service capacity is described by service type.

## Overnight Emergency Shelters

Cambridge has seven night-time shelters that operate during the winter months:

- CASPAR Emergency Services Center (ESC)
  - Shelter for individuals who are actively using alcohol or drugs; no gender restriction.
- First Church Shelter
  - Shelter for men who are sober; referral required.
- Harvard Square Homeless Shelter
  - Shelter for individuals who are sober; no gender restriction.
- Heading Home Shelter
  - Shelter for individuals who are sober; no gender restriction, referral required.
- Salvation Army Shelter
  - Shelter for men who are sober.
- St. Patrick's Women's Shelter
  - Shelter for women who are sober.
- Y2Y Youth Shelter
  - Shelter for youth ages 18 to 24; no gender restriction.

Shelters have a range of processes for entry, including daily lotteries. However, during extreme weather expanded shelter capacity is made available at CASPAR ESC and Salvation Army.

**CASPAR ESC**, during extreme weather conditions *OR* when a state of emergency has been declared by either the City or the State, will lift its restrictions against individuals who otherwise would be banned from the shelter, with the exception of those that would represent a safety risk. The shelter is routinely open 24 hours per day. During extreme weather CASPAR will not turn anyone away (unless they represent a safety risk). Expanded capacity is triggered by extreme cold weather<sup>1</sup>, declared weather emergencies by

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<sup>1</sup> CASPAR is currently working to define a temperature-based threshold (including wind chill) that would trigger expanded capacity. Expanded capacity periods require additional staff and security provisions.

Cambridge or a bordering municipality, or snowfall and/or storms that cause significant impact on transportation. CASPAR will work with the Cambridge Police Department to ensure that there is adequate police presence on-site to address safety considerations. The police department is committed to supporting CASPAR's expansion of capacity during extreme weather.

The **Salvation Army** will go over capacity to accommodate those who are seeking shelter during the course of extreme weather. When extreme weather conditions are activated the Salvation Army has the ability to increase beds by 33% (from 60 to 80 beds). Expanded services at Salvation Army are activated when temperatures fall below 30 degrees or when there is a significant winter storm.

#### Cambridge Police Department Patrol

All Cambridge Police Officers are instructed to do continuous checks within their assigned sectors and be on the lookout for those who appear to be without shelter and to direct them, assisting with transportation when appropriate, to the appropriate resource or emergency facility.

#### Outreach & First Responders

The CASPAR First Step Mobile Outreach Team will continue to actively engage and assesses unsheltered homeless individuals throughout the community and in locations where homeless individuals reside outdoors. The service operates Monday thru Friday, 8AM to midnight and offers rides to sheltered locations, provides blankets for those who opt to remain outdoors, assesses overall service needs and assists individuals with obtaining emergent medical services.

First Step closely coordinates with the Cambridge Police Department's Homeless Response officers and Pro EMS to provide access to emergent medical care. They will patrol for unsheltered individuals during extreme weather, arranging transportation to shelters and providing assistance to the most at-risk people on the street.

The Cambridge Multidisciplinary Outreach Team is a collaborative that includes the Cambridge Police Department, first responders, street outreach providers, mental health and substance use specialists, veterans' service providers, and healthcare providers to offer a low-threshold form of engagement. The group meets on Wednesday mornings to provide outreach to high-risk individuals who may not access community resources on their own for a variety of reasons. They utilize a case coordination model to ensure that individuals have life-sustaining supports throughout the year, but are especially attuned to risk factors such as hypothermia that are present during the winter months.

All providers and community partners will monitor for medical emergencies during extreme weather conditions and utilize 911 services and /or hospital services at Cambridge Hospital and Mount Auburn Hospital.

#### Daytime Drop-In Services and Meal Programs

- AIDS Action Drop-In and Needle Exchange

- Weekday drop-in services for people living with HIV/AIDS and people who inject drugs.
- Heading Home Women’s Drop-In
  - Weekday drop-in services for homeless women, including lunch.
- On The Rise— Safe Haven
  - Weekday drop-in services for homeless women (based on self-identified gender). Requires intake to see if client is a fit for services.
- Salvation Army
  - Weekday drop-in services, including lunch.
- The Women’s Center
  - Weekday plus Saturday drop-in services for women.
- Youth On Fire
  - Drop-in services, including lunch, for homeless youth ages 14 to 24, multiple days per week.
- Friday Café at First Church
  - Weekly afternoon drop-in program, including food.

