

Directory of Resources

for

People Homeless in Cambridge

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

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Your feedback is welcome.
Please notify us of any needed
corrections, changes, or updates
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How to Access Services: Unless otherwise noted, services listed herein 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 no staff referral is available, contact one of the non-residence-based case management programs listed on p. 4 for help. 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.

Services for Non-English Speaking Persons Interpreter services are offered by the Cambridge Health Alliance for patients at its hospitals and neighborhood health centers (see p. 11). The following agencies offer interpretation and a range of other services:

- **Portuguese:** Mass. Alliance of Portuguese Speakers (MAPS) (617-864-7600)
- **Spanish:** Centro Presente (617-629-2436 in Somerville) and Centro Latino (617-661-9406)
- **Haitian Kreyol:** Cambridge Haitian Services (617-349-6351)
- **Ethiopian/Eritrean:** Ethiopian Adbar Woman's Alliance (617-234-8981) and Ethiopian Community Mutual Assistance Association (617-492-4232)

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Overview of Services to Prevent and Address Homelessness 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.

Disability Access: In the Directory, listings which include a  are wheelchair accessible, according to the provider. 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; 51 Inman St, 2nd fl.; Cambridge, MA 02139 -- phone: (617) 349-4692 (voice) or (617) 492-0235 tty/TDD

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).

Shelters provide emergency housing for individuals and families who no longer have a place to call home. Five types of shelter serve different segments of the homeless population: families, battered women (with or without children), homeless/runaway youth, sober adults, and adults with an active substance abuse problem. 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). Typically, the longer-term beds are offered to guests who are employed or have otherwise demonstrated their commitment to ending their homelessness, and who are therefore seen as most likely to benefit from the stability of a longer-term bed.

Transitional Housing programs 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.

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.) in hopes of linking 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 transitional housing program residents, all family shelter residents, and residents of some shelters for individuals. **Non-residence-based case management** is available to help other homeless persons.

Various programs target **specific segments of the homeless populations**: **Veterans**, persons with **mental illness**, persons in recovery from **substance abuse** or other addiction, persons with **HIV/AIDS**, and individuals and families who have been rendered homeless in fleeing **domestic violence**. Some programs serve only homeless persons, others serve the general population.

A variety of specialized programs provide specific services that homeless persons 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**
- **Child care and family support services** **Legal assistance**
- **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., identification, voicemail accounts, income tax assistance, etc.)

Key Agencies:

-  **Social Security Administration:** (for SSI & SSDI applications) 10 Fawcett St., 1st floor, Cambridge, 800-772-1213
-  **Mass. Dept. of Transitional Assistance:** (for TAFDC, EAEDC, EA, Family Shelter, & Food Stamp Applications)
EOHHS Chelsea Center, 80 Everett Ave., 3rd floor, Chelsea, MA 02150 (Take the Orange line to Haymarket, then #111 Bus to Park St. & Cross St. in Chelsea), 617-551-1700. The DTA now holds office hours at CAAS (66-70 Union Sq., Somerville) on Thurs 9am-5pm to help clients apply for benefits.

Online Resources:

Information about local programs & services: www.cambridgesomervilleresourceguide.org

Information about Boston Area programs & services: <http://www.bostonresourcenet.org>

Information about eligibility for public benefits programs: www.massresources.org/

Legal information about all kinds of matters - written for non-lawyers: www.masslegalhelp.org/

Shelter for Homeless Families

Families seeking shelter should go to the DTA Office in Chelsea, 80 Everett Avenue, Chelsea, MA 02150 (Take the Orange line to Haymarket, then #111 Bus to Park St. & Cross St. in Chelsea). Call 617-551-1700 and **ask for the DHCD Worker**. The DHCD provider will assess the 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 household income at or below 115% of the federal poverty guideline:

Family Size	2	3	4	5	6	7
Max. Monthly Income	\$1,450	\$1,829	\$2,209	\$2,588	\$2,968	\$3,347
Max. Annual Income	\$17,400	\$21,948	\$26,508	\$31,056	\$35,616	\$40,164

There are **very few shelter beds available for non-EA-eligible families**. Multi-Service Center staff (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 (DV)

DV victims can call **Safelink 24 Hour Hotline** (1-877-785-2020) for help in accessing emergency shelter or other assistance.

Shelter for Homeless Individuals (see also "Veterans Services" on page 6)

Other homeless adults must locate a shelter bed on their own. All of the following shelters -- except CASPAR's Emergency Service Center at 240 Albany St. -- require sobriety, and require that guests reserve their bed, in some cases, by as early as 7:30 AM. Beds fill quickly, especially in cold/bad weather. **Always call first. If Cambridge shelters are full, accessible  van transportation to Boston overflow shelters is available from that evening's community meal** (see listing of community meals on p.5 of this Directory). 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.

Shelter	Services / Restrictions	Means of Access
Salvation Army 402 Mass. Av. (617-547-3400)	short term & extended stay beds for sober men only , with case management, substance abuse services, and vocational counseling	Call first thing in the morning (7AM or later) to reserve a bed. Arrive before 7pm to claim bed.
Heading Home Cambridge Shelter 109 School St. (617-547-1885)	short term & extended stay beds for sober men & women , with case management	Call at 10AM; referral required (from staff at other shelters or the Multi-Service Center, etc.);
First Church 11 Garden St. (617-661-1873)	extended stay beds for sober men only	Referral required; consumer or referral source should call periodically to reiterate request
 CASPAR Emergency Service Center (ESC) 240 Albany St. (617-661-0600)	beds for men & women 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 seeking active support for recovery	Go there
 Harvard Square Shelter 66 Winthrop St. (617-547-2841 or 1-888-656-3414)	Short term & extended stay beds for sober men & women ; extended stay beds are typically reserved for persons who are working. Open 11/15 to 4/15 only	Extended stay beds are assigned by lottery: Call between 7:30 & 8:00AM for a lottery number. Call back between 8:05 & 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 Shelter (617-628-3015) Union Sq., Somerville	Short term & extended stay beds for sober women only , with case management	4pm pick-up at the Cambridge Multi-Service Center (19 Brookline St). A lottery is held if there are more women than available beds.

IF CAMBRIDGE SHELTERS ARE FULL: Among Cambridge shelters, the **Salvation Army** and **CASPAR ESC** 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 8am-midnight) will have updated information about the availability of beds in Cambridge shelters, and can provide assistance to unsheltered persons 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.

