

Directory of Resources for People Homeless in Cambridge

<http://www.cambridgema.gov/cambridgehomelessresources>

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NEW: Online map version of this directory now available at www.cambridgecoc.org/resources-map.

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While this directory is updated periodically, information contained within may change. Please notify us of any corrections, changes, or updates by emailing jlevin@cambridgema.gov. Your feedback is helpful and appreciated.



For People Who Don't Speak English:

Medical interpreter services are offered by the Cambridge Health Alliance for patients at its hospitals and neighborhood health centers (see page 38). The following agencies also offer interpretation and a range of other services:

- **Portuguese:** Massachusetts Alliance of Portuguese Speakers (617-864-7600); website at <http://www.maps-inc.org>.
- **Haitian Kreyòl:** Cambridge Haitian Services (617-349-6351)
- **Amharic and other Ethiopian/Eritrean languages:** Adbar Ethiopian Women's Alliance (617-234-8981) and Ethiopian Community Mutual Assistance Association (617-492-4232)

Some agencies offer telephonic interpretation to eligible clients who need it.

How to Use This Directory

Accessing Services


Unless otherwise noted, services listed here do not require referrals from a case manager or other provider, and can be accessed by homeless persons directly. If a referral is required, shelter or transitional program residents should first request a referral from staff of that program; if you sleep outside or you can't get a staff referral, contact one of the outreach programs listed on page 16 ("Street Outreach, Non-Residence-Based Case Management, and Assistance Accessing Mainstream Resources") for help.

Some listings specify whether programs serve only Cambridge (or Somerville) residents; note that persons staying in shelters or transitional programs or living on the street in Cambridge are deemed to be residents.

Organization

The main content of this directory is organized by type of service (see Table of Contents on page 1). However, the index on page 59 can also help you locate services that focus on a specific population/need.

Disability Access

Listings which include a  symbol are known to be wheelchair accessible. However, these listings may not be accessible for all needs or disabilities. Additionally, some programs that this directory does not list as wheelchair accessibility may have various accessibility features. For the most accurate and specific information about a service's level and type of accessibility, please contact the provider directly.

For general information about the accessibility of municipal or City-funded services, or to request a copy of this directory in an alternative format to accommodate a visual disability, please contact the Cambridge Commission for Persons with Disabilities, located at 51 Inman Street, 2nd floor; telephone number 617-349-4692 (voice) or 617-492-0235 (TTY/TDD).

Addresses and Directions

If no city is indicated in a listing's address, that means the location is in Cambridge. Addresses that are not in Cambridge list the city in bold (for example, **Somerville** or **Boston**).

Note: Make sure to check what city a location is in, before going! Many of the same street names are shared between Cambridge, Boston, Somerville, and other neighboring communities. For example, there is an Albany Street in Cambridge and an Albany Street in Boston, and important services for homeless people are located at each.

Entries in the directory with an address also display the closest transit connections. T (train) stops and bus routes listed are typically within a one-third mile walk of the location. Locations (particularly in Boston) may be served by more transit than is listed; those listed here are particularly oriented towards stations and bus routes served by the **Red** and **Green** lines, the two subway lines with service in Cambridge.

For more information on access to transportation and getting around, see page 51.

See the following page for a map of the MBTA transit system.

MBTA Transit System Map



The MBTA's online Trip Planner tool will help you find the best transit directions between two locations: www.mbta.com/trip-planner. If you have access to a smartphone or other device with apps, a number of free apps are available to assist with transit directions. The app endorsed by the MBTA for trip planning is called "Transit App".

Overview of Services to Prevent Homelessness and Help People Who Are Homeless in Cambridge

Cambridge houses a diverse array of services designed to help prevent homelessness or to serve individuals or families who have become homeless. The following overview is offered to help steer the reader to the most appropriate service.

Prevention services include assistance in helping individuals whose tenancies (or mortgages) are at risk of coming to an end because of legal or financial problems. The City's **Multi-Service Center** is the largest provider of prevention services (as well as an important source of services for people who have become homeless).

Emergency Shelters provide emergency housing for individuals and families who no longer have a place to call home. Each shelter has its own rules for eligibility and access. Most shelters for individuals have a mix of short-term "emergency beds" (stays of 3-14 days, depending on the program) and "extended-stay" or "contract" beds (stays of several weeks or months, depending on the program).

Transitional Housing programs generally offer 6 to 24 months of residential stability (depending upon the program) and on-site case management and related supports to homeless persons who are actively working towards ending their homelessness.

Permanent Supportive Housing (PSH) programs offer housing indefinitely along with services, for homeless (generally chronically homeless) individuals with a disabling condition. The majority of PSH opportunities in Cambridge are now filled on a prioritized basis solely through Cambridge CAN (see page 6).

Drop-in programs provide a safe place where homeless persons can go during the daytime, whether to simply get off the street or to access supportive services. Because shelters for individuals are typically only funded for overnight services (from dinner time to breakfast the next morning), such drop-in programs fill an important gap in services.

Street outreach services reach out to homeless persons living on the street (or in parks, cars, etc.) to assist with immediate needs and to link them to more extensive services.

Case management – individualized assistance with developing and implementing a plan for ending one's homelessness – is available from residence-based staff for all permanent supportive housing and transitional housing program residents, all family shelter residents, and residents of some shelters for individuals. Non-residence-based case management may be available to help other homeless persons.

A variety of specialized programs provide specific services that people who are homeless might need, including:

- Food, clothing, and health care services (including mental health care, dental care, and eye care)
- Housing search and post-placement stabilization (help finding and keeping an

apartment)

- Education and training
- Employment assistance
- Legal assistance
- Child care and family support services
- Cash assistance (for moving or other needs)
- Assistance with money management, including representative payee services
- Access to computers and computer instruction
- Other services (e.g., ID, income tax assistance, etc.)

Key Agencies/Services



Cambridge Coordinated Access Network (C-CAN)

362 Green Street, 1st floor; **Central**

617-349-7715

www.cambridgecoc.org/cambridgeCAN

C-CAN is the system of Coordinated Entry/Access serving Cambridge. All persons experiencing homelessness in Cambridge are strongly encouraged to receive a C-CAN assessment; participating housing programs and services now receive referrals only from among clients who have been assessed by C-CAN, prioritized based on level of vulnerability and type of need. Fourteen housing programs, as well as Housing Navigation and Clinical Case Management services, now participate in C-CAN.

Any person with a tie to Cambridge who is currently experiencing homelessness is eligible to complete an assessment. Assessment is offered on a walk-in basis at the Cambridge Multi-Service Center (address above) Monday from 4 to 7pm; Wednesday from 1:30 to 4pm; and Friday from 9am to 12pm. In addition to these walk-in hours, C-CAN staff are frequently available on a scheduled basis during the City's business week (long Monday ending at 8pm, short Friday ending at 12pm) to schedule an intake at the Multi-Service Center, or to have an outreach worker conduct assessment at your location (within Cambridge), if you are unable to come to the MSC.



Cambridge Multi-Service Center (MSC)

362 Green Street, 1st floor; **Central**

617-349-6340


<https://www.cambridgema.gov/DHSP/programsforadults/cambridgemultiservicecenter>

The MSC addresses the needs of homeless and near-homeless individuals and families living in our community, providing direct services, and planning and coordination of efforts for persons who are living on the street, in emergency shelters or at risk of losing their housing.

The MSC works to prevent evictions and resolve landlord-tenant problems through case management, advocacy and budget counseling. Additionally, it provides assistance in applying for public benefits, financial counseling, legal services, and accessing mental health and substance abuse services.



Most of the services of Cambridge CAN (see previous entry) are also co-located at the MSC.

Social Security Administration



10 Fawcett Street, 1st floor; #74 or #78 bus from  **Harvard**
800-772-1213
www.ssa.gov

For SSI and SSDI applicants.


Massachusetts Department of Transitional Assistance

80 Everett Avenue, 3rd floor, Chelsea; #111 bus from  **Haymarket**, or
 **Chelsea**
617-551-1700
www.mass.gov/eohhs/gov/departments/dta

For connection to TAFDC, EAEDC, EA, Family Shelter, and Food Stamp applications. Take the Orange Line to Haymarket, then #111 Bus to Park Street and Cross Street in Chelsea.

The DTA now also holds office hours at CAAS (66-70 Union Square, Somerville; take #86 bus from  **Harvard** or #91 from  **Central**) on Wednesday from 9am to 5pm to help clients apply for benefits.

Cambridge Housing Authority

362 Green Street, 3rd floor;  **Central**
617-864-3020
<http://www.cambridge-housing.org>

Provides long-term rental housing and rental assistance to more than 5,500+ low-income families, elders and disabled individuals through its Public Housing and Housing Choice Voucher (HCV) Programs.

Other Resource Guides

Information about all types of legal matters, written for non-lawyers:

<http://www.masslegalhelp.org> and www.masslegalservices.org/findlegalaid

Information for older/senior adults who are homeless or low-income:

<http://www.mhsa.net/sites/default/files/Resources%20for%20Older%20Homeless%20and%20Low-Income%20Adults%20-%204.1.15.pdf>

Information for women who are homeless, by women who are or have been homeless in Cambridge and Somerville:

<http://www.cambridgewomenscommission.org/youfindyourstrength/>

Information on reentry services for people exiting the criminal justice system:

<http://www.cominghomedirectory.org>

Information on final arrangements for the loved ones of someone who has died, with a focus on those with limited financial resources:

<http://www.mghpcs.org/socialservice/resources/Funeral-EasyPrint.pdf>

Information from the Cambridge Public Health Department on free/low-cost food programs in Cambridge:

<http://www.cambridgepublichealth.org/publications/Food-Resource-Guide-4thEdition.pdf>

Information on programs and services for families in Cambridge:

<http://www.finditcambridge.org>

Shelter for Homeless Families

Massachusetts Department of Housing and Community Development (DHCD)

866-584-0653

<http://www.mass.gov/hed/economic/eohed/dhcd>

To apply for shelter, call the number above and ask for the **Homeless Coordinator**. You may also apply in person at 1010 Massachusetts Avenue, **Boston** (#1 bus from **T Central** or **T Harvard**). The DHCD providers will assess a family's situation: (1) are they homeless? (2) are there any other options besides shelter? (3) is the family eligible for Emergency Assistance (EA), that is, is their household income at or below 115% of the current federal poverty guideline? (Reference the chart on the following page for 2018 guidelines.)

Family Size	1	2	3	4	5	6
Maximum Monthly Income	\$1,163	\$1,577	\$1,991	\$2,405	\$2,819	\$3,233
Maximum Yearly Income	\$13,961	\$18,929	\$23,897	\$28,865	\$33,833	\$38,801

There are **very few** shelter beds available for non-EA-eligible families. Staff at the Multi-Service Center (617-349-6340) can help families prepare for the process of applying for Emergency Assistance, and can help non-EA-eligible families search for shelter.

Shelter for Victims of Domestic Violence

Safelink 24-Hour Hotline

877-785-2020


People who are suffering from domestic violence or partner abuse can call the above 24-hour phone hotline for help accessing emergency shelter or other assistance.

Shelter for Homeless Individuals

The following shelters, except for CASPAR's Emergency Service Center at 240 Albany Street, require that guests not be under the influence of substances. Guests also need to reserve beds, in some cases as early as 7:30am. Beds fill quickly, especially in cold or bad weather.

Always call first when possible. Note that by individual arrangement, some shelters are able to offer emergency beds on an extended basis to a limited number of guests who meet shelter-specific criteria. During extreme weather events, as well, shelters are sometimes able to accommodate extra guests on an emergency, no-reservation basis.