### Evening Meal Programs

- Project Manna Dinner at Mass Ave Baptist Church
  - Free community dinner, twice per week.
- Tuesday Meal at First Parish
  - Free community dinner, weekly.
- St. Bartholomew’s/MIT Community Dinner
  - Free community dinner, weekly.
- Thursday Meal at Christ Church
  - Free community dinner with fairly large capacity, weekly.
- Project Uplift Dinner at Union Baptist Church
  - Free community dinner, weekly.
- “Good Food, Good Friends” Women’s Meal
  - Free community dinner for women, weekly.
- Saturday Meal at First Korean Church
  - Free community dinner with fairly large capacity, weekly.
- Dinner at Hope Fellowship Church
  - Free community dinner with maximum capacity of 12 guests, weekly.
- Faith Kitchen at Faith Lutheran Church
  - Free community dinner, twice per month.
- Common Care at St. Peter’s Episcopal Church
  - Free participatory community dinner, twice per month.

These day services offer the opportunity for homeless individuals to be indoors and receive a variety of nutritional and social supports.<sup>2</sup>

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<sup>2</sup> Please visit this link for a print-friendly guide to meal sites: [www.cambridgecoc.org/cambridge-meals](http://www.cambridgecoc.org/cambridge-meals)

## Non-Emergency Medical Services

- Bridge Over Troubled Waters Medical Van
  - Weekday evening medical services for youth ages 14 to 25.
- Cambridge Healthcare for the Homeless
  - Primary care medical clinics scheduled throughout the week at CASPAR's Emergency Service Center, Salvation Army, and On the Rise.

## Hypothermia Awareness

Serious health problems can result from prolonged exposure to the cold. The most common cold-related problems are hypothermia and frostbite. According to National Healthcare for the Homeless Council, people living outside experience 3-6 times the risk of hypothermia than housed people do, due to rain, wind, and cold temperatures. Cambridge Healthcare for the Homeless staff will offer a train-the-trainer session to shelter supervisors in late 2016 to ensure that providers are educated about how to mitigate extreme cold related health risks.

## Communications

The City's SNOWCenter website<sup>3</sup> will maintain updated information on all available resources in the winter months. This information will be located within the Winter FAQ's. This City will also utilize social media to enhance awareness of resources and critical contact information for services to assist those most in need.

We are working with the City Manager's office and Emergency Communications on the potential use of the Cambridge Alert Network, to send notification of expanded services for homeless residents during extreme weather. Subscribers could include homeless residents as well as service providers, who will receive this notification via text, email and/or phone call.

## Coordination

The collective contributions of community partners are coordinated through a variety of informal and formal communication channels. Changing needs are very fluid and must be re-evaluated from year to year, including the use of data analysis and other forms of community input. The City is continuing to explore options for enhanced community responses to extreme weather conditions, including expanded daytime services.

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<sup>3</sup> <http://www.cambridgema.gov/Snow>

## OVERNIGHT SHELTERS

Name	Bed Capacity	Target Population				Public Transit	Address & Phone #	Description & Entry Procedure
		M	F	18-24	24+			
CASPAR Emergency Services Center (ESC)	107	M	F	x	x	T Central #1 bus	240 Albany St. Cambridge, MA  617-661-0600	<b>To claim a bed, go in person to the shelter for 3pm lottery.</b> During extreme weather, ESC can go above stated capacity, and will lift restrictions against individuals who would otherwise be banned from the shelter (except those presenting a safety risk).
First Church Shelter	14	M		x	x	T Harvard	11 Garden St. Cambridge, MA  617-661-1873	Extended-stay beds for men who are sober only. <b>Referral from another provider is required;</b> the individual or provider should call periodically to reiterate their request.
Harvard Square Homeless Shelter	29	M	F	x	x	T Harvard	66 Winthrop St. Cambridge, MA  617-547-2841 or 888-285-4038	Short-term and extended-stay beds for individuals (no gender restriction) who are sober only; extended-stay beds are typically reserved for persons who are working. Open from November 1 to April 15 only. <b>Extended-stay beds are assigned by lottery. Call the 888 phone number above between 7:30 and 8am for a lottery number. Call back between 8:05 and 8:30am to find out whether your assigned number was selected for a bed. Lottery results will also be posted at the door of the shelter. For short-term beds, call at 9:30pm to find out about space availability.</b>
Heading Home Shelter	21	M	F	x	x	T Central	109 School St. Cambridge, MA  617-547-1885	Short-term beds, as well as extended-stay beds with case management, for individuals (no gender restriction) who are sober only. <b>Call at 10am to reserve a bed; referral required</b> (from staff at a previous shelter, the Multi-Service Center, or another provider).
Salvation Army	60	M		x	x	T Central	402 Massachusetts Ave. Cambridge, MA  617-547-3400	During extreme weather, Salvation Army can expand capacity by up to 20 beds. Short term and extended-stay beds for men who are sober only. Offers case management, substance abuse services, and vocational counseling. <b>Call first thing in the morning (starting at 7am) to reserve a bed. Arrive before 7pm to claim a bed.</b>
St. Patrick's Women's Shelter	31		F	x	x	#86 bus from T Harvard or #91 from T Central	270 Washington St. Somerville, MA  617-628-3015	Short-term beds for women who are sober only, and extended-stay beds with case management for sober women who are also working. <b>To reserve a bed, show up by 3pm at the shelter. If there are more women than beds, a lottery will be held.</b>
Y2Y Youth Shelter	22	M	F	x		T Harvard	1 Church St. Cambridge, MA  617-864-0795	Short-term beds for youth aged 18-24 (no gender restriction) only. Open from October 15 to April 15 only. Beds are available for lengths of 30 nights or of 1 night, distributed by a lottery process. <b>To enter the lottery for a 30-night bed, call the phone number above between 8:00am and 8:45am in the morning. To enter the lottery for a 1-night bed, call the number above between 9:00pm and 9:30pm.</b>