Shelter & Emergency Services for Homeless/Runaway Youth (see also **Youth on Fire** under Drop-In Programs) **Youth and Young Adults (age 14-25)** at-risk of homelessness (runaways, street youth, homeless youth) can obtain a wide **range of services** from **Bridge Over Troubled Waters** (617-423-9575; 47 West St; Boston), including: food, clothing, emergency housing, family intervention, counseling, medical and dental care, substance abuse counseling, case management, transitional day programs, long term residential programs, assistance with education (GED preparation, computer training), and help with employment. Bridge deploys **street outreach workers and a medical van in Harvard Square**.

Other than Bridge Over Troubled Waters, all **shelter placements** of youth under 18 must be arranged through the Mass. Department of Social Services. Call the **DCF Child-At-Risk Hotline** (617-232-4882, 24 hours).

Wayside/ShortStop (617-776-3377; 1323 Broadway; Somerville 02144) operates a **transitional housing** program for homeless youth age 18-22, offering a **range of social, educational, and pre-vocational services**.

Daytime Drop-In Programs (see also "Veterans Services" on page 6)

- ☒ **CASPAR's Emergency Service Center** (617-661-0600; 240 Albany St.) operates a Day Program for High Risk Individuals, weekdays from 8am to 4pm, serving unsheltered homeless persons whose medical or mental health status places them at higher risk while on the street. Referrals from one of the following are required: CASPAR's FirstStep Street Outreach Program, Health Care for the Homeless, or the Cambridge Health Alliance. **Others seeking daytime support for sobriety should access CASPAR's Drop-In Center in Somerville**. HomeStart staff on-site for **housing search assistance** on Thurs 9:30 to 10:45am.
- ☒ The **Salvation Army** (617-547-3400; 402 Mass Ave) operates a drop-in **weekdays 8:30-3:30pm, Sat. 11:30-1pm, & Sun. 1-3pm**. Daily lunch and weekdays supplemental food, showers, laundry facilities, clothing. Staff social workers can help with referrals.
- ☒ **Heading Home Women's Drop-In** (109 School St; weekdays 11:30am-2:30pm; contact Lisa Brooker, 617-547-1885) Lunch (daily 12-2pm), showers, clothing (Mon & Thurs 12-1pm only), food distribution (Fri. 12:30-2pm only), help with referrals, the option to participate in structured activities, and counseling.
Supportive services: Tues & Thurs. 9:30-11am: **mental health counseling, stress reduction groups** (Eliot Community Human Services); Weds 10:30-12:30 Health Care for the Homeless **Women's Clinic**; Thurs 10:30-12 noon HomeStart **Case management/housing search**
- ☒ **Bread & Jams Self Advocacy Center** (617-441-3831; in the basement of the Swedenborg Chapel (50 Quincy St. off Kirkland St. near Harvard Sq.; weekdays 8:30am-4:00pm) A low threshold program offering a safe place off the street, food, clothes, phones, access to case management, help with housing search (HomeStart staff on-site Mon. 9:30-10:45am), job search, benefits enrollment, access to MH counseling (Eliot Community Health Services staff on-site on Mon & Wed., 9:30 to 12 noon), and referrals to other services.
- ☒ **CASPAR's Phoenix Drop-In and Counseling Center** (617-591-1900; 315 Highland Ave. Somerville) is open Monday-Thursday from 9am-4pm and Friday from 9-2pm. The Center provides individual and group-level interventions and referrals for recovering adults.
- ☒ **Youth on Fire** (617-661-2508; at 1555 Mass. Ave. in the basement of Harvard Epworth Church off Cambridge Common) Drop-in for homeless and at-risk youth (age 14-24) open Mon 11am-8pm, Tu. 1-6pm, and Wed-Fri 11am - 6pm. Showers, lockers, food (hot meals from 2:30 to 5:30pm), counseling, case management, health care, clothes, laundry, computers, books, games. HomeStart staff on-site for housing search assistance on the third Weds of every month 3:30-4:45pm
- ☒ **On The Rise's Safe Haven** (617-497-7968) works with women who are homeless and need a level of support that other programs may not be able to provide. Women can meet basic nutritional, hygiene and safety needs while also receiving flexible support to begin addressing issues related to trauma, addiction, mental & physical health, domestic & sexual violence, disabilities, immigration, legal problems and poverty. OTR advocates provide support, assistance and advocacy to overcome systemic and social barriers that have prohibited progress in the past. **OTR is not a general drop-in program and women must meet with an advocate for an informal intake to determine whether OTR is the right fit.** The Safe Haven (341 Broadway) is open Weds & Fri 8am-4pm, and Mon, Tues, Thurs, Sat 8am-2pm (but closed the first Sat of every month).
- ☒ **Boston GLASS Community Center** (93 Mass. Av., 3rd fl., Boston - take the #1 bus just across Charles River; 617-266-3349) Drop-in for gay/lesbian/bi/trans, and questioning young people (age 13-25). Open M-Th 3-8pm, F 3-5pm. (earlier by appt) Board games, TV, computers, library, kitchen. Counseling, testing, referrals, housing/job search, GED, college/financial aid.
- ☒ **Ruby Rogers Advocacy & Drop In Center** (617-625-9933; 64 Union Sq. in Somerville; Mon-Sun 11am-5pm) for former/current patients at psych. hospitals, and persons at-risk of psych hospitalization. Member-governed center. Self-help/advocacy, socializing.
- ☒ **Cambridge Senior Center** (617-349-6060) **for Persons 60 and Older** - 806 Mass. Av. (opposite City Hall) M-F 8:30am-5pm Sa, , Holidays: 8:30am-1pm Social and recreational activities, ESL, computer, and fitness classes. Daily breakfast and lunch.
- ☒ **The Women's Center** (617-354-8807; 46 Pleasant St. near Central Sq. www.cambridgewomenscenter.org/) Any woman 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. (M-Fri: 10am-8pm, Sat: 10am-3pm).

- 📍 **AIDS Action Drop-In Spot** (617-599-0218; at 359 Green St., Central Square) Drop-in for HIV-positive persons, open weekdays 9am-5pm, movies, support groups, referrals, etc.

Transitional Housing -- Note: Each program has its own eligibility guidelines and participation requirements.