Salvation Army Shelter

402 Massachusetts Avenue;  Central

617-547-3400

<http://massachusetts.salvationarmy.org/ma/camcontinuum>

Short term and extended-stay beds for **men** who are **sober** only. Offers case management, substance abuse services, and vocational counseling.

Call first thing in the morning (starting at 7am) to reserve a bed. Arrive before 7pm to claim a bed.



CASPAR Emergency Services Center

240 Albany Street; closest to #1 bus from Central or Harvard
617-661-0600
<http://casparinc.org/emergency-services-center-and-shelter.html>

Beds for individuals (**no gender restriction**) who are actively using alcohol or drugs; shelter for more than one night requires proof of history of Cambridge or Somerville residency. Separate beds for guests who are seeking active support for recovery.

To claim a bed, go in person to the shelter.

Unlike most other shelters, the Emergency Service Center operates 24/7, and remains open to shelter guests throughout the day.



Harvard Square Homeless Shelter

66 Winthrop Street; Harvard
617-547-2841 or 888-285-4038
<http://www.hcs.harvard.edu/hshs>

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.** 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.

St. Patrick's Women's Shelter

270 Washington Street, Somerville; #86 bus from Harvard or #91 from Central
617-628-3015
<http://www.ccab.org/?q=shelter-services>

Short-term beds for **women** who are **sober** only, and extended-stay beds with case management for sober women who are also working.

To reserve a bed, show up by 3pm at the shelter. If there are more women than beds, a lottery will be held.



Y2Y Shelter

1 Church Street; Harvard

617-864-0795
<http://www.y2yharvardsquare.org>

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. 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.

To connect to shelter for unaccompanied/runaway youth under age 18, see Bridge Over Troubled Waters (page 42).

First Church Shelter

11 Garden Street;  **Harvard**

617-661-1873

<http://www.firstchurchcambridge.org/first-church-in-the-world/first-church-shelter>

Extended-stay beds for **men** who are **sober** only.

Referral from another provider is required; the individual or provider should call periodically to reiterate their request.

Heading Home Shelter

109 School Street;  **Central**

617-547-1885

<http://www.headinghomeinc.org/programs/new-draft-shelter-emergency-services>

Short-term beds, as well as extended-stay beds with case management, for individuals (**no gender restriction**) who are **sober** only.

Call at 10am to reserve a bed; referral required (from staff at a previous shelter, the Multi-Service Center, or another provider).

If Cambridge shelters are full:

Among shelters in Cambridge, the Salvation Army and CASPAR Emergency Service Center have the greatest ability to stretch their capacity to accommodate unsheltered persons placed at heightened risk by extreme winter weather.


Some of the larger shelters in Boston are able to accommodate significant numbers of otherwise unsheltered persons who would be at risk by such extreme weather.

CASPAR's FirstStep Street Outreach Team (617-592-6895, weekdays from 8am to midnight; weekends and holidays from 1 to 9pm) will have updated information about the availability of beds in Cambridge shelters, and can provide assistance to unsheltered individuals in accessing beds in Cambridge, or, if none are available, in Boston. The CASPAR FirstStep

vehicles do not have wheelchair lifts; however, staff can help arrange (but cannot guarantee) alternate transportation for persons whose mobility disabilities prevent them from stepping into the vehicles.

Winter Warming

Cambridge Winter Warming Center

806 Massachusetts Avenue, basement level;  **Central**

617-391-9014

<https://www.cambridgema.gov/Services/winterwarmingcenter>


Open from approximately December to April only. The Warming Center is a welcoming and safe drop in center where unsheltered adults can come and spend the night and be safe from the environmental hazards of the street during the winter months.

The Center offers a safe space, with beverages and a hot meal, access to bathrooms, and the ability to rest on a yoga mat on the floor. The Center is open 11 hours each night, 7 nights weekly during the winter months. Once guests arrive, they are asked to stay on site, go through a safety check, and store their personal belongings.

Check at the website above, as the winter season approaches, for the exact opening date and nightly hours.

Drop-in Programs

Salvation Army

402 Massachusetts Avenue;  **Central**

617-547-3400

<http://massachusetts.salvationarmy.org/ma/cambridge>

Drop-in program on Monday, Tuesday, Wednesday, Thursday, and Friday from 8:30am to 3:30pm; Saturday from 11:30am to 1pm; and Sunday from 1 to 3pm. Daily lunch and supplemental food, showers, laundry facilities, clothing. Staff social workers can help with referrals.

Youth on Fire

1 Church Street (inside Y2Y Shelter space);  **Harvard**

617-661-2508

<http://www.aac.org/youth-on-fire/>

Drop-in for homeless and at-risk youth aged 14 to 24, open Monday, Wednesday,

and Friday from 11am to 5:45pm; meals served from 1:30 to 3pm, and snacks available at all drop-in times. Services available by appointment only on Tuesday and Thursday; call the telephone number above to schedule.

Hot meals are served from 2:30 to 5:30pm on days when the program is open, and showers, lockers, food, counseling, case management, housing assistance, health care, clothes, laundry, computers, books, and games are also offered.

On the Rise's Safe Haven

341 Broadway;  **Central**

617-497-7968

<http://www.ontherise.org/what-we-offer/>

Drop-in for **clients who identify as women** who are homeless and need a level of support that other programs may not be able to provide. This is not a general drop-in program, and women must meet with an advocate for an informal intake to determine whether On the Rise is the right fit. Open Wednesday and Friday from 8am to 4pm; and Monday, Tuesday, Thursday, and Saturday from 8am to 2pm.

Helps women meet basic nutritional, hygiene, and safety needs while also receiving flexible support to begin addressing issues related to trauma, addiction, mental and physical health, domestic and sexual violence, disabilities, immigration, legal problems, and poverty.

The Women's Center

46 Pleasant Street;  **Central**

617-354-8807

<http://www.cambridgewomenscenter.org>

Women can obtain information, referrals, and emotional support from staff and volunteers; access printed info about programs, services, events, jobs, health issues, etc.; and participate in issue-specific or general support groups. Open Monday, Tuesday, Wednesday, Thursday, and Friday from 10am to 8pm; and Saturday from 10am to 3pm.

Citywide Senior Center

806 Massachusetts Avenue;  **Central**

617-349-6060

<https://www.cambridgema.gov/DHSP/programsforfamilies/seniorscouncilonaging/citywideseniorcenter.aspx>

For people **60 and older**. Open Monday from 8:30am to 8pm, Tuesday, Wednesday, and Thursday; Friday from 8:30am to 3pm; and Saturday and holidays from 8:30am to 1pm. Offers social and recreational activities, ESL, computer access, and fitness classes. Breakfast and lunch served daily.

Access: Drug User Health Program

359 Green Street;  **Central**

617-661-3040

<http://www.aac.org/programs-services/needle-exchange/>

Provides a range of services including services include HIV/HCV/STI testing, health education and navigation, risk-reduction counseling, overdose education, Narcan distribution, street and community outreach, behavioral health services, support groups, drop-in services, safer sex and drug use supplies, and nursing. Open on a drop-in basis from 9am to 4pm Mondays, Tuesdays, Wednesdays, and Fridays, and from 9am to 2pm on Thursdays. Additional services are available to members after drop-in hours end (except on Thursdays). To become a member, walk in and complete a risk reduction assessment with a Health Educator; Anyone who has used illicit opioids, misused prescription opioids, and/or injected any non-prescription substance within the past 12 months is eligible for Access membership.

Friday Café at First Church




11 Garden Street;  **Harvard**

617-851-5074

<http://www.thefriday.cafe>

New drop-in program open on Friday from 1 to 5pm, from **September to June** only.

Boston GLASS Community Center

93 Massachusetts Avenue, Boston; #1 bus from  **Central** or  **Harvard**, or  **Hynes**

617-266-3349

<https://jri.org/services/health-and-housing/health/boston-glass>

Drop-in for LGBTQ young people, aged 13 to 25. Open Monday, Tuesday, Wednesday, and Thursday from 3 to 8pm; and Friday from 3 to 5pm (or earlier, by appointment). Has board games, TV, computers, library, kitchen; offers assistance with counseling, testing, referrals, housing/job search, GED, college/financial aid.

Transitional Housing Programs

Please note: each transitional housing program has its own eligibility guidelines and participation requirements. Please check with a specific program to find out more information. See also shelters (see page 9) that have extended-stay beds, and residential treatment programs listed under Addiction Services (see page 44).

Carey Program at the YMCA

820 Massachusetts Avenue;  **Central**
617-349-6349

NOTE: The Carey program now accepts referrals only through Cambridge CAN. See page 6 for information on how to complete a C-CAN intake.

For men with 6+ months' sobriety only. Call the phone number above for more information.

Umoja Program at Salvation Army

402 Massachusetts Avenue;  **Central**
617-547-3400

<http://massachusetts.salvationarmy.org/ma/camcontinuum>

For men only. Contact Jack Marani at the phone number above for more information.

CASPAR's GROW House

617-661-6020

For women in substance abuse recovery with 6+ months' sobriety only.

Heading Home Transitional Program at the YWCA

7 Temple Street;  **Central**
617-491-6050, extension 229

<http://www.headinghomeinc.org/programs/new-draft-transitional-housing>


For women only. Contact the phone number above for more information.

Transition House's Transitional Living Program

617-868-1650, extension 1002

For women with or without young children who have experienced domestic violence. Contact Ronit Barkai at the phone number above for more information.


Harvard Square Summer Shelter

66 Winthrop Street;  **Harvard**
617-495-5526

<http://pbha.org/programs/harvard-square-summer-shelter/>

Program has **no gender restriction** and is located at the Harvard Square Homeless Shelter, running from mid-June to mid-August. Call the phone number above, or email summerHSHS@pbha.org, for more information.

Wayside/ShortStop

1323 Broadway, Somerville; #87 or #88 bus, both from either  Davis or

 Lechmere

617-776-3377


<http://www.waysideyouth.org/OurServices/WaysideYoungAdultServices/ShortStopTransitionalHousing.aspx>

Transitional housing program for homeless youth aged 18 to 22, offering a range of social, educational, and pre-vocational services.

Street Outreach, Non-Residence-Based Case Management, and Assistance Accessing Mainstream Resources

Please note: many, but not all, residential programs offer case management to at least some participants; case management support offered by programs listed below targets homeless individuals who have difficulty accessing such residence-based case management.

Cambridge Multi-Service Center

362 Green Street, 1st floor;  Central

617-349-6340

<http://www.cambridgema.gov/DHSP/programsforadults/cambridgemultiservicecenter>

Provides a range of services to **Cambridge-based** homeless families and individuals, including assistance for elders and people with disabilities. Services by City and partnering providers include information and referral, short-term case management, housing search, job search, mental health and substance abuse counseling, money management, and legal assistance. Depending on circumstances, staff may be able to access limited funds to help with the cost of transitioning to new housing, or for use as a last resort to prevent eviction.

CASPAR's FirstStep Street Outreach

617-592-6895

<http://casparinc.org/first-step.html>

Deploys an outreach team on foot (from 8am to 4pm) and in a van (from 4pm to midnight), targeting unsheltered homeless persons with medical, mental health, or substance abuse-related needs. Teams offer support accessing shelter, substance abuse treatment (detox), health care, and/or mental health services. The team collaborates with numerous other service providers including Eliot Community Health Services, Health Care for the Homeless, and On The Rise. CASPAR FirstStep Street Outreach is integrated into the Cambridge Coordinated Access network (C-CAN) and is able to directly offer clients the C-CAN assessment.




Call the phone number above for program information; for a referral, call 617-592-6895 on Monday, Tuesday, Wednesday, Thursday, and Friday from 8am to midnight.