## DAYTIME SERVICES

Name	Hours							Target Population					Public Transit	Address & Phone Number
	Su	M	T	W	Th	F	S	M	F	18-24	25-59	60+		
AIDS Action Drop-In & Needle Exchange		9am to 5pm	9am to 5pm	9am to 5pm	9am to 5pm	9am to 5pm		M	F	x	x	x	T Central	359 Green St. Cambridge, MA 617-661-3040
CASPAR ESC Drop-In	7:30am to 3pm	7:30am to 3pm	7:30am to 3pm	7:30am to 3pm	7:30am to 3pm	7:30am to 3pm	7:30am to 3pm	M	F	x	X	X	T Central #1 bus	240 Albany St. Cambridge, MA 617-661-0600
Friday Café at First Church						1pm to 5pm		M	F	x	x	x	T Harvard	11 Garden St. Cambridge, MA
Heading Home Drop-In	12m to 2pm	12pm to 2pm	12pm to 2pm	12pm to 2pm	12pm to 2pm	12pm to 2pm	12pm to 2pm		F	x	x	x	T Central	109 School St. Cambridge, MA 617-547-1885
On the Rise Safe Haven		8am to 2pm	8am to 2pm	8am to 4pm	8am to 2pm	8am to 4pm	8am to 2pm		F	x	x	x	T Central	341 Broadway Cambridge, MA 617-497-7968
Salvation Army Drop-In*	1pm to 3pm	8:30am to 3:30pm	8:30am to 3:30pm	8:30am to 3:30pm	8:30am to 3:30pm	8:30am to 3:30pm	11:30am to 1pm	M	F	x	x	x	T Central	402 Massachusetts Ave. Cambridge, MA 617-547-3400
Youth on Fire		11am to 5:45pm		11am to 5:45pm		11am to 5:45pm		M	F	x			T Harvard	1 Church St. Cambridge, MA 617-661-2508

\*During extreme winter weather conditions, the Salvation Army's daytime drop-in space will remain open during regular clean up time in the morning and evening.

# Resources for People Homeless in Cambridge During Extreme Winter Weather, 2016-17

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Winter storms and extreme temperatures pose a severe risk to the safety and health of people remaining outdoors. If you see someone on the street and are concerned about them, please contact the FirstStep Street Outreach team (see other side), or call 911 if it is a medical emergency. See these additional resources to find somewhere indoors for yourself or someone else:

## Emergency Shelters (night-time):

*Shelters typically have various processes, including daily lotteries, for getting a bed; however, during winter weather events, expanded capacity will frequently be made available. CASPAR's Emergency Service Center and the Salvation Army generally have the greatest ability to stretch their capacity during extreme weather.*