(see also: "Residential Treatment Programs" listed under "Addiction Services" and Shelters offering "extended stay" beds)

- 📍 Carey Program for **Men** at the YMCA (for men with 6+months sobriety)- Stephen Johnson (617-349-6349)
- 📍 Salvation Army Umoja **Men's** Transitional Program (402 Mass Ave, Boston) – Jack MacEachern (617-547-3400)
- 📍 AIDS Action Committee: Emerg. Trans'l Program. (ETP) for **Men** with HIV/AIDS at the YMCA - Gina White (617-599-0221)
- 📍 North Charles' Bridge Trans'l Hsg at the YMCA for **Men** with 6+months sobriety: (617) 864-0941 x29
- 📍 AIDS Action Committee: Trans'l Housing for **Women** with HIV/AIDS at the YWCA - Gina White (617-599-0221)
- 📍 CASPAR GROW House (for **Women** in substance abuse recovery with 6+ mos. sobriety) - 617-661-6020
- 📍 Heading Home's **Women's** Transitional Program at the YWCA - Emannuela Menard (617-491-6050 x 229)
- 📍 Transition House's Trans'l Living Program (for **women with or without young children who have experienced domestic violence**) Contact: Ronit (617-868-1650 x25)
- 📍 Phillips Brooks House **Summer** Transitional Program (for **men and women**) (mid-June to mid August) at Harvard Square Shelter (66 Winthrop St.): contact David at 617-312-6781 or email: hshs.info@gmail.com

Street Outreach -- Non-Residence-Based Case Management – Help Accessing Mainstream Resources

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 persons who have trouble accessing such residence-based case management.

- 📍 The **Cambridge Multi-Service Center (MSC)** (617-349-6340; 19 Brookline St.) 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, & 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.

HomeStart's **Field-Based Case Management (FBCM)** program (678 Mass. Av. # 502 in Central Sq.; 617-234-5340) assists **Cambridge-based** homeless persons in applying for public benefits; obtaining ID; qualifying for discounted T pass; accessing other resources and services; and planning & implementing strategies for gaining next-step housing or employment. (Staff oversee a small fund which can help ongoing clients with the cost of essentials like ID, T pass, etc.) Services target persons who lack ready access to other case mgmt; staff may also collaborate with and augment the efforts of existing case managers to address unmet needs. **Staff can meet with clients at safe, mutually convenient locations in Cambridge** (meal sites, drop-ins, cafes, etc.) or during office **walk-in hours Thurs 3-6pm**.

CASPAR's FirstStep Street Outreach (for Cambridge/Somerville) (program info: Rick Ralphson, 617-599-5680; **Referrals: weekdays 8am-midnight, 617-592-6895**) deploys **on-foot (8am-4pm) & van-based (4pm-12am) outreach team** 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.

- 📍 **LIFT (Cambridge Office:** 617-349-6338; housed at the **Multi-Service Center, 19 Brookline St., Somerville Office:** 617-591-9400; housed at the **Family Center; 366 Somerville Ave., Union Sq.)**. Staff (Two full-time AmeriCorps volunteers and a team of local college students) provide individualized assistance with job search, accessing public benefits, locating and accessing other help, and filing taxes. Services by appointment, or as availability allows, on a drop-in basis.

- 📍 **Outdoor Church:** Sundays: at Porter Sq. T stop (from 9am), in the Cambridge Common (from 1pm), and in Central Sq. by First Baptist Church (3:45). Street outreach in Harvard Square, Sat. 3-6pm., Sun. 2-4pm. In Central Square, Sat. 3-6pm, Sun. 4-6pm. Ministry, pastoral counseling, food/drink, socks, referrals. Maintains contact with participants during incarceration/treatment. 401-339-9578 or www.theoutdoorchurch.net

- 📍 **Starlight Ministries:** Van outreach to Harvard Square every Thurs. evening. Youth/young-adult-focused outreach weekday and Sat. afternoons/evenings; food, clothing, case management. "Sanctuary arts community" for homeless youth/young adults, Tues. 7-10pm at 99 Prospect St. (Christ the King Church next to Whole Foods), Central Sq.: family style dinner, art workshops, creative space time. Contact: 617-262-4567 (weekdays 9-5)

- 📍 **Streetlight Ministries:** Wednesday evenings 8 to 9:30 pm in Porter Square (at the T Station) and outside Davis Square (in Kenney Park at Grove St. and Highland Ave.). Ministry, pastoral counseling, hot meal, clothing, referrals. 857-891-7799

- 📍 **HSHS Street Outreach** 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. (Program info: only runs 11/15 to 4/15, Sun-Fri, email: hshsstreetoutreach@gmail.com)

Note: Outdoor Church (Sunday in Porter, Harvard, & Central Sq.) and Streetlight Ministries (Weds. in Davis & Porter Sq.) serve food as part of their outreach (see p.4)

Food & Nutrition Programs

Community Meals

FOR SENIORS ONLY (AGE 60 OR OLDER):

-  **Breakfast** (8:30-9:30 daily - Citywide Senior Center, 806 Mass Av, Central Sq, 617-349-6060) - suggested donation \$1.25
-  **Lunches** (at various locations, reservations required unless noted) - suggested donation \$1.50
 - > Citywide Senior Center weekdays 11:30-12:45, Sat./ 11:30-12:15 **reservation required**
 - > 116 Norfolk St.: daily 11:30-1, contact Liz Olson (617-547-3543 Ext. 22)
 - > North Cambridge Senior Center: weekdays 11:30-12:30, 2050 Mass Ave., Porter Sq. (617-349-6320)
 - > Mass. Alliance of Portuguese Speakers: Mon-Thurs 12-1, 1046 Cambridge St. (617-864-7400)
 - > Salvation Army Silver Threads Program: Tues-Thurs 12:30-1, **no donation requested**, 402 Mass. Ave. (617-547-3400)
 - > Miller's River Apartments: daily 11:30-1p.m., 15 Lambert St. (617-499-7154)
 - > Burns Apartments: daily 11:30-12:30, 50 Churchill Ave. (617-492-7247)
-  **Dinners** – Mon-Fri 5-6pm at Cambridge Hospital. (1493 Cambridge St.) Info: 617-665-1665 - suggested donation \$1.50

COMMUNITY LUNCHES (ALL AGES) -- no charge

- Weekdays: 12:00noon - Salvation Army  (402 Mass Ave., between MIT and Central Sq., 617-547-3400)
12:00noon - Bread & Jams (see p.3) (Swedenborg Chapel bsmt. 50 Kirkland St., outside Harvard Sq., 617-441-3831)
11:30am - **Women Only** -- Heading Home Women's Drop-In (109 School St., 617-547-1885)
- Weekends: Saturdays at 11:30am and Sundays at 1:00pm - Salvation Army 