The Outdoor Church

401-339-9578

<http://outdoorchurch.org>

Offers ministry, pastoral counseling, food/drink, socks, and referrals. Maintains contact with participants during incarceration/treatment.

Sunday at 9am by  **Porter** station. Thursday at 6pm at CASPAR's Emergency Services Center, 240 Albany Street, closest to #1 bus from  **Central** or  **Harvard**.

Harvard Square Homeless Shelter Street Outreach


<http://www.hcs.harvard.edu/hshs>

Sends teams on foot offering conversation, food, clothing, and blankets to unsheltered homeless individuals staying in Harvard Square at night. Team members provide immediate referrals to shelters and can also help access other resources or services.

Only runs from November 15 to April 15, every day except for Saturday. Contact by email at hshsstreetoutreach@gmail.com.

Food Assistance Programs

Harvard Square Homeless Shelter

66 Winthrop Street;  **Harvard**

617-547-2841

<http://www.hcs.harvard.edu/hshs>

The shelter serves take-away meals every night of the week at 8:30pm. **November 15 to April 15 only.**

The Outdoor Church

401-339-9578

<http://outdoorchurch.org>

Serves food as part of their outreach ministry. Sunday at 9am by  **Porter** station. Thursday at 6pm at CASPAR's Emergency Services Center, 240 Albany Street, closest to #1 bus from  **Central** or  **Harvard**.

Community Meals for Seniors

Breakfast at the Citywide Senior Center


806 Massachusetts Avenue;  **Central**

617-349-6060

<https://www.cambridgema.gov/DHSP/programsforfamilies/seniorscouncilonaging/citywideseniorcenter.aspx>

8:30 to 9:30am every morning except Sunday. Suggested donation of \$1.25. Seniors aged 60 and older only.

Lunch at the Citywide Senior Center

806 Massachusetts Avenue;  **Central**

617-349-6060

<https://www.cambridgema.gov/DHSP/programsforfamilies/seniorscouncilonaging/citywideseniorcenter.aspx>

Monday, Tuesday, Wednesday, and Thursday from 11:30am to 12:45pm; Friday from 11 to 11:30am; and Saturday from 11:30am to 12:15pm. Suggested donation of \$2.00. Seniors aged 60 and older only. Reservation required (can place by telephone).

Lunch at Norfolk Street Congregate Housing

116 Norfolk Street;  **Central**

617-547-3543, ext. 22

Every day from 11:30am to 1pm. Suggested donation of \$1.50. Seniors aged 60 and older only. Reservation required (can place by telephone).

Lunch at the North Cambridge Senior Center




2050 Massachusetts Avenue;  **Porter**

617-349-6320

<https://www.cambridgema.gov/DHSP/programsforfamilies/seniorscouncilonaging/northcambridgeseniorcenter.aspx>

Monday, Wednesday, Friday at lunch time. Small suggested donation. Seniors aged 60 and older only. Reservation requested 2 days in advance (can place by telephone).


Lunch at Massachusetts Alliance of Portuguese Speakers

1046 Cambridge Street; #CT2 bus from  **Kendall**, or #69 bus from either  **Harvard** or  **Lechmere**

617-864-7600



Monday, Tuesday, Wednesday, and Thursday from 12 to 1pm. Suggested donation of \$1.50. **Seniors** aged 60 and older only. Reservation required (can place by telephone).

 **Salvation Army's Silver Threads Program**

402 Massachusetts Avenue;  **Central**
617-547-3400
<http://massachusetts.salvationarmy.org/ma/camneedhelp>

Lunch served Tuesday, Wednesday, and Thursday at 11:30am. No requested donation. **Seniors** aged 60 and older only. Reservation required (can place by telephone).

 **Dinner at Miller's River Apartments**

15 Lambert Street; #69 bus from either  **Harvard** or  **Lechmere**
617-628-2601 ext. 3117

Thursday at 5pm. Small suggested donation. **Seniors** aged 60 and older only. Reservation required (can place by telephone).


Community Lunches for All Ages

 **Lunch at Salvation Army**

402 Massachusetts Avenue;  **Central**
617-547-3400
<http://massachusetts.salvationarmy.org/ma/camneedhelp>

Lunch served Monday, Tuesday, Wednesday, Thursday, and Friday at 12pm; Saturday at 11:30am; and Sunday at 1pm. Free of cost.

Lunch at the Margaret Fuller Neighborhood House

71 Cherry Street;  **Central**
617-547-4680



Lunch "to go" for people who are homeless. From 12 to 1pm most Saturdays except the first Saturday of each month.

Community Dinners for All Ages

(ordered by day of week, from Monday to Sunday)

 **Project Manna Dinner at Mass Ave Baptist Church**

146 Hampshire Street; #85 bus from  **Kendall**, or #83 bus from either


 Porter or  Central

617-868-4853

<http://www.massavebaptistchurch.com/schedule>

Monday and Friday at 6pm. Free of cost.

Dinner at First Congregational Church

95 College Avenue, Somerville;  Davis

617-776-SOUP

Monday at 5pm (closed on 3-day weekends). Free of cost.

Tuesday Meals Program at First Parish Church


3 Church Street;  Harvard

617-876-7772

<http://www.tuesdaymeals.org>

Tuesday at 5:30pm. Free of cost.

Faith Kitchen at Faith Lutheran Church

311 Broadway;  Central

617-354-0414

<http://www.faithkitchen.org>


2nd and last Tuesdays of each month at 6:30pm. Free of cost.

St. Bartholomew's/MIT Community Dinner

239 Harvard Street;  Central

Wednesday at 6pm. Free of cost. Email stbartscambridge@gmail.com for more information.

Harvard Square Meals Program at Christ Church

Zero Garden Street;  Harvard

617-876-0200

<http://www.firstchurchcambridge.org/first-church-in-the-world/harvard-square-meals>

Thursday at 6pm. Free of cost.

Project Uplift Dinner at Union Baptist Church

874 Main Street;  Central

617-864-6885


Thursday at 5pm. Free of cost.

Loaves and Fishes Meal Program at First Korean Church

35 Magazine Street;  **Central**
617-497-7277

Saturday at 5:30pm. Free of cost.

Common Care at St. Peter's Episcopal Church


15 Sellers Street;  **Central**
617-547-7788

Participatory meal program and food pantry held on the **2nd** and **4th** Saturday of each month at 5pm. **September to June only**. People wishing to eat or get food from the pantry are invited to help with preparation (between 3-5pm) and/or clean-up. Free of cost.

Food Pantries

Please note: some food pantries may have eligibility requirements beyond what is listed here. To ensure the most up-to-date information, call the specific program you are interested in.

Food Pantry at the Cambridge Economic Opportunity Committee

11 Inman Street;  **Central**
617-868-2900

http://www.ceoccambridge.org/food_pantry_services0.aspx

Monday and Wednesday from 4 to 6pm; Tuesday from 12 to 2pm; and Thursday from 11am to 1pm.

St. James's Helping Hand Food Pantry at Fresh Pond Apartments

364 Rindge Avenue;  **Alewife** (temporary location)
617-868-2900

<http://www.stjames-cambridge.org/helping-hand-food-pantry/>

2nd Saturday of each month, from 11am to 1pm. Photo ID required.



Food Pantry at the Citywide Senior Center

806 Massachusetts Avenue;  **Central**
617-349-6060

Tuesday from 2 to 4pm; and Thursday from 12 to 2pm. For people aged 55 and older.

Food Pantry at the Margaret Fuller Neighborhood House

71 Cherry Street;  **Central**



617-547-4680

<http://www.margaretfullerhouse.org/food-services/>

Wednesday from 5 to 7pm; Thursday from 2 to 5pm; Friday and Saturday from 9am to 12pm; and emergencies.

Harvest Food Pantry at Cambridgeport Baptist Church

459 Putnam Avenue; #47 bus from  **Central**, or #64 bus from either

 **Central** or  **Kendall**


617-576-6779

<http://cambridgeportbaptist.org/about/harvest-food-pantry>

1st and 3rd Saturday of each month from 9 to 11am.



Food Pantry at St. Paul AME Church

85 Bishop Allen Drive;  **Central**

617-661-1110

Wednesday from 3:30 to 5:30pm and Thursday from 12 to 2pm.

Food Pantry at Mass Ave Baptist Church

146 Hampshire Street; #85 bus from  **Kendall**, or #83 bus from either

 **Porter** or  **Central**

617-868-4853

<http://www.massavebaptistchurch.com/schedule>

3rd Saturday of each month from 7 to 10am. Call for summer hours.

Food Pantry at East End House

105 Spring Street; #69 bus from either  **Harvard** or  **Lechmere**

617-876-4444

<http://www.eastendhouse.org/programs-and-services/emergency-food-program>

Tuesday from 1 to 2:30pm and Friday from 10am to 11:30pm. ID required.



Food Pantry at Salvation Army

402 Massachusetts Avenue;  **Central**

617-547-3400

Food assistance available every day until 3pm, by appointment.



Food Pantry at Catholic Charities

270 Washington Street, Somerville; #86 bus from Harvard or #91 from Central
617-625-1920

Tuesday and Thursday from 1:30 to 4pm. By appointment.

Food Pantry at Parish of St. Paul

29 Mt. Auburn Street; Harvard
617-491-8400
<https://stpaulparish.org/faith-in-action/food-pantry/>

Fair Foods distribution site; costs \$2 per person.

Common Care at St. Peter's Episcopal Church

See entry in previous section.

Pierce's Pantry (gluten-free)

Pierce's Pantry provides food to clients who have a documented medical need (celiac disease and/or gluten intolerance) for gluten-free products. The local affiliate is the Elizabeth Peabody House, at 277 Broadway, Somerville. Email Ariela at pantry@teph.org for more information.

Free Food Markets for Cambridge Public School Families



Food for Free coordinates free markets serving students and their families, in a handful of Cambridge public schools. For more specific information, email programs@foodforfree.org or visit www.foodforfree.org.

Falcons' Food Project at CRLS

Food pantry at Cambridge Rindge and Latin School for CRLS students only. For more information, email Greta Hardina at ghardina@cpsd.us.

Food Stamps and WIC


SNAP (Supplemental Nutrition Assistance Program, or "food stamps") can help pay for packaged and prepared food. To assess eligibility or to get help applying, call Project Bread (800-645-8333) or visit www.gettingsnap.org on the Web.

WIC (Women, Infants, and Children) provides nutritional and medical services for pregnant women as well as new mothers and their infants; offered at the Windsor Street Health Center (119 Windsor Street,  **Central**, 617-665-3600) and in North Cambridge (266 Rindge Avenue,  **Alewife**, 617-665-3340).

Services for Veterans

The federal Department of Veterans Affairs has a national 24-hour hotline for homeless veterans in need of help. Call 1-877-424-3838 to speak with a trained VA staff member.

City of Cambridge Department of Veterans' Services (DVS)

51 Inman Street, 2nd floor;  **Central**

617-349-4761

<http://www.cambridgema.gov/vet>

Helps eligible Cambridge-based veterans and their dependents (spouse, widow or widower, estranged spouse, dependent child) access a wide range of state or federal benefits. (Note: a dependent who has fled abuse by an eligible veteran can ask the DVS to process their benefits application without alerting the veteran.)

New England Center and Home for Veterans

17 Court Street, Boston;  **State** or  **Downtown Crossing**

617-248-9400

<http://nechv.org>

Offers a range of services for homeless and at-risk veterans, including emergency and extended stay shelter, meals, case management, assistance accessing public benefits (such as SSI) and benefits for post-9/11 veterans (see list at end of section), legal assistance, eyeglasses, dental care, addiction services, services for veterans with PTSD (post-traumatic stress disorder), transitional and permanent housing, and employment.