### **CASPAR Emergency Service Center**

240 Albany Street, Cambridge  
617-661-0600

### **First Church Shelter** (men only)

11 Garden Street, Cambridge  
617-661-1873  
Referral required.

### **Harvard Square Homeless Shelter**

66 Winthrop Street, Cambridge  
617-547-2841

### **Heading Home Shelter**

109 School Street, Cambridge  
617-547-1885  
Referral required.

### **Salvation Army Shelter** (men only)

402 Massachusetts Avenue, Cambridge  
617-547-3400

### **St. Patrick's Women's Shelter** (women only)

270 Washington Street, Somerville  
617-628-3015

### **Y2Y Youth Shelter** (age 18-24 only)

1 Church Street, Cambridge  
617-864-0795

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## Daily Drop-ins:

### **AIDS Action Drop-in and Needle Exchange**

359 Green Street, Cambridge  
617-661-3040  
*hours: Monday to Friday, 9am to 5pm*  
For people living with HIV/AIDS or who inject drugs.

### **Heading Home Drop-in** (women only)

109 School Street, Cambridge  
617-547-1885  
*hours: every day, 12 to 2pm*

### **On The Rise** (women only— self-identified gender)

341 Broadway, Cambridge  
617-497-7968  
*hours: Monday, Tuesday, Thursday, and Saturday, 8am to 2pm; Wednesday and Friday, 8am to 4pm*  
Intake required to assess client's fit for program.

### **Salvation Army**

402 Massachusetts Avenue, Cambridge  
617-547-3400  
*hours: Monday to Friday, 8:30am to 3:30pm; Saturday, 11:30am to 1pm; Sunday, 1 to 3pm*

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**Cambridge** CONTINUUM  
OF CARE

Information is subject to change; to be most certain, call. For more detailed and comprehensive information that is kept updated, visit:

[www.cambridgema.gov/  
cambridgehomelessresources](http://www.cambridgema.gov/cambridgehomelessresources)



See other side for info on Street Outreach, Emergency and non-Emergency Medical, Street Outreach, and Weekly Drop-ins and Meals.

# Resources for People Homeless in Cambridge During Extreme Winter Weather, 2016-17

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Winter storms and extreme temperatures pose a severe risk to the safety and health of people remaining outdoors. If you see someone on the street and are concerned about them, please contact the FirstStep Street Outreach team (see below), or call 911 if it is a medical emergency. See these additional resources to find somewhere indoors for yourself or for someone else:

## Medical Emergency:

Call **911** if you are experiencing a medical emergency. Or, if you are able to get to the emergency room yourself:

### Cambridge Hospital

1493 Cambridge Street, Cambridge

### Mount Auburn Hospital

330 Mount Auburn Street, Cambridge

## Non-Emergency Medical:

**Brg. Over Troubled Waters** (age 14 to 25 only)  
directly outside Harvard MBTA stop  
hours: Monday to Friday, 7 to 8:30pm

### Cambridge Healthcare for the Homeless

(617) 591-6757

Free primary care clinics throughout the week at the CASPAR Emergency Service Center, Salvation Army, and On The Rise. Call for times.

## Street Outreach:

Street outreach workers can help get you out of the cold to somewhere warm, and can also assist with referrals to other services you may need.

### CASPAR FirstStep

617-592-6895

hours available: Monday to Friday, 8am to midnight

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Information is subject to change; to be most certain, call. For more detailed and comprehensive information that is kept updated, visit:  
[www.cambridgema.gov/cambridgehomelessresources](http://www.cambridgema.gov/cambridgehomelessresources)



See other side for info on Emergency Shelters and Daily Drop-ins.

## First Responders:

### Cambridge Police Department

CPD, along with Pro EMS, FirstStep street outreach, and other community partners, makes a concerted effort to locate and assist people on the street.

### Pro EMS

Pro EMS/Pro Ambulance patrols for unsheltered individuals during extreme weather, arranging transportation to shelters and working with CPD and other partners to help at-risk people on the street.

## Weekly Drop-ins and Meals:

Many of the daily drop-ins listed on the other side of this sheet also offer food.

### Tuesday Meal at First Parish

3 Church Street, Cambridge

617-876-7772

hours: Tuesday, 5:30pm

### Thursday Meal at Christ Church

Zero Garden Street, Cambridge

617-876-0200

hours: Thursday, 6pm

### Friday Café at First Church

11 Garden Street, Cambridge

hours: Friday, 1 to 5pm

### Saturday Meal at First Korean Church

35 Magazine Street, Cambridge

617-497-7277

hours: Saturday, 5:30pm

### Youth On Fire (age 14 to 24 only)

1 Church Street, Cambridge

617-661-2508

hours: Monday, Wednesday, and Friday, 11am to 5:45pm