COMMUNITY DINNERS (ALL AGES) -- no charge **Note: There is currently NO Sunday evening community meal.**

- Mon: 6:00 Mass. Av. Baptist Church  (146 Hampshire St, Inman Sq.) (617-868-4853)
5:00 (except 3-day weekends) First Congregational Church (95 College Ave., Davis Sq.) 617-776-soup
- Tues: 5:30 First Parish Church (3 Church St., Harvard Sq.) (617-876-7772)
6:30 Faith Lutheran Church (311 Broadway at Prospect St) (617-354-0414) **2nd & last Tuesdays of the month.**
- Weds: 5:00 Salvation Army  (402 Mass Av., between MIT and Central Sq.) (617-547-3400)
- Thurs: 6:00 Harvard Sq. Meals Program at Christ Church (Zero Garden St.) (617-876-0200)
5:00 Union Baptist Church (874 Main St., Central Sq.) (617-864-6885)
5:45 Good Food Good Friends **Women Only** meal (1991 Mass Ave., Porter Sq.) (617-876-4381)
- Fri: 6:00 Mass. Ave. Baptist Church  (146 Hampshire St, Inman Sq.) (617-868-4853)
- Sat: 5:30 Loaves and Fishes Meal Program First Korean Church (35 Magazine St, Central Sq.) (617-497-7277)
- Sat: **Sept to June ONLY:** Common Care, a participatory meal program & food pantry, held on the 2nd and 4th Saturday of the month at 6pm at St. Peter's Episcopal Church, 15 Sellers St. in Central Sq. Persons wishing to eat or get food from the pantry are invited to help with preparation (between 3-5pm) and/or clean-up. (617-547-7788)

Food Pantries (call to verify hours and/or eligibility requirements) (see also Common Care Saturday dinner, above)

- CEOC (617-868-2900) 11 Inman St. (Central Sq.) Mon & Weds 4-6 PM Tues 12-2pm Thurs 11-1PM
- **St. James Church** (617-876-4381) Helping Hand Food Pantry at Fresh Pond Apartments, 362 Rindge Ave. (during construction redevelopment at church) Tu 4-6PM Th 11-1PM Sat 10AM-12 noon - photo ID required
-  **Cambridge Senior Center** (617-349-6060) **for Persons 55 and Older** -- 806 Mass. Av. (opposite City Hall)
Tues/Thurs 12 noon-2pm (**Note:** Meals at the Senior Center are limited to persons aged 60 and older)
- **Margaret Fuller House** (617-547-4680) 71 Cherry St. Wed. 5-7:30PM Th 1-4pm F/Sa 9:00AM-12noon and emergencies
- **Cambridgeport Baptist Church** (617-576-6779) 459 Putnam Ave. (near Magazine St.) 1st & 3rd Sat 9:00-11:30am
-  **St. Pauls AME Church** (617-661-1110) 85 Bishop Allen Dr. Weds 12-2PM Sat 10-12 noon
- **Massachusetts Av. Baptist Church** (617-868-4853) 146 Hampshire St. **3rd Saturday of the month** 8:00-9:30AM
- **East End House** (617-876-4444) 105 Spring St. Tues 9am-2pm Fri 9am-12noon by referral only
- **Common Care/St. Peter's Episcopal Church** (617-547-7788) 838 Mass. Ave. 2nd & 4th Saturdays 5-6pm
-  **Salvation Army** (617-547-3400) 402 Mass. Av. Help available daily until 3pm, by appointment
-  **Zinberg Clinic Pantry for patients with HIV/AIDS** at Cambridge Hospital (617-665-1606)
-  **Catholic Charities** (617-625-1920) 270 Washington St., Somerville (Union Sq.) M-Th:10-4pm, F:10-1pm - **by appointment**

Food Stamps & WIC

- **Food Stamps** can help pay for packaged & prepared food. To assess eligibility or for help applying, call Project Bread (1-800-645-8333) or a HomeStart Field Based Case Manager (617-234-5340) or access www.gettingfoodstamps.org/
- **WIC** nutritional & medical services for pre-natal women and new mothers and their infants are offered at the Windsor St. Health Center (119 Windsor St., 617-665-3600) & North Cambridge Health Center (617-665-3340) 266 Rindge Ave.

For information or help in applying for Food Stamps, cash assistance (SSDI, SSI, EAEDC, TAFDC, EA), or other public benefits, speak to a case manager (see p.4) or refer to the list of Key Agencies and online Resources at the bottom of p.1

Services for Veterans

The **New England Center For Homeless Veterans** ☎ (617-248-9400; 17 Court St. in Boston) offers a range of services for homeless and at-risk veterans, including emergency and extended stay shelter, meals, **case management**, assistance accessing **public benefits** (e.g., SSI) and **Veterans Benefits** (see list below), legal assistance, eyeglasses, dental care, addiction services, services for veterans with PTSD (post-traumatic stress disorder), transitional and permanent housing, and employment.

The **Cambridge Dept. of Veterans Services (DVS)** ☎ (617-349-4761; 51 Inman St, 2nd fl.) helps eligible Cambridge veterans and their dependents (wife, widow, estranged spouse, dependent child) access state or federal benefits. (A dependent who has fled abuse by an eligible veteran can ask the DVS to process her benefits application without alerting the veteran.) For the purpose of qualifying for State or federal benefits, **wartime veterans** are defined as **honorably discharged vets who served at least 90 days** (or less if due to service-related injury) during WWII, Korea, Vietnam, Panama, Grenada, or the Persian Gulf conflict (from 9/1/90 to the present). **Activated Reservists** who served at least 90 days in a war zone also qualify. Mass State law established eligibility for **peacetime veterans** defined as **honorably discharged persons who served at least 180 days** from 1/1/47 to 6/24/50 or 5/8/75 to 8/1/90, or were activated in the **Massachusetts Guard for Homeland Security**. To receive State benefits through DVS, a veteran must prove **Cambridge residency** (home, shelter, etc.). Eligibility for federal benefits varies by benefit; in addition to any income/assets limits, eligibility may be based on type and era of military service, extent of any disability (and degree of service-relatedness), willingness to seek substance abuse treatment, reason for unemployment, etc.