Volunteers of America

<https://www.voamass.org/our-services/>

VOA offers a number of programs including outpatient mental health services for adults and children; residential substance use treatment programs for men and women; re-entry programs for employment (both vets & civilians); employment, housing case management & transitional housing programs for veterans.

- Outpatient mental health is located in Quincy (617-770-9690) and Taunton (508-822-4027).
- Residential substance abuse treatment is located in Boston, with

men's (617-262-7142) and women's (617-326-6484) programs.

- Employment help (617-447-3984) and transitional housing (617-627-9712) for veterans is located in Somerville.
- Housing case management for veterans (617-447-4287) is based in Quincy, but staff are mobile and cover Suffolk, Middlesex, Norfolk & Plymouth counties.
- Re-entry programs (617-447-3984) are located in Plymouth, Billerica, and Lawrence.

V.A. Medical Facilities and Programs

These facilities offer honorably discharged veterans free health care, mental health care, and dental care associated with a service-related dental problem. They also administer VASH, a program that provides section 8 HUD vouchers to homeless veterans with substance abuse and/or mental health issues. Those closest to Cambridge are:



V.A. Outpatient Clinic

251 Causeway Street, Boston; **North Station**

617-248-1000

http://www.boston.va.gov/locations/Causeway_Street_Boston_CBOC.asp



V.A. Medical Center

150 South Huntington Avenue, Boston; **Heath Street (E Line)**

617-232-9500

http://www.boston.va.gov/locations/jamaica_plain_.asp



V.A. Hospital

200 Springs Road, Bedford, MA; #62 bus from **Alewife**

781-275-7500

<http://www.bedford.va.gov>




Homeless Veterans Dental Program

617-631-6197

Dental services available for homeless veterans who are VA-eligible for medical care and who have been participating in another VA-funded homeless-serving program for at least 60 days. Contact Anh Nguyen at the telephone number above, or by email at Anh.Nguyen8@va.gov, for a referral or to check on eligibility.

Housing Search, Listings, and Post-Placement Housing Retention Services

HomeStart Housing Navigation Services

362 Green Street, 1st floor;  **Central**

NOTE: Housing Navigation services accept referrals only through Cambridge CAN. See page 6 for information on how to complete a C-CAN intake.

Provides housing search assistance, document readiness, and other services in support of housing goals to prioritized participants referred through Cambridge CAN.

Metro Housing Consumer Education Center

1411 Tremont Street, Boston;  **Roxbury Crossing**

617-425-6700


http://www.mbhp.org/?post_type=content&p=4744

Walk-in hours are Monday and Wednesday from 9am to 4pm; and Friday from 12 to 4pm. Free services, including the following, are available to residents of the Boston metro area:

- **Apartment listings**
- Fact sheets and other **publications** on tenants rights, housing resources, housing search strategies, etc.
- Access to **phones** (local calls) and **computers**, along with **printers** as well as free **assistance using the internet**
- Information about housing subsidy programs for low-income individuals, families, and targeted sub-populations
- **Workshops** (reservations required; call 617-425-6700 or email info@mbhp.org) addressing such topics as housing search, job search, money management and credit strategies, family resources, etc.
- Access to **mediation** to help save at-risk tenancies supported by an MBHP housing subsidy; for more information, see their website or contact Kevin Donaher by emailing donaher@mbhp.org or calling 617-425-6702

Participants do **not** need a referral, a Section 8 certificate, or proof of homelessness to receive free services from the Housing Consumer Education Center.

 **City of Cambridge Community Development Department,
Housing Division**

344 Broadway;  **Central**

617-349-4622

<http://www.cambridgema.gov/CDD/housing.aspx>

Maintains a database of residents interested in obtaining affordable housing, and sends out information on affordable rental and homeownership units that were developed with City assistance, or in accordance with the City's Inclusionary Zoning requirements, as they become available. For more information on how to apply and get on the mailing list, visit their website, listed above.

The Community Development Department also posts a listing of privately owned rental housing that includes apartments set aside for low and moderate income households. Most of this housing is currently occupied, but vacancies open up from time to time. To get on the waiting list for such a unit, call the management company to request an application form. For information about the City's Affordable Rental applicant pool or other affordable housing options in Cambridge, call Mark Donahue at 617-349-4642.

Note: as of the beginning of 2015, waitlists for public housing in Cambridge are **closed** while the Cambridge Housing Authority renovates existing units.

Permanent Supportive Housing (PSH)

The following agencies receive federal HUD funds to provide **permanent supportive housing**: subsidized tenancies for homeless persons with disabilities (sometimes limited to those who are chronically homeless) who need and agree to accept case management and other services.

The majority of Permanent Supportive Housing vacancies (those of 12 different programs) are now filled only through referrals from Cambridge CAN. See page 6 for information on how to complete a C-CAN intake.

Heading Home

617-864-8140

<http://www.headinghomeinc.org/programs/new-draft-permanent-housing>

NOTE: Heading Home PSH programs in the Cambridge Continuum of Care now accept referrals only through Cambridge CAN. See page 6 for information on how to complete a C-CAN intake.

Contact the telephone number above for information.

AIDS Action Committee

617-450-1013

<http://www.aac.org/about/our-work/housing.html>

NOTE: AIDS Action PSH programs in the Cambridge Continuum of Care now accept referrals only through Cambridge CAN. See page 6 for information on how to complete a C-CAN intake.

For people living with HIV/AIDS. Contact AIDS Action at the telephone number above for information.

New Communities Services, Inc.

617-547-3543, extension 22

<http://www.windsorhouse.org/aboutncsinc.cfm>

For seniors and people with disabilities. Contact the telephone number above for more information.

Transition House

617-868-1650, extension 1002

For women escaping domestic violence. Contact Ronit Barkai at the telephone number above.

HomeStart

617-234-5340

<http://www.homestart.org/>

NOTE: HomeStart PSH programs in the Cambridge Continuum of Care now accept referrals only through Cambridge CAN. See page 6 for information on how to complete a C-CAN intake.

Contact the telephone number above for information.

Assistance with Moving and Furnishing a Household

MA Coalition for the Homeless' Under One Roof Program

<https://www.mahomeless.org/furniture-bank>

Free furniture for people moving out of homelessness. Organization is located in Lynn but assistance is now conducted remotely, allowing clients to select what they need from photos of available items and coordinate for their delivery to be made. Referral required through the website above.

American Friends Service Committee's Material Aid and Advocacy Program

5 Longfellow Park;  Harvard

617-876-5312

<https://afsc.org/program/cambridge-material-assistance-program>

Subject to donations and demand, the program stocks kitchen items and appliances, bedding (blankets, sheets, pillow cases), bathroom items (towels, shower curtains), clocks, lamps, telephones, TVs, rugs, and more.

Referral and appointment required. Appointments are available Tuesday and Thursday from 9am to 12pm and 1 to 3pm.

Cambridge Freecycle

<https://groups.freecycle.org/cambridgefreecycle>

Online community with frequent postings of free items; usually requires self-pickup.

Other Housing-Related Assistance

Lead paint: state law requires landlords renting to families with young children to de-lead their apartments. Landlords may not refuse to rent to families just because an apartment contains lead paint. For information on how to address lead paint issues, visit www.cambridgema.gov/CDD/housing/resourcesandadditionalinformation/leadpaintsafety.aspx. For questions about childhood lead poisoning or questions related to lead exposure, contact the Cambridge Public Health Department at 617-665-3831.

Housing discrimination: See the Cambridge Human Rights Commission and the Fair Housing Center under the Legal Assistance section.

Emergency Financial Assistance

Assistance with Housing-Related Costs

Each program listed has limited resources. Assistance to any one client is limited to maximize the number of clients that can be helped. Once funds are exhausted, they may not be replenished quickly. In every case, then, assistance is subject to the availability of funds. Each program has its own eligibility guidelines, and guidelines for determining how much to offer, how the money can be used, and whether it has to be paid back (i.e., loan).

51 Inman Street, basement level;  **Central**

617-349-6252

<https://www.cambridgema.gov/DHSP/programsforadults/fuelassistance.aspx>

Serves people based in Cambridge and Somerville. May help pay gas or electric arrearages and help negotiate payment plans to turn on utility service in a new apartment.

Housing Opportunities Program

Phillips Brooks House, Harvard Yard;  **Harvard**

617-495-1970

<http://www.hcs.harvard.edu/~hop/index.php>

Student-run program administering a revolving loan fund and providing no-interest loans and financial counseling to clients at risk of eviction or in need of assistance to transition from homelessness to housing. For more information, call the telephone number above or visit their website, listed above.

Catholic Charities

270 Washington Street, Somerville; #86 bus from  **Harvard** or #91 from

 **Central**

617-625-1920

Can sometimes help with rent and utility costs. Funds are generally available from March to September; more limited assistance may be available at other times.

Salvation Army

402 Massachusetts Avenue;  **Central**

617-547-3400

Can sometimes help with rent and utility costs.

Assistance with Non-Housing-Related Costs

There are very limited resources for assisting clients with non-housing-related costs. Some shelters and transitional housing programs can provide limited help to their own clients.

United Way's First Call for Help (800-231-4377 or www.mass211help.org) may be able to identify other sources of small cash grants or loans to cover emergency needs.

Representative Payee and Money Management/Tax Filing Assistance

CASCAP

231 Somerville Avenue, Somerville; #86 bus from  **Harvard**, #87 from either  **Lechmere** or  **Davis**, or #91 from  **Central**
617-492-5559

Free help with money management and budgeting is available from CASCAP's Fiduciary Services Program to people who are homeless and based in Cambridge. Representative Payee services are available, at a cost of \$35 per month, to people receiving Social Security or SSI who because of disability or impaired judgment cannot manage their money.







Free and Low-Cost Access to Computers/ Instruction

Public Libraries

All branches of the Cambridge Public Library provide library card holders with free access to computers to access for word processing, internet, printing, or scanning documents. Card holders can print up to 10 pages for free each day. Each branch has its own guidelines for reserving computer time.

Signing up for a library card is free. A Cambridge library card grants card holders full access to the Minuteman Library Network, consisting of 36 public library systems including those in the nearby communities of Somerville, Arlington, Belmont, Watertown, Waltham, Brookline, Newton, and Lexington.

Cambridge Public Library, Main Library

449 Broadway; #64 bus from either  **Central** or  **Kendall**, #83 bus from either  **Porter** or  **Central**, or #69 bus from either  **Harvard** or  **Lechmere**
617-349-4040
<http://www.cambridgema.gov/cpl/hoursandlocations/mainlibrary.aspx>

Hours are Monday, Tuesday, Wednesday, and Thursday from 9am to 9pm; Friday and Saturday from 9am to 5pm; and Sunday from 1 to 5pm.

Cambridge Public Library, Central Square Branch

45 Pearl Street;  **Central**

617-349-4010

<http://www.cambridgema.gov/cpl/hoursandlocations/centralsquarebranch.aspx>

Hours are Monday, Wednesday, and Friday from 10am to 6pm; Tuesday and Thursday from 10am to 9pm; and Saturday from 10am to 2pm. Closed on Sunday.



Cambridge Public Library, Valente Branch

826 Cambridge Street; #69 bus from either Harvard or Lechmere

617-349-4015

<http://www.cambridgema.gov/cpl/hoursandlocations/valentebranch.aspx>

NOTE: The Valente Branch Library is currently closed for renovations.



Cambridge Public Library, O'Connell Branch

48 Sixth Street; #69 bus from either Harvard or Lechmere

617-349-4019

<http://www.cambridgema.gov/cpl/hoursandlocations/oconnellbranch.aspx>

Hours are Monday, Wednesday, and Thursday from 10am to 5pm; and Tuesday from 10am to 7:30pm. Closed on Friday, Saturday, and Sunday.