DVS can help veterans/dependents **obtain a copy of the veteran's discharge papers**, and can assist vets in **upgrading a discharge** to qualify for benefits. DVS can also help vets/dependents access:

- **emergency cash assistance** for food, clothing, shelter (to prevent eviction or foreclosure, or to help with transition from homelessness to housing), utilities, personal needs, health insurance, telephone, and transportation
- service-related and non-service-related **disability pensions**
- a small **monthly stipend** (\$175/month) available to **homeless, sheltered** veterans who are (a) able to work and in job training or registered with Career Source and willing to take any available employment, (b) in need of substance abuse or mental health care, and in or actively seeking appropriate treatment, or (c) unable to work, and interested in cooperating with the DVS in applying for disability benefits. On a case-by-case basis, the DVS may award benefits to veterans with criminal records, based on their demonstrated commitment to straightening out their lives.
- inpatient and outpatient **health care**, including coverage of medical, dental, and hospital care
- **survivor and/or burial benefits**
- **education benefits**: Vets enrolled in a degree program in a public college or university can get free tuition. More extensive benefits are available only to veterans with a service-related disability, pre-90s veterans within 15 years of their discharge, and post-1990s veterans who paid into an education fund while in the military.
- **job training and vocational rehabilitation** – the Veterans Training School (VTS) at the New England Center for Homeless Veterans (17 Court St in Boston; 617-371-1812 www.neshv.org/) offers a full range of vocational services to all unemployed and under-employed veterans. See p.11 of this directory.

Post-9/11 Veterans are eligible for a Mass. cash bonus and for increased federal benefits under the Post-9/11 G.I Bill.

The DVS can help with all these benefits. To apply on-line for federal benefits: www.GIbill.VA.gov For help: call 888-442-4551

- a Mass. cash "bonus" of \$1,000 for veterans who served in Iraq or Afghanistan and \$500 for veterans who did not serve there
- federal financial support for education (graduate and undergraduate degree programs, tutorial assistance, books and supplies, and a housing allowance,), training (by an approved program), and housing for honorably discharged veterans with at least 90 days of service on or after 9/11/2001, or, with at least 30 days of such service, if the veteran was discharged with a service-connected disability. (In some cases, this benefit may be transferable to family members.)
- Five years of free medical care, including mental health services, from the US Department of Veterans' Affairs.

☎ **V.A. medical facilities** provides honorably discharged veterans with **free health and mental health care** and **dental care associated with a service-related dental problem**. Close to Cambridge are: (a) the V.A. Outpatient Clinic in downtown Boston (251 Causeway St.; 617-248-1000), (b) the V.A. Medical Center in Jamaica Plain (150 South Huntington Ave., 617-232-9500), and (c) the V.A. Hospital in Bedford (200 Spring Rd.; 781-275-7500).

Housing Search (and Listings) & Post-Placement Housing Retention Services (see also "Veterans Services" p.6)

Homeless Families living in **Cambridge** shelters and transitional housing programs:

- **Family Support:** Cambridge Family & Children Services: Volunteer Mentor Program: Lisa Katz; 617-876-4210)

Homeless Cambridge-based Individuals may receive housing search & post-placement stabilization services as follows:

- ☑ **HomeStart** provides housing search assistance & post-placement housing retention services out of two offices
 - The **Multi-Service Center (MSC)** office (19 Brookline St., 617-349-6394) serves participants from targeted shelters and transitional housing programs: Heading Home Cambridge Shelter, Harvard shelter, Carey program, North Charles' Bridge, AIDS Action men's (YMCA) and women's (YWCA) ETP programs, and Heading Home's 9-bed transitional program for women at the YWCA **by appointment only**.
 - The **Housing Resource Team (HRT)** office (678 Mass Ave., #502, Central Sq., 617-234-5340) serves all other Cambridge-based homeless persons. Services **by appointment**, except during **walk-in hours on Thursdays from 3-6pm**.

☑ **MBHP Housing Consumer Education Center** (125 Lincoln Street, 5th floor in Boston, 6 blocks from the South Station Red Line T stop; 617-859-0400 or 800-272-0990) weekdays 9am-5pm, Tuesdays until 7pm to any metro-area resident. (Participants do *not* need a referral, do *not* need a Section 8 certificate, and do *not* need proof of homelessness.) Their website offers links to useful resources www.mbhp.org/ and a helpful Frequently Asked Questions section. The Center also offers the following *free* services:

- Apartment listings (available on paper, in local newspapers, and on-line at www.mbhp.org/)
- Fact sheets and other publications on tenants rights, housing resources, housing search strategies, etc.
- Access to phones (local calls) and computers, with printers (including 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/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](http://www.mbhp.org/) or contact Kevin Donaher at donaher@mbhp.org or 617-425-6702.

☑ **Cambridge Community Development Dept.: Housing Division** (344 Broadway; 617-349-4622) 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 their mailing list, visit their website at: <http://www.cambridgema.gov/CDD/housing.aspx>. CDD 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.

Permanent Supported Housing (PSH)

The following agencies receive HUD funds to provide PSH - subsidized tenancies for homeless persons with disabilities (sometimes limited to chronically homeless persons) who need and agree to accept case management and other services.

- Heading Home: contact Gordie Calkins 617-864-8140
- AIDS Action Committee: (persons with HIV/AIDS): contact Gina White at 617-599-0221
- New Communities Services, Inc: (seniors and persons with disabilities): contact Liz Olson at 617-547-3543 x22
- Transition House: (victims of domestic violence): contact Ronit Barkai at 617-868-1650 x25
- HomeStart: Contact Joanna Hooper at 617-234-5340 x211

Moving Help & Assistance with Furnishing a Household (program/case manager referral required)

- **Solutions at Work "Moving Up" Program** - low cost moving assistance; no referral required, unless the referring agency is paying for the move. Leave a msg at 617-492-0300 x6 or email movingup@solutionsatwork.org for info or to arrange a move.
- **Mass. Coalition for the Homeless** (781-595-7570) - free furniture for people moving out of homelessness -- No "layaway": customers must take selected furniture with them (low cost trucking assistance available from **Solutions at Work** – see above)
- **American Friends Service Committee – Material Assistance Program** - (**appointment & provider referral required**) ph: 617-876-5312 fax: 617-576-1652 (Tues. & Thurs. 10am-12noon & 1-5pm) Call for availability of items and to arrange pick-up at 5 Longfellow Park, near Harvard Sq. Subject to donations and demand, the program stocks kitchen items & appliances, bedding (blankets, sheets, pillow cases), bathroom items (towels, shower curtains), clocks, lamps, telephones, TVs, rugs, etc.
- **www.Freecycle.org** is a heavily used on-line resource listing thousands of free items; delivery is rarely, if ever, included.