Cambridge Public Library, O'Neill Branch

70 Rindge Avenue; #83 bus from either Porter or Central, or #77 bus from Harvard

617-349-4023

<http://www.cambridgema.gov/cpl/hoursandlocations/oneillbranch.aspx>

Hours are Monday and Wednesday from 10am to 8pm; and Thursday and Friday from 10am to 6pm. Closed on Tuesday, Saturday, and Sunday.



Cambridge Public Library, Boudreau Branch

245 Concord Avenue; #72, #74, #75, or #78 bus, all from Harvard

617-349-4017

<http://www.cambridgema.gov/cpl/hoursandlocations/boudreaubbranch.aspx>

Hours are Monday, Wednesday, and Friday from 10am to 6pm; and Tuesday from 10am to 8pm. Closed on Thursday, Saturday, and Sunday.



Cambridge Public Library, Collins Branch

64 Aberdeen Avenue; #71, #72, #73, or #75 bus, all from Harvard

617-349-4021


<http://www.cambridgema.gov/cpl/hoursandlocations/collinsbranch.aspx>

Hours are Monday, Tuesday, and Friday, from 10am to 6pm; and Thursday from 1

to 8pm. Closed Wednesday, Saturday, and Sunday.

Other Resources

computerCENTRAL at CCTV

438 Massachusetts Avenue;  **Central**
617-661-6900
<https://www.cctvcambridge.org/computers>

Free public drop-in for computers on Sunday from 4 to 5:30pm and Tuesday from 3 to 5:45pm.

The Women's Center

46 Pleasant Street;  **Central**
617-354-8807
<http://www.cambridgewomenscenter.org>


Has free computers for public use by **women only**. Monday, Tuesday, Wednesday, Thursday, and Friday from 10am to 8pm; and Saturday from 10am to 3pm.

Margaret Fuller Neighborhood House's Technology Center

71 Cherry Street;  **Central**
617-547-4680
<http://www.margaretfullerhouse.org/what-we-do/technology>


Free community access to computers on Monday, Tuesday, Wednesday, Thursday, and Friday from 9:30am to 5:30pm. Free beginner and advanced computer courses are also offered; call the telephone number above to sign up. Young adults (18 to 35 years old) can also meet with staff to work on resumes, job applications and housing or job searches.

Adbar Ethiopian Women's Alliance

1151 Massachusetts Avenue, basement level;  **Harvard**
617-234-8981
<http://www.ethiopianwomen.org>

Drop-in computer center for **women** on Monday, Tuesday, Wednesday, Thursday, and Friday from 10am to 4pm.


Massachusetts Rehabilitation Commission

5 Middlesex Avenue;  **Assembly**
617-776-2662
<http://www.mass.gov/eohhs/gov/departments/mrc>

Helps pay for education and job training for persons with documented disabilities.

Navigating the disability determination process to gain eligibility for services is challenging, and applicants should seek assistance from somewhere such as the Cambridge Employment Program (see following section), Health Care for the Homeless (page 40), or Community Work Services (see following section).

Cambridge Community Learning Center

5 Western Avenue;  **Central**

617-349-6363

<http://www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter>

Provides free Adult Basic Education, including English classes, preparation for GED/HiSet, preparation for college, basic reading, writing, and math classes. CLC also has Certified Nursing Assistant (CNA) training for non-native English speakers. Students at the CLC are also able to receive career and education counseling, tutoring, and basic computer instruction. Cambridge residency is required; people who are homeless can show a letter received at a shelter address, or a letter by shelter/outreach staff on agency letterhead confirming that the client sleeps in Cambridge.

Help finding scholarships and other financial aid for higher education is available from the Cambridge Employment Program and IMPACT (both listed in the following section).

Employment

Note: Employment services available specifically to veterans are listed under Veterans' Services, page 24.

MRC's Project IMPACT

617-204-3854

www.mass.gov/eohhs/consumer/disability-services/vocational-rehab/ses/impact/project-impact.html

Assists people receiving TAFDC, SSI, or SSDI in understanding their benefits and how employment may or may not effect eligibility. Contact Joseph Reale at the phone number above for more information.

Cambridge Employment Program

51 Inman Street;  **Central**

617-349-6166

<https://www.cambridgema.gov/DHSP/programsforadults/cambridgeemploymentprogram.aspx>

Provides one-on-one employment assistance for work-ready Cambridge residents (including people homeless in Cambridge) including career counseling, resume development, job search assistance (writing cover letters, using the Internet, interviewing skills), help locating training resources, etc. Referrals preferred.

IMPACT Employment Services

105 Chauncy Street, 5th floor, Boston;  **Boylston**,  **Downtown Crossing**, or  **Chinatown**

617-542-3388

http://www.pinestreetinn.org/our_programs/job_training

Employment assistance for work-ready homeless persons as well as those transitioning to housing. Offers skills/aptitude assessments, resume preparation, help with job search, employer contacts, and access to computers, telephones, voice mailbox, and P.O. box. **By referral only.**

Community Work Services


174 Portland Street, Boston;  **North Station**

617-720-2233

<http://www.cwsbos.com/our-programs/job-training>

Provides comprehensive employment services, including vocational assessment; work readiness and competitive employment training (janitorial, mailroom, clerical skills, business applications, light assembly); and placement assistance and support, to people who are homeless as well as to non-homeless clients. Can provide assistance obtaining Massachusetts Rehabilitation Commission (MRC) eligibility. **Case manager referral, verification of homelessness, and 60-day sobriety required.**

Spare Change News


1151 Massachusetts Avenue, basement level;  **Harvard**

617-497-1595

<http://www.sparechangenews.net>

Small independent street newspaper written and distributed by the Homeless Empowerment Project, an organization primarily run by people who are homeless. Those who are homeless and seeking employment as newspaper vendors, or wishing to submit an article (for which they can receive modest compensation), should visit the office, open from 9am to 3:30pm every day except Sunday.

Project Place

1145 Washington Street, Boston;  **Washington Street and East Berkeley Street**, #9 or #11 bus from  **Broadway**, or #15 bus from  **Fields Corner**

617-542-3740

<http://projectplace.org>

Offers training and transitional employment programs for homeless and low-income persons with 90 days sobriety. To set up an intake appointment, contact John Blackwell at the phone number above, extension 23, or email info@projectplace.org.

Project Place sponsors three different six-month employment program incorporating skills training, career-coaching, and up to 30 hours/week employment at \$8/hour:

- **Clean Corners...Bright Hopes** is an outdoor and facilities maintenance and landscaping program.
- **Project Pepsi** provides employment opportunities for loaders and drivers providing customer support to 80+ Pepsi vending machine accounts in metro Boston.
- **Home Plate** is a six-month employment program in food services.

Project Place also offers wrap-around support services, including a 90-day job training internship program, 14 hours/week of classroom time for professional and personal skills development in preparation for job search, as well as computer training.

St. Francis House




39 Boylston Street, 3rd floor, Boston;  **Boylston** or  **Downtown Crossing**
http://www.stfrancishouse.org/site/PageServer?pagename=Programs_Vocational

Offers two work programs:

- The **First Step Program** (617-654-1257) is an outdoor and facilities maintenance and landscaping program, helping participants discover their strengths and interests, and identifying barriers that participants may need to address in order to successfully enter the workforce. First Step is a 15-hour program running Monday to Friday from 9am to 12pm. Information sessions are held every Tuesday at 1:30pm.
- The **Moving Ahead Program (MAP)** (617-654-1257) is a longer-term, program offering a stipend, focusing on recovery and renewal for persons whose lives have been disrupted by substance abuse and homelessness. Participants are assisted with life skills, work readiness, workplace literacy, and job search activities. Program runs for 14 weeks on Monday, Tuesday, and Wednesday from 9am to 3pm; and Thursday to Friday from 9am to 12pm.

Applications for both of the programs at St. Francis House listed above are available by phone or in person.

Span, Inc.

105 Chauncy Street, 6th floor, Boston;  **Boylston**,  **Downtown Crossing**, or  **Chinatown**
617-423-0750
<http://www.spaninc.org>


Provides employment assistance to ex-offenders.

The Bakery and Café at Haley House

12 Dade Street, Boston;  **Washington Street and Melnea Cass Boulevard**, or #1 bus from  **Central** or  **Harvard**
617-445-0900
<http://haleyhouse.org>


Offers hands-on paid training to homeless and formerly homeless individuals (as well as to teens in school or programs) in the context of a working bakery and café. Participants learn bakery, kitchen, and restaurant management skills and the value of teamwork, as well as getting help with job search.

Career Source

186 Alewife Brook Parkway (Fresh Pond Mall), Suite 310;  **Alewife**
617-661-7867
<http://www.yourcareersource.com>

Provides a range of employment resources, including free workshops and free access to computers, phones, copying, and fax machines, as well as an employment resource room for primarily self-directed job seekers. Certain categorically eligible low income persons (e.g., families receiving TAFDC) may also be eligible for individualized career counseling support and free employment training.

Operation A.B.L.E.

1131 Tremont Street, #301, Boston;  **Ruggles**
617-542-4180
<http://www.operationable.net>

Provides employment and training services to mature workers 45 and older from diverse backgrounds. Job seekers may obtain information about agency programs and services by attending one of their weekly information sessions, conducted every Friday at 10am. Some of the training programs are costly; scholarship assistance may or may not be available.

Low-income job seekers over age 55 from Middlesex (includes Cambridge), Suffolk (includes Boston) Essex, and Worcester Counties are eligible to participate in Operation A.B.L.E.'s Title V (Senior Community Service Employment) Program to get the training they need to re-enter the workforce, beginning with part-time placements (with a stipend of \$7.50 per hour) at non-profit and government

agencies. Program stipends don't count against eligibility for food stamps or federal housing assistance. Persons receiving SSDI benefits may participate without losing their benefits. Call Polly Harold at the phone number listed above, extension 133.

Veterans Training School

17 Court Street, Boston;  **Downtown Crossing**,  **Haymarket**, or  **State**
617-371-1812
<http://nechv.org/cause/employment>

Offers job training, resume development, interview preparation, and lifetime placement assistance to all unemployed and under-employed veterans. Courses offered include Commercial Driver's License Class B, Security Officer Training, Fundamentals of Culinary Arts, Website Design and Photoshop, Fundamentals of UNIX/Linux for Network Management, and a number of short-term courses.

For other veterans' employment benefits, see the Department of Veterans Affairs Vocational Rehabilitation and Employment Program website at www.vba.va.gov/bln/vre.



Pine Street Inn

444 Harrison Avenue, Boston;  **Broadway**, or #9 or #11 bus from  **Broadway**
http://www.pinestreetinn.org/our_programs/job_training

Offers a mix of transitional employment and work-readiness programs for people who are homeless, giving priority to residents of the Pine Street Inn:

- **Strive** (617-892-9492) is a 3-week program for people who have had difficulty finding or holding a job. Helps participants develop the communication skills, attitude, and awareness they will need to enter the workforce. The program offers basic instruction in interviewing, using computers to prepare resumes and cover letters, and job search.
- The **Food Service Training Program** (617-521-7285) provides 3 months of paid, full-day hands-on and classroom training, preparing students for entry-level kitchen jobs in restaurants/cafeterias. Program graduates receive job placement assistance. Participants in all programs must be sober and not using drugs.