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 this [link](#). For questions about childhood lead poisoning or questions related to lead exposure, contact the Public Health Dept. -- 617-665-3831.

Housing discrimination: See "Cambridge Human Rights Comm." & "Fair Housing Center" under "Legal Assistance" p. 14)

Emergency Financial Assistance (See also veterans services, page 6)

- **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).
 - **HomeStart** and the **Multi-Service Center (MSC)**) may be able to provide **limited help to their Cambridge-based housing search clients** with some combination of first month's rent, security deposit and/or moving costs. Recipients must have adequate income to sustain rent, and must have saved enough to pay a reasonable portion of these costs.
 - The **MSC and Cambridge Fuel Assistance** office ☎ (617-349-6252) may also **help pay gas or electric arrearages & help negotiate payment plans** to turn on utility service in a new apartment.
 - **Phillips Brooks House Assoc. at Harvard University** sponsors the **Housing Opportunities Program** (617-495-1970 or www.hcs.harvard.edu/~hop/) a student-run program that administers a revolving loan fund and provides no-interest loans and financial counseling to clients at risk of eviction or in need of assistance to transition from homelessness to housing.
 - **Catholic Charities** (270 Washington St., Union Sq., Somerville 617-625-1920) can sometimes help with rent & utility costs. Funds are generally available from March-September; more limited assistance may be available at other times.
 - The **Salvation Army** (402 Mass Ave., 617-547-3400) can sometimes help with rent and utility costs.
- **Non-Housing-Related Costs** - There are only **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. HomeStart's **Field-Based Case Mgmt** program (see p.4) manages a small fund that can assist **ongoing** HomeStart clients with the cost of obtaining ID, a transit pass, or a PO Box that is needed to gain next-step housing or employment. United Way **First Call for Help** (1-800-231-4377 or <https://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

- ☎ Free help with **money management & budgeting** is available to **Cambridge-based** homeless persons from CASCAP's Fiduciary Services Program. **Representative Payee** services are available (cost: \$10/month) to persons receiving Social Security or SSI who because of disability or impaired judgment cannot manage their money. **Contact:** Diane Griffith at **617-234-2930**. Office hours at the Multi-Service Center (19 Brookline St. in Central Sq., 617-349-6340), or elsewhere by appointment.
- ☎ Free help with **income tax filing** is available at the Cambridge & Somerville offices of LIFT (see p.4).

Free and Low Cost Access to Computers/Instruction (See also *Project LIFT* under "Education" on page 9)

Many Cambridge programs offer access to computers and/or opportunities to build computer skills:

- **Cambridge Public Library** ☎ <http://www.cambridgema.gov/cpl/Services/Computers.aspx>. All branch libraries provide library card holders with free access to computers to access for word processing, internet, printing (10 free pages/day, .15/ page after) or scanning documents. Each branch has its own guidelines for reserving time. The **Central Square Branch** (617-349-4010 at 45 Pearl St.) Rotary Technology Access Center has hours from Mon-Fri, 10a-5:30pm., Sat., 10am - 1:30pm
- **CCTV's Computer Lab** ☎ (617-661-6900) is open to the public. Call for hours.
- **The Women's Center** ☎ (617-354-8807; 46 Pleasant St. near Central Sq.) In addition to its other services (see p.3), the Center has free computers which any woman can sign up to use. (Monday-Friday: 10am-8pm, Sat 10am-3pm)
- **Margaret Fuller Neighborhood House** (71 Cherry St.; 617-547-4680; billnadleratfy@yahoo.com) offers community access to its technology center weekdays 9am-6pm, and offers free beginning (4 weeks) and advanced (8 weeks) classes.
- **Adbar Ethiopian Women's Alliance** (617-234-8981 or Seble@EthiopianWomen.org) operates the computer center in the basement of Old Cambridge Baptist Church (1151 Mass. Av) in Harvard Sq. Drop-in Hours: weekdays 10am-4pm
- The **Cambridge Employment Program** (see page 9) and **Career Source** (see page 10) offer free access to computers for job search at their respective program offices. **Access is restricted to actively enrolled clients only**. Career Source offers enrolled clients free workshops in Internet use for job search and classes in Microsoft Office software.
- **Solutions at Work's Get Connected!** program distributes reconditioned computers (and laptops) to presently & formerly homeless persons, depending on availability. Eligibility requires a letter from advocate or case worker. For info, email Stephen Kamau at skamau@solutionsatwork.org or visit <http://solutionsatwork.org/our-programs/computers/>.

Education *Starred (***) resources do not exclusively serve persons who are homeless. (see also Veterans Services p .6)*

Project LIFT at the Community Learning Center (CLC) ☎ (19 Brookline St; contact: Debre Foxx 617-349-6363) Offers **individualized instruction/classes on a drop-in basis**: English literacy (for native and non-native speakers), GED, math, and computers. Students who can commit to a regular schedule may also enroll in regular CLC classes, including English for Speakers of Other Languages, reading, writing, math, GED, and college prep.

*****Mass. Rehabilitation Commission (MRC)** ☎ (617-776-2662; 5 Middlesex Ave., Assembly Square, Somerville) helps pay for education and job training for persons with documented disabilities. (At present, MRC has a waiting list for services.) Navigating the disability determination process to gain eligibility for services is challenging, and applicants should seek assistance, for example, from a HomeStart Field-Based Case Manager (see p. 4), from the Cambridge Employment Program (see below), from Health Care for the Homeless (see p. 11), or from Community Work Services (see below).

Help finding **scholarships and other financial aid for higher education** is available from the Cambridge Employment Program and Impact, listed below, as well as from the **Higher Education Information Center (HEIC)** ☎ at the Copley Branch of the Boston Public Library (700 Boylston St., 1-877-332-4348). Check out their website <http://www.teri.org/college-access/>

Employment

See also **Mass. Rehabilitation Commission** under Education above. **(See also Veterans Services on page 6.)**

*****Cambridge Employment Program** ☎ (617-349-6166; 51 Inman St.): Provides one-to-one employment assistance for work-ready **Cambridge residents** (including persons homeless in Cambridge): career counseling, resume development, job search assistance (writing cover letters, using the Internet, interviewing skills), help locating training resources. Referrals preferred.

*****LIFT** (formerly National Student Partnership) (Cambridge Office: 617-349-6338; c/o Multi-Service Center, 19 Brookline St Somerville Office: 617-591-9400; c/o Family Center; 366 Somerville Av., Union Sq.). LIFT staff (1-2 full-time Americorps site coordinators & a team of local college students) provide help with job search (resume development, interviewing, using the internet to locate leads) by appointment, or subject to availability, on drop-in basis.

Impact ☎ (617-542-3388; 105 Chauncy St, Boston): Employment assistance for work-ready homeless persons & persons transitioning to housing. Skills/aptitude assessment; resume preparation; help with job search; employer contacts, access to computers, telephones, voice mailbox, and P.O. box. **By referral only.**

CASPAR Employment Services ☎ (617-591-1900, 315 Highland Ave.. in Somerville), offers individual and group employment counseling and employment and training-related referrals for adult job-seekers in recovery. **By referral only.**

*****Community Work Services (CWS)** ☎ (contact Eugene Gloss at 617-720-2233 x 223 or eugeneg@cwsbos.com; 174 Portland St, near North Station, Boston) 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 homeless and non-homeless persons. Assistance obtaining Massachusetts Rehabilitation Commission (MRC) eligibility. **Case manager referral, verification of homelessness, and 60-day sobriety required.** <http://cwsbos.com/>

Spare Change News (617-497-1595, 1151 Mass Ave. in the basement of Old Cambridge Baptist Church outside Harvard Square) is a small independent street newspaper written and distributed by the Homeless Empowerment Project, a largely consumer-run organization. Homeless persons seeking employment as vendors or wishing to submit an article (for which they can receive modest compensation) should visit the office during business hours. SCN publishes a **Hire the Homeless Classified Section** where homeless persons can advertise their skills (e.g., painting, catering, carpentry, yard work, computer repair, etc.) and solicit business from interested readers of the newspaper. To post a listing, call 617-497-1595 ext. 16 or visit the office during business hours.

Project Place (1145 Washington St. in Boston's South End) 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 (617-542-3740 x 23 or 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: (a) "**Clean Corners**" is a in outdoor and facilities maintenance and landscaping program; (b) "**Project Pepsi**" provides employment opportunities for loaders and drivers providing customer support to 80+ Pepsi vending machine accounts in metro Boston; (c) "**Home Plate**" is a six-month employment program in food services. Project Place also sponsors "**Project 90**," a 90-day job training internship program, including 14 hours/week of classroom time for professional and personal skills development in preparation for job search, as well as computer training.

(continued)

Employment (continued)

St. Francis House ☎ (39 Boylston St 4th floor, downtown Boston) offers two work programs: The **FirstStep Program** (617-654-1257) helps participants discover their strengths and interests, and identifies barriers that participants may need to address in order to successfully enter the workforce. FirstStep is a 15-hour program running Mon-Fri 9 AM-12 noon. Information sessions held every Tuesday at 1:30PM. The **Moving Ahead Program (MAP)** (617-654-1257) is a longer term, stipended program (14 weeks Mon-Wed 9AM-3PM Thu-Fri 9AM-Noon) 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. Applications for both programs are available by phone or in-person.

Span, Inc. (105 Chauncy St 6th floor, Boston, MA 02111) (617-423-0750) provides employment assistance to ex-offenders.

The Bakery and Cafe at Haley House (617-445-0900, 12 Dade St. in Dudley Square, Boston) offers hands-on paid training to homeless and formerly homeless persons (as well as to teens in school or programs) in the context of a working bakery and cafe. Participants learn bakery, kitchen, and restaurant management skills and the value of teamwork, and get help with job search.

*****Career Source** ☎ (186 Alewife Brook Parkway, Fresh Pond Mall, Suite 310 in Cambridge; 617-661-7867) 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.

***The **Title 5 (Senior Aide) Program** at Citizens for Citizens ☎ (617-623-1392 x 141 office) helps low income Middlesex and Norfolk County residents **55 & older** re-enter the workforce, beginning with part-time paid placements at non-profit and government agencies. Placements, which may last up to 1 year, pay \$7.50/hour stipends that don't count against eligibility for Food Stamps or federal housing assistance. Persons receiving SSDI benefits may participate in the program without losing their benefits.

*****Operation Able** ☎ (131 Tremont St #301 in Boston, 617-542-4180) 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 Middlesex (Cambridge), Essex, Suffolk (Boston), and Worcester County job seekers over age 55 are eligible to participate in Operation Able's Title V (Senior Community Service Employment) Program to get the training they need to re-enter the workforce, beginning with part-time stipended (\$7.50/hour) placements 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 617-542-4180 x133.

*** The **Veterans Training School (VTS)** at the New Eng. Shelter for Homeless Veterans (17 Court St in Boston; 617-371-1812 www.neshv.org) offers job training, resume development, interview prep, and lifetime placement assistance to all unemployed and under-employed veterans. Courses offered include Commercial Drivers License Class B, Security Officer Training, Fundamentals of Culinary Arts, Website Design and Photoshop, Fundamentals of UNIX/Linux for Network Management, as well as a number of short-term courses. For other veterans benefits, see the Dept. Of Veteran Affairs Vocational Rehabilitation & Employment Program website at www.vba.va.gov/bln/vre/

Pine Street Inn ☎ sponsors a mix of transitional employment and work-readiness programs for homeless persons, giving priority to PSI residents). **Strive** (617-892-9492), a 3-week program for persons 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; 444 Harrison Ave., Boston) provides 3 months of paid, full-day hands-on and classroom training preparing students for entry level kitchen jobs in restaurants/cafeterias. Clothing and food program graduates receive job placement assistance. Participants in all programs must be clean and sober.

Health Care Note: all services are unless otherwise noted. (See also "Veterans Services" on page 6.)