Health Care

(for veterans' health care facilities, see also Services for Veterans, page 24)

In 2014, Massachusetts health care programs changed, with the health care reform under

the Affordable Care Act. **Just about every person who is homeless, with the exception of undocumented immigrants, should be eligible for either MassHealth Standard or CarePlus coverage.**

Uninsured and under-insured people who lack access to affordable health coverage (including undocumented people) can access Health Safety Net coverage. For details about eligibility for any of these programs, call Health Care for All's Consumer Helpline at 800-272-4232.

To apply, visit <http://www.mass.gov/eohhs/gov/departments/masshealth>. If you decide to select Network Health as your managed care plan and wish to obtain health care through the Cambridge Health Alliance and its network of community health centers, you can call 888-257-1985 to make an appointment at the Cambridge Hospital (1493 Cambridge Street, take #69 bus from either  **Harvard** or  **Lechmere**, or #83 bus from either  **Porter** or  **Central**) for help completing an on-line application, or call 617-591-4407 to make an appointment at the Patient Assistance Office of the Somerville Hospital (230 Highland Avenue, take #88 bus from either  **Davis** or  **Lechmere**).

Comprehensive Health Care for Homeless Elders

Elder Service Plan of the Cambridge Health Alliance

270 Green Street;  **Central**

617-575-5850

<http://www.challiance.org/Services/ElderServicePlan.aspx>

The CHA's Elder Service Plan, as the Program of All-Inclusive Care for the Elderly (PACE) covering Cambridge, offers comprehensive care operating under a coordination of care model that provides all necessary medical and supportive services. Eligibility based on age is 55+; PACE members must receive all services, except emergency services, from the PACE network of providers.

Senior Care Options (SCO)

SCOs are managed care programs, for people 65+, that integrate MassHealth and Medicare with other community services, including comprehensive behavioral health services. The following SCOs are available to clients within Cambridge:

Commonwealth Care Alliance

866-610-2273

www.commonwealthcarealliance.org

NaviCare

877-255-7108

www.fchp.org/find-insurance/navicare.aspx

Senior Whole Health

888-566-3526

www.seniorwholehealth.com

Tufts Health Plan

855-670-5927

www.tuftsmedicarepreferred.org/plans/senior-care-options-plan





United HealthCare

855-611-4112

<https://www.uhccommunityplan.com/ma/medicare/2017/senior-care-options-hmo-snp.html?planRedirect=1>

Neighborhood Health Centers of the Cambridge Health Alliance

Primary Care Center at Cambridge Hospital

1493 Cambridge Street; #69 bus from either  Harvard or  Lechmere, or #83 bus from either  Porter or  Central

617-665-1068

<http://www.challiance.org/Locations/CambridgePrimaryCareCenter.aspx>

East Cambridge Health Center

163 Gore Street; #69 bus from either  Harvard or  Lechmere

617-665-3000

<http://www.challiance.org/Locations/EastCambridgeHealthCenter.aspx>

Windsor Street Health Center

119 Windsor Street;  Central

617-665-3600

<http://www.challiance.org/Locations/WindsorStreetHealthCenter.aspx>

Cambridge Family Health North

2067 Massachusetts Avenue;  Porter


617-575-5570

<http://www.challiance.org/Locations/CambridgeFamilyHealthNorth.aspx>

Health Care for the Homeless Primary Care Clinics

The following clinics host Health Care for the Homeless clinics, offering medical care to any person experiencing homelessness. Shelter residency or participation in any particular program is not required.



Salvation Army

402 Massachusetts Avenue;  Central

617-547-3400

Clinic hours are generally Monday from 1 to 3pm; Tuesday from 10am to 12pm; Wednesday from 7am to 12pm; Thursday from 9am to 1pm; and Friday from 9am to 12pm. Staff at the Salvation Army clinics also serve **homeless children** enrolled in the Salvation Army's child care program.




CASPAR's Emergency Service Center

240 Albany Street; closest to #1 bus from  **Central** or  **Harvard**
617-661-0600

Clinic hours are generally Tuesday from 8 to 11am; Thursday from 9am to 1pm; and Friday from 8 to 11am. No gender restriction.

In addition to the clinic hours listed above, Health Care for the Homeless offers medical assistance to unsheltered homeless persons via collaboration with CASPAR's FirstStep Street Outreach Program. For information about the outreach hours of Health Care for the Homeless' nurse practitioner, call 617-661-0600.

Transgender Primary Care


780 Albany Street, Boston; #1 bus from either  **Harvard** or  **Central**, or  **Mass Ave**
857-654-1635
<https://www.bhchp.org/specialized-services/transgender-program>

Provides primary care to transgender people who are homeless. Also offers a drop-in support group (for **trans-identifying people only**) on Thursdays. Call for more information, for the support group time, or to get a referral. Referrals are also available from any other Health Care for the Homeless program (see listings above).

Women of Means Medical Care Clinics

Women of Means offers free health care for women at the following locations in Boston:

Rosie's Place

889 Harrison Avenue, Boston;  **Washington Street and Lenox Street**, or #47 bus from  **Central**
617-442-9322

Clinic hours are Monday, Tuesday, Wednesday, Thursday, and Friday from 8am to 4pm.

Women's Lunch Place

67 Newbury Street, Boston;  **Arlington**, or #9 bus from  **Broadway**


617-267-0200

Clinic hours are Monday, Tuesday, Wednesday, Thursday, and Friday from 8am to 2pm.

Medical Care for Homeless and Runaway Youths







The following programs offer health services aimed specifically at young people who are homeless:

Youth on Fire

1 Church Street (inside Y2Y Shelter space);  **Harvard**
617-661-2508
<http://www.aac.org/about/our-work/youth-on-fire.html>


Medical care available during scheduled visits from a Sydney Borum Health Center physician; call for more information. Also see entry on page 12.


Teen Health Center at Cambridge Rindge and Latin High School

459 Broadway; #64 bus from either  **Central** or  **Kendall**, #83 bus from either  **Porter** or  **Central**, or #69 bus from either  **Harvard** or  **Lechmere**
617-665-1548
<http://www.challiance.org/Locations/CambridgeTeenHealthCenter.aspx>


Monday, Tuesday, Wednesday, and Thursday from 8am to 4pm; and Friday from 8am to 3pm. After-hours nurse triage and care delivery are available to youth by calling 617-665-1548.

Bridge Over Troubled Waters

47 West Street, Boston;  **Park Street**
617-423-9575
<http://www.bridgeotw.org>

Can provide or arrange for dental care, counseling, substance abuse services and HIV/AIDS counseling. Bridge Over Troubled Waters also operates a van in Harvard Square (next to  **Harvard** station entrance / "the Pit") on Monday, Tuesday, Wednesday, Thursday, and Friday from 7pm to 8:30pm. Van is not handicap-accessible. Also see entry on page 16.

Sidney Borum Health Center


130 Boylston Street, Boston;  **Boylston**
617-457-8140

<http://sidneyborum.org>

Provides a full range of primary care, mental health and substance abuse services, HIV counseling, testing, and risk reduction services for young people aged 13 to 29, focusing on those who are homeless, on the street, involved in sex work, or inadequately served by mainstream providers unprepared to help LGBTQ clients.





HIV/AIDS Services

Access: Drug User Health Program

359 Green Street;  **Central**
617-661-3040

See entry on page 14.

Zinberg Clinic at Cambridge Hospital

1493 Cambridge Street; #69 bus from either  **Harvard** or  **Lechmere**, or #83 bus from either  **Porter** or  **Central**


617-665-1606

<http://www.challiance.org/Locations/ZinbergClinic.aspx>

Offers comprehensive health services for persons with HIV/AIDS. Call the number above for an initial appointment.

Eye Exams and Glasses

Massachusetts Eye and Ear Infirmary

243 Charles Street, Boston;  **Charles/MGH**

617-573-4098

<http://www.masseyeandear.org>

Call the number above to request free or low-cost eye exams and glasses.

New England Eye Institute

930 Commonwealth Avenue, Boston;  **Pleasant Street (B Line)**

617-262-2020

<http://www.newenglandeye.org>

Offers free or low-cost exams for eyeglasses. Call for appointment; bring income documentation.

Lenscrafters









100 CambridgeSide Place (CambridgeSide Galleria Mall);  **Lechmere**

617-577-8440




Call for an appointment to get a free eye exam and glasses. Bring a letter on shelter or transitional housing stationery documenting homelessness, with your provider's Tax ID Number.

Addiction Services






To access detoxification:

- Call CASPAR's FirstStep Street Outreach, Monday, Tuesday, Wednesday, Thursday, and Friday from 8am to midnight; 617-592-6895 or 617-661-0600.
- Go to  CASPAR's Emergency Service Center at 240 Albany Street (closest to #1 bus from  Central or  Harvard), evening and overnight only; 617-661-0600.
- Call AdCare at 1-800-ALCOHOL (1-800-252-6465).
- Go to the  emergency room at the Cambridge Hospital, 1493 Cambridge Street (take #69 bus from either  Harvard or  Lechmere, or #83 bus from either  Porter or  Central), from 9am to 5pm only; 617-665-1560. Website at <http://www.challiance.org/Services/EmergencyServices1.aspx>.

Residential treatment programs:

-  CASPAR's Womanplace; contact Carol Nickerson at 617-661-6020. For women only. Website at <http://casparinc.org/woman-place.html>
-  CASPAR's New Day; contact Carol Nickerson at 617-661-6020. For pregnant or parenting women only. Website at <http://casparinc.org/new-day.html>.
-  CASPAR's Men's Residences; contact Elaine Blake at 617-623-5277. For men only. Website at <http://casparinc.org/mens-residences.html>.

Addiction services for youth (aged 25 and younger):

-  Bridge Over Troubled Waters; 617-423-9575. See entry on page 16.
-  Sidney Borum Health Center; 617-457-8140. See entry on page 42.
-  Youth on Fire; 617-661-2508. See entry on page 12.
-  Institute for Health and Recovery; 617-661-3991. See entry later in this section.
-  IMPACT; 617-661-0405. Website at <http://www.northcharles.org/impact.html>.

Addiction services for seniors (aged 60 and older):

-  Geriatric Substance Abuse Program; 617-349-6220.

Support groups for achieving/maintaining sobriety, and coping with addiction and its effects on family members:

- Alcoholics Anonymous; 617-426-9444. Website at <http://www.aaboston.org>.
- Narcotics Anonymous; 866-624-3578. Website at <http://www.nerna.org>.
- SMART Recovery. Website at <http://www.smartne.org/index.html>.
- Al-Anon (for family and friends of users); 508-366-0556. Website at <http://www.ma-al-anon-alateen.org>.
- Cocaine Anonymous; 781-551-6677. Website at <http://www.caofma.org>.
- Gamblers Anonymous; 617-338-6020.

Outpatient Substance Abuse Services

Institute for Health and Recovery

349 Broadway;  Central

617-661-3991

<http://www.healthrecovery.org>

Clinic and home-based outpatient counseling for individuals and families affected by substance use and mental health/trauma issues. Call for more information or an appointment, or come during drop-in hours on Monday, Tuesday, Wednesday, Thursday, and Friday from 9am to 5pm.

North Charles Institute for the Addictions


54 Washburn Avenue; #77 bus from either  Porter or  Harvard





617-661-5700

<http://www.northcharles.org>

Outpatient counseling and other treatment services (including methadone maintenance) for people in all stages of recovery from opiate-related addictions and other forms of substance abuse. Call for information or an appointment.

Cambridge Health Alliance Outpatient Addiction and Dual Diagnosis Unit

26 Central Street, Somerville; #85 bus from  Kendall, #83 bus from either


 Porter or  Central, or #87 bus from either  Lechmere or  Davis

617-591-6050

<http://www.challiance.org/Services/AddictionServices.aspx>

Appointments available Monday through Friday, 9am to 5pm; walk-in clients can be seen for intake at 11:30am on Tuesdays.

Mount Auburn Prevention and Recovery Center

330 Mount Auburn Street; #71 or #73 bus, both from  **Harvard**
617-499-5051

<http://www.mountauburnhospital.org/care-treatment/prevention-recovery/>

Access: Drug User Health Program

359 Green Street;  **Central**

617-661-3040

<http://www.aac.org/programs-services/needle-exchange/>

See entry on page 14.





Mental Health Care

Mental health care is available by appointment during Health Care for the Homeless' clinics at the Salvation Army on Tuesday from 10am to 2pm and Thursday from 2 to 4pm. See entry on page 40.

Appointments are also available with Eliot Community Services' PATH and outreach mental health specialists. **Jamie Goulart** is the Eliot clinician for PATH services. She can be reached by email at jgoulart@eliotchs.org, or by phone at 339-227-1835. Jamie is available at CASPAR's Emergency Service Center (240 Albany Street) on Monday and Thursday mornings, and Tuesday, Wednesday, and Friday afternoons; as well as on the street on Wednesday mornings. At other times she is able, when available, to see clients at the Cambridge Multi-Service Center (362 Green Street, first floor) or on the street.

For intensive field-based mental health services targeting homeless clients with a history of hospitalizations and difficulty using outpatient services, Cambridge-based clients can be referred to the Assertive Community Treatment (ACT) Team (617-591-6033), and Somerville-based clients to the Community Treatment Team (CTT) (617-623-3278).






Emergency Room at the Cambridge Hospital

1493 Cambridge Street; #69 bus from either  **Harvard** or  **Lechmere**, or #83 bus from either  **Porter** or  **Central**

617-665-1560

<http://www.challiance.org/Services/EmergencyServices1.aspx>

Central Street Health Center's Psychiatric Outpatient Unit

26 Central Street, Somerville; #85 bus from  Kendall, #83 bus from either  Porter or  Central, or #87 bus from either  Lechmere or  Davis
617-591-6033

By appointment only. Call Central Intake at the phone number above.



Cambridge Somerville Emergency Services Program

800-981-4357

<http://northsuffolk.org/services/emergency-services/cambridge-somerville-emergency-services/>

Provides emergency psychiatric services to adults, families, and organizations to the communities of Cambridge and Somerville. Hotline (telephone number above) operates 24/7. Programs include Mobile Crisis Intervention for youths under the age of 21, and an Urgent Care Center at 600 Broadway, Somerville.



Community Legal Services and Counseling Center

47 Thorndike Street;  Lechmere

617-661-1010

<http://www.clsacc.org>

Counseling services by appointment.

Dental Care

The Massachusetts Dental Society keeps a list of community health centers and clinics in Massachusetts offering reduced-cost dental programs. View the document online at <http://goo.gl/WLCgm6> or call 1-800-342-8747 for help.

Youth seeking dental care, see Bridge Over Troubled Waters on page 16. **Veterans** seeking dental care, see page 24. Note, also, that anyone with a MassHealth plan should be covered for dental care.

Dental schools may provide free or low-cost dental care, although the availability of services can be limited and seasonal. To ask, call Harvard School of Dental Medicine at 617-432-1434; Tufts School of Dental Medicine at 617-636-6828; or Boston University's School of Dental Medicine at 617-638-4701.



Dental Clinic at the Windsor Street Health Center

119 Windsor Street;  Central

617-665-3990

<http://www.challiance.org/Services/DentalServices.aspx>

Has the capacity to serve a limited number of people who qualify for free or

discounted care through the Cambridge Hospital.

Forsyth Dental Hygiene Clinic

101 Palace Road, Boston;  Longwood, or #CT2 bus from  Kendall

617-278-2700

<https://www.mcphs.edu/patient-clinics/forsyth-dental-hygiene-clinic>

Offers low-cost dental cleaning.

Homeless Veterans Dental Program

617-631-6197

See Services for Veterans section.

Health Care for the Homeless Dental Clinics


Health Care for the Homeless provides comprehensive dental services, including exams, cleanings, fillings, dentures, and oral surgery, at two sites. **Appointments are required**; for a referral, call 857-654-1885 or 857-654-1886, or see staff at a Healthcare for the Homeless clinic in Cambridge (see page 40).



Pine Street Inn Dental Clinic

444 Harrison Avenue, Boston;  Broadway, or #9 or #11 bus from  Broadway

Appointments available Monday, Thursday, and Friday from 9:30am to 2:30pm.

Jean Yawkey Place

780 Albany Street, Boston; #1 bus from either  Harvard or



 Central, or  Mass Ave

Appointments available Monday, Tuesday, Wednesday, Thursday, and Friday from 7:15am to 5pm. Dental emergencies receive top priority, but appointments and walk-ins will be seen afterwards.

Domestic Violence and Sexual Assault Services

The two Cambridge/Somerville-based programs below offer counseling, **referral for emergency shelter**, and related services to individuals and families who have been exposed to domestic violence. Support and services are available to all domestic violence victims

whether or not they are ready to leave a battering relationship. Call for more information or to get help:

-  **Transition House** (617-661-7203). Website at <http://www.transitionhouse.org>.
-  **Respond** (617-623-5900). Website at <http://www.respondinc.org>.

The **Boston Area Rape Crisis Center** (617-492-7273) provides assistance to survivors of rape and sexual assault. Website at <http://www.barcc.org>.

The **Asian Task Force Against Domestic Violence (ATASK)** operates a 24-hour helpline (617-338-2355) and is able to provide multilingual services in English, Chinese (Cantonese, Mandarin, and Toisanese), Hindi, Japanese, Khmer, Korean, Nepali, Punjabi, Tagalog/Filipino, Tibetan, Urdu, and Vietnamese. Website at <https://http://www.atask.org>.

Emerge (617-547-9879) offers counseling, education, and services to abusers who want to stop. Website at <http://www.emergedv.com>.




Violence by caregivers against children, elders, and persons with disabilities must be reported. If you suspect violence by a caregiver, call one of the following hotlines, which will initiate an investigation and take efforts to address abusive situations:

- **Child Abuse Hotline:** 1-800-792-5200
- **Elder Abuse Hotline:** 1-800-792-5200; or, call Somerville-Cambridge Elder Services at 617-628-2601
- **Disabled Persons' Abuse Hotline:** 1-800-426-9009

The  **Victims of Violence Program** of the Cambridge Health Alliance is an adult outpatient trauma clinic offering comprehensive clinical services and support for victims, as well as training and support for providers. Call 617-591-6033. Website at <http://www.challiance.org/Services/VictimsofViolenceProgram.aspx>.

Legal Assistance, Advocacy, and Mediation

Just-a-Start's Mediation for Results

1035 Cambridge Street, #12; #CT2 bus from  **Kendall**, or #69 bus from either  **Harvard** or  **Lechmere**
617-918-7518

Provides mediation services for at-risk tenancies to help resolve issues between landlords and tenants. Call the phone number above for more information or to seek assistance.

Community Dispute Settlement Center

60 Gore Street, Suite 202;  **Lechmere**

617-876-5376

<http://communitydispute.org>

Provides mediation services to individuals and organizations to help resolve conflicts related to divorce/paternity, housing (landlord/tenant; condo), consumer complaints, workplace, neighborhood, or family matters. Fees are on a sliding scale based on income and may be reduced or waived based on need.



Cambridge Human Rights Commission

51 Inman Street, second floor; Central

617-349-4396

<https://www.cambridgema.gov/hrc.aspx>

Investigates allegations of discrimination, including any Cambridge landlord's refusal to rent an apartment based on an applicant's race, color, gender, age, religion, disability, national origin, sexual preference, marital status, family status, military status, or source of income/payment (i.e., landlords can't tell applicants: "I don't take Section 8" or "I don't rent to families with kids").

Cambridge Police Review and Advisory Board

51 Inman Street, second floor; Central

617-349-6155

<https://www.cambridgema.gov/Departments/police-review-and-advisory-board>

The Police Review and Advisory Board is housed within the Cambridge Human Rights Commission (above), and investigates complaints filed against the Cambridge Police Department for such matters as false arrest, excessive force, discourteous behavior, racial profiling etc. For info, or to file a complaint with the PRAB, visit the office, call the number above, or email prab@cambridgema.gov.

Fair Housing Center of Greater Boston

262 Washington Street, 10th floor, Boston; Downtown Crossing, Park Street, or State

617-399-0491

<http://www.bostonfairhousing.org>

Investigates allegations of housing discrimination. To get started, complete an intake form online at the web address above, or call the telephone number above.

Lawyers' Committee for Civil Rights Under Law

294 Washington Street, Boston; Downtown Crossing, Park Street, or State

617-482-1145

<http://lawyerscom.org/>

Can offer assistance with cases involving civil rights violations related to race

or national origin; call the telephone number above for more information or an intake.

Cambridge Economic Opportunity Committee

11 Inman Street;  **Central**

617-868-2935

<http://www.ceoccambridge.org>

Advocacy support in addressing tenancy issues and public benefits applications or appeals, available to Cambridge residents.

Transportation

Note: some residential programs may be able to offer residents help with transportation or transit costs.



SCM Community Transportation's Door2Door

167 Holland Street, Somerville;  **Davis**, or #87 or #88 bus, both from either

 **Davis** or  **Lechmere**

617-625-1191

<http://scmtransportation.org>

Provides door-to-door transportation for seniors, people with disabilities, and other at-risk persons. Assistance is primarily for local, non-emergency, medical and grocery shopping trips, with a minimum of 48 hours' notice, although assistance with other necessary trips may be available. A donation of \$1.00-\$2.00 per roundtrip is requested but not required.



MBTA's THE RIDE

10 Park Plaza, Boston;  **Boylston**

1-800-533-6282

http://www.mbta.com/riding_the_t/accessible_services/?id=7108

MBTA service providing door-to-door transportation for elderly and disabled persons who cannot use public transit due to a documented physical, mental, or other disability. The cost of service in each direction is \$4.00 locally. To request an application to use THE RIDE call the telephone number above, or call 617-222-5123, or visit online at the web address above.

MassHealth Transportation Program

10 Park Plaza, Boston;  **Boylston**

1-800-841-2900


<http://www.cambridgema.gov/DHSP/programsforadults/ccpd/Transportation/>

masshealthtransportation

This service is for non-emergency medical trips only and is available to MassHealth, including CommonHealth, (Medicaid benefits) members, and to Massachusetts Commission for the Blind clients. However, people who are receiving Emergency Aid for the Elderly, Disabled and Children (EAEDC) are not eligible for the service.

This program provides transportation service to medical appointments when an individual is unable to access public or private transportation. The recipient's medical providers must authorize the need for transportation to their office by completing a Prescription for Transportation (PT-1) Form. Once approved, individuals must call at least three days in advance of their scheduled appointment in order to schedule transportation. For additional information on this program, call the number listed above.

Obtaining a discount T pass for persons with disabilities: Persons with disabilities ride the T for 50% or more off the price of standard T fares and are also eligible for a \$20/month Transportation Access Pass (TAP) ID good for unlimited travel on Local Bus and Subway. Obtain application from the MBTA (617-222-5438 or download at www.mbta.com/uploadedFiles/documents/ACCESS_PASS.pdf). Have a medical provider (e.g., Health Care for the Homeless) complete the form and return it to the MBTA.

Medicare recipients, clients of DMH, and registered users of THE RIDE do not require further verification of disability. Applications take approximately 2 weeks to process. When you receive notification of approval, bring the notification, two forms of ID, and \$3.00 to the Senior and Access Office (Monday, Tuesday, Wednesday, Thursday, and Friday from 8:00am to 5:30pm) at  **Downtown Crossing** on the Red and Orange Lines.