- **Mass Health** (also known as **Medicaid**) provides comprehensive coverage of health care, dental care, and mental health care to low-income families, persons with disabilities, and elders. **Commonwealth Care** provides comprehensive health coverage for most low income persons who are ineligible for Mass Health, including, persons who lack a qualifying disability for Mass Health and persons with incomes above the relevant Mass Health income ceiling, but under 300% of the federal poverty level (annual income under \$30,636 for a household of one). **Just about every homeless person, with the exception of undocumented immigrants, should be eligible for either Mass Health or Commonwealth Care.** Uninsured and underinsured persons who lack access to affordable health coverage (including persons without documentation) can access **Health Safety Net** coverage. For details about eligibility for any of these programs, see www.massresources.org (select "Health Care Programs") or call Health Care for All's Consumer Helpline at 800-272-4232. To have an **application mailed to you**, call 1-877-623-6765. To download an application, 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 1-888-257-1985 to make an appointment at the Cambridge Hospital (1493 Cambridge St.) 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 Ave.). Other persons can obtain additional help from HomeStart's Field Based Case Management program (p.4), from LIFT (p.4), and trained providers.
- **Neighborhood Health Centers of the Cambridge Health Alliance** (CHA) (For **Somerville** sites call 617-591-4500)
 - **Primary Care Center** (617-665-1068) at The Cambridge Hospital
 - **East Cambridge Health Center** (617-665-3000) 163 Gore St.
 - **Windsor St. Health Center** (617-665-3600) 119 Windsor St.
 - **Cambridge Family Health North** (617-575-5570) 2067 Mass. Av. (near Porter Sq.)
- **Health Care for the Homeless Primary Care Clinics** (Call 617-591-6765 for updates about schedule changes)
 - **Salvation Army (402 Mass. Ave.) (617-547-3400) (Tues.: 10am-Noon; Weds.: 10am-2pm -- women only; Thursdays: 11am-1:30pm)**
 - **CASPAR Emergency Service Center (240 Albany St.) (617-661-0600) (Mon 1-3 pm; Wed 9-11am; Fri 8-11am)**

Health care is available to any homeless person. Shelter residency or program participation are not required. Staff at the Salvation Army clinics also serve **homeless children** enrolled in the Salvation Army's child care program. In addition to the clinic hours listed above, HCfH offers medical assistance to unsheltered homeless persons via collaboration with CASPAR's FirstStep Street Outreach Program. For information about the outreach hours of HCfH's nurse practitioner, call 617-661-0600.

- **Women of Means** sponsors **free health care for women** weekdays 8am-4pm at **Rosie's Place** (889 Harrison Ave. 1½ blocks from Boston Medical Center; take #1 bus down Mass Ave. to Harrison Ave.) and weekdays 8am-2pm at **Women's Lunch Place** (67 Newbury St. in Boston, one block from the Public Gardens & Arlington Green Line T stop).
- **Homeless & runaway youth** (age 12-23) can obtain care at (a) **Youth on Fire** (1551 Mass Ave. basement, 617-661-2508, during scheduled visits by the physician from the Sydney Borum Health Center; see "Drop-Ins" on page 3.) (b) the **Teen Health Center** (617-665-1548; at CRLS High School, 459 Broadway) weekdays 8:30am-5pm. After hours nurse triage and care delivery are available to youth by calling 617-665-1548; (c) **Bridge Over Troubled Waters** (617-423-9575, 47 West St., near the Park St. T stop in Boston); Bridge runs a medical van in Harvard Sq. (not ). Bridge can provide or arrange for dental care, counseling, substance abuse services & HIV/AIDS counseling; and (d) **Sidney Borum Health Center**, 130 Boylston St. near Boston Common; 617 457-8140); SBHC provides a full range of primary care, mental health and substance abuse services, HIV counseling, testing, and risk reduction services for young persons age 13-29, targeting persons who are homeless, on the street, in the sex industry, or inadequately served by mainstream providers unprepared to help GLBT clients.

HIV/AIDS Services

-  **AIDS Action Committee** (617-661-3040; 359 Green St.; www.aac.org/) provides a range of services for people living with HIV/AIDS, or at high risk for HIV/AIDS, including case management, drop-in services, needle exchange, peer support services, support groups, housing services, food and nutrition services, and HIV testing and counseling.
-  **Zinberg Clinic** at Cambridge Hospital (1493 Cambridge St.) offers comprehensive health services for persons with HIV/AIDS. Call 617-665-1606 for an initial appointment.

Eye Exams and Glasses (contact Health Care for the Homeless for other suggestions) (see also Veterans Services p.6)

-  **Mass. Eye and Ear Infirmary** (243 Charles St., Boston) Call 617-573-4098 to request free/low cost eye exams & glasses.
-  **New England Eye Institute** (617-262-2020; 930 Commonwealth Av. in Boston, near Boston University) offers free/low-cost exams for eyeglasses. Call for appointment; bring income documentation. Bring prescription and proof of homelessness to Pine St. Inn Clinic for free glasses.
-  **LensCrafters** (Cambridgeside Galleria, near the Lechmere T Stop) Call 617-577-8440 for an appointment for a free eye exam & glasses. Bring a letter on shelter or transitional housing stationery documenting homelessness, with provider's Tax ID #.

Addiction Services **Note: all services are ☒ unless otherwise noted.**

Outpatient Substance Abuse Services (see also <http://nationalsubstanceabuseindex.org/massachusetts/facilities.php>)

- **North Charles Institute for Addictions:** outpatient counseling and other treatment services (including methadone maintenance) for persons in all stages of recovery from opiate-related addictions and other forms of substance abuse. Call 617-661-5700 for information or an appointment.
- **Camb Health Alliance Outpatient Addiction & Dual Diagnosis Unit** (weekdays 8:30am-4:30pm) at Central Street Health Center (617-591-6050; 26 Central St – 2nd floor, in Somerville; shuttle service leaves from the Line St. entrance of Cambridge Hospital)
- **Mt Auburn** Prevention & Recovery Center: 617-499-5051
- **Centro Latino:** 617-661-9406 (not ☒)
- **AIDS Action Committee: Needle Exchange:** 661-599-0246

To Access Detoxification (24 hours/day unless otherwise noted):

- call CASPAR FirstStep Street Outreach (referrals: weekdays 8am-12 noon - 617-592-6895 or 617-661-0600)
- go to the CASPAR Emergency Service Center (617-661-0600) 240 Albany Street (evening and overnight only)
- call AdCare: 1-800-ALCOHOL
- go to the Psychiatric Emergency Room of The Cambridge Hospital (9am-5pm only) (617-665-1560; 1493 Cambridge St)

Services for youth (25 & under):

- Bridge Over Troubled Water (617-423-9575)
- Youth on Fire (617-661-2508)
- Sidney Borum Health Center (617 457-8140)
- Impact (617-661-0405)

Services for seniors (60 and older):

- Geriatric Substance Abuse Program (617-349-6220)

Sober Drop-In: CASPAR Phoenix Center (617-666-9947) 35 Medford Street, Somerville

Day Program for High Risk Individuals at CASPAR Emergency Service Center ☒ (617-661-0600) 240 Albany St; Cambridge
For chronic substance abusers with