Child Care and Family Support Services

See also WIC Program, page 23

For basic information about where homeless families with children can find the help they need to support healthy child development, including more information about any of the resources described on this page, contact Susan Richards, City of Cambridge Out of School Time Coordinator (617-349-4099) or Jen Kapuscik, Center for Families Director (617-349-3002).

For school age children, see the "After-School and Summer Activities" section, further below.

The website Find It Cambridge, www.finditcambridge.org, is a new comprehensive resource for family programs and services in Cambridge.

Child Care for Pre-School Age Children

Salvation Army's Our Place Daycare Center










402 Massachusetts Avenue;  **Central**
617-547-3400, extension 234
<http://massachusetts.salvationarmy.org/ma/camourplace>

Monday, Tuesday, Wednesday, Thursday, and Friday from 8:30am to 3:15pm.
Serves children aged 3 months to 7 years at no charge while parent is living in a homeless shelter or domestic violence shelter.


Cambridge Head Start

617-577-7880
<http://www.caasomerville.org/head-start/>

For children aged 3 to 5; waiting lists vary by program. **Full-day** child care (8am to 5:30pm) is available to households earning under 175% of the federal poverty level (\$2,300 per month for a family of four), with parents who are in school/work/training more than 30 hours per week. **Half-day** Head Start child care programming (4 hours, from 8am to 12pm, or 1 to 5pm) is also available to those who are income-eligible.

Locations in Cambridge are at 119 Windsor Street ( **Central**), 61 Willow Street (#69 bus from either  **Harvard** or  **Lechmere**, or #85 bus from  **Kendall**), 280 Rindge Avenue (#83 bus from either  **Porter** or  **Central**), and 14 Roosevelt Towers (#CT2 bus from  **Kendall**, or #69 bus from either  **Harvard** or  **Lechmere**).

Child Care Choices of Boston



105 Chauncy Street, 2nd floor, Boston;  **Downtown Crossing**
617-542-5437
<http://www.childcarechoicesofboston.org>

Offers information on programs and scholarships.


After-School and Summer Activities for Children

School-age child care is offered by numerous private and public agencies. For information on programs and scholarships, call Child Care Choices of Boston at 617-348-6677 (see entry in previous section).

The City of Cambridge offers several after-school and summer options. Scholarships are available for all programs. To see all of the choices online, visit www.cambridgema.gov/DHSP/programsforkidsandyouth.

- The  **Child Care and Family Support Division** (617-349-6254) offers traditional enrolled licensed child care.
-  **Youth Programs** (617-349-6200) offer state-licensed after-school programs that provide a nutritional snack, educational assistance, and enrichment

workshops along with athletics. Website at <https://www.cambridgema.gov/DHSP/programsforkidsandyouth/youthcenterprograms.aspx>.

- The  **Community Schools Program** (617-349-6235 or 617-349-6227) offers a range of after-school enrichment programs (arts/music/dance, sports, academics, etc.), and summer camps throughout the City. Website at <https://www.cambridgema.gov/DHSP/programsforkidsandyouth/communitieschools.aspx>.

Cambridge Camping Association

99 Bishop Allen Drive;  **Central**

617-864-0960

<http://www.cambridgecamping.org/about>

Offers full-day summer day camp programming, including breakfast and lunch, with full scholarships to Cambridge-based children who are homeless, aged 6 to 13.

Margaret Fuller Neighborhood House

71 Cherry Street;  **Central**

617-547-4680

<http://www.margaretfullerhouse.org/what-we-do/youth-programs>

Offers after-school and summer camp programming for homeless families and their children; scholarships are available to families without vouchers.

Support for Families with At-Risk Children or Children with Special Needs

The Guidance Center's **Early Intervention** (617-629-3919) offers services, including in-shelter services, to at-risk and special needs children aged 0 to 3. Website at <http://www.riversidecc.org/child-family-services/early-childhood-services/early-intervention/>.

These Home-Based Programs of the Cambridge Public Schools also offer in-shelter services:

Home-Based Early Childhood Education Program (617-349-6849), for children aged 18 months to 3½ years. Website at http://www.cpsd.us/departments/home_based_early_childhood_education_program.

English Language Learners Program (617-349-6724), for children aged 2 years and 9 months through kindergarten, in families whose primary language is not English. Website at http://www.cpsd.us/departments/frc/special_considerations/english_language_learners.

Family Resource Center

459 Broadway; #64 bus from either  **Central** or  **Kendall**, #83 bus from either  **Porter** or  **Central**, or #69 bus from either  **Harvard** or 

Lechmere

617-349-6551

<http://www.cpsd.us/cms/one.aspx?objectId=3474753>

Can help arrange in-school, in-shelter, or community-based academic, social, and clinical supports, and can help with transport for afterschool/summer programs. The Family Resource Center can be contacted through their general phone line, listed above, or clients can get in touch directly with Jardine Jerome (617-201-6039) or Rosemary Pereira (617-999-6872).

The Guidance Center

5 Sacramento Street; #77 bus from **T Harvard**, #83 bus from either **T Porter** or **T Central**, or #96 from either **T Harvard** or **T Davis**

617-354-2275

<http://guidancectr.org>

Offers counseling and support services for at-risk children and their parents in home/shelter, school, and clinic settings. Provides specialized services to children traumatized by abuse/violence, and operates the Meeting Place, for supervised child visitation by parents in high-conflict separations/divorces.

Massachusetts Advocates for Children

25 Kingston Street, second floor, Boston; **T Downtown Crossing**

617-357-8431

<http://massadvocates.org>

Child advocacy in areas of education, special education, child welfare, and health.

Federation for Children with Special Needs

529 Main Street (Schrafft Center), Boston (Charlestown); **T Sullivan**

617-236-7210

<http://fcsn.org>

Offers parent advocacy training and support.

Clothing

In addition to the resources listed below, free clothing is available for shelter guests at most homeless shelters (see page 9), as well as at most drop-in programs (see page 12).

Cambridgeport Baptist Church

459 Putnam Avenue; #47 bus from **T Central**, or #64 bus from either

Ⓣ Central or Ⓣ Kendall

617-576-6779

<http://cambridgeportbaptist.org/about/harvest-food-pantry/>

Clothing is available during food pantry hours, on the 1st and 3rd Saturday of each month, from 10am to 12pm. Nominal charge of 10 cents per item may be waived.

American Friends Service Committee's Material Aid and Advocacy Program

5 Longfellow Park; Ⓣ Harvard

617-876-5312

<https://afsc.org/program/cambridge-material-assistance-program>

Call to arrange client pick-up of clothing, including work-quality clothing and household items. See also page 29. Referral and appointment required. Appointments are available Tuesday and Thursday from 9am to 12pm and 1 to 3pm.

St. Francis House

39 Boylston Street, 3rd floor, Boston; Ⓣ Boylston or Ⓣ Downtown Crossing

617-542-4211

http://www.stfrancishouse.org/site/PageServer?pagename=Programs_BasicServices

Can provide work-quality clothing; case manager referral required.

Rosie's Place

889 Harrison Avenue, Boston; Ⓣ Washington Street and Lenox Street, or #47 bus from Ⓣ Central

617-442-9322

Can provide women's clothing. By appointment only. Call the phone number above.

Dress for Success

989 Commonwealth Avenue, Boston; Ⓣ Babcock Street (B Line)

617-323-7544

<https://boston.dressforsuccess.org>

Member agency must make appointment and send referral with details about client's upcoming job interview. A second outfit is available for clients upon starting their new job.

Tailored for Success

587 Pleasant Street, Malden; #100 bus from Ⓣ Wellington or #101 bus from

 Sullivan

781-324-0499



<http://www.tailoredforsuccess.org>

Can provide professional work-quality women's and men's clothing. **Referral and appointment required.**


Miscellaneous Services

Getting a Massachusetts ID




You do not need to be able to drive to get an official Massachusetts ID card. You can get this identification card at the Registry of Motor Vehicles (136 Blackstone Street, **Boston**; near Haymarket Station). It is necessary to bring separate documents proving: (a) date of birth, (b) signature, and (c) Massachusetts residency. Residency can be established by bringing a letter on shelter (or other residential program) stationery, signed by a case manager, stating the homeless individual's name and social security number, indicating where she or he is staying, affirming his or her homelessness, listing other IDs she or he has, and stating that the case manager knows this person well enough to attest to the facts of the letter.

People lacking the usual proof of identity can get an unofficial picture ID on Monday, Tuesday, Wednesday, Thursday, and Friday from 10 to 11am at St. Francis House (39 Boylston St, 4th floor, **Boston**,  **Boylston** or  **Downtown Crossing**; call 617-654-1257). A St. Francis ID with accompanying letter from staff, letter from a shelter or transitional program, and the required \$25 fee, may be adequate to obtain a Massachusetts ID from the Registry of Motor Vehicles.

Mail Services at the MSC

People who are homeless in shelter or on the street, or who are "doubled-up", in Cambridge are eligible to sign up at the Cambridge Multi-Service Center (362 Green Street,  **Central**) to receive mail there. For more information, contact Betty Paige at 617-349-6347.

Ex-Offender Services

Span, Inc. (105 Chauncy Street,  **Boylston**,  **Downtown Crossing**, or  **Chinatown**; 617-423-0750) offers a range of support for ex-offenders, including help with housing and employment, reintegration counseling, substance abuse and HIV/AIDS services, peer support, and a drop-in center. Some assistance may be time-limited, based on the date of release from prison.

Free Cell Phone Service

Through SafeLink Wireless's Lifeline Service you can receive a **free** wireless phone and 80

minutes of talk time every month. To qualify, you must prove participation in one of the following public programs: EAEDC, SSI, Fuel Assistance, SNAP (food stamps), MassHealth, or TAFDC, and you must provide a valid street address (not a PO box). Apply online at www.safelinkwireless.com.

On Wednesdays, clients who are eligible (must be receiving state or federal benefits, and have a valid photo ID) may sign up at the Multi-Service Center (362 Green Street, first floor) for a free Assurance cell phone.

Voicemail Service

Ask your shelter or housing provider if they still have Project Connect voicemail boxes to distribute. The following providers can offer voicemail boxes to homeless clients who can't get voicemail from their shelter or residential program: Youth on Fire (for youth only; see page 12), On The Rise (for women only; see page 13), and Heading Home (based at the Multi-Service Center, 362 Green Street, first floor, **T Central**; call 617-349-6337 for information). You can also use Google Voice (free; visit online at www.google.com/voice) or search online to find other vendors offering free/low-cost voicemail accounts, although these may not necessarily have a local area code.

Free Income Tax Assistance

Available at the Cambridge Economic Opportunity Committee (617-868-2900; see page 51). Assistance is also available on a more or less weekly basis from VITA volunteers visiting the Cambridge Public Library's Main Branch (617-349-4040; see page 31) and Central Square Branch (617-349-4010; see page 31), and at East End House (617-876-4444). **All tax-filing assistance is by appointment.**

Getting Involved

People who are currently or formerly homeless in Cambridge are invited to participate in meetings of the Homeless Services Planning Committee (HSPC), which are open to the public and take place from 10:30am to 12:00pm on the third Tuesday of every other month, at the Central Square branch of the Cambridge Public Library. In case of any changes, we recommend double-checking the online calendar at www.cambridgecoc.org/events.

HSPC meetings, which are organized by the Cambridge Continuum of Care (CoC), are a venue for bringing interested people and organizations together to help shape decisions affecting services for homeless individuals and families.

To learn more, visit online at www.cambridgecoc.org, or contact Marianne Colangelo (617-349-6966 or mcolangelo@cambridgema.gov).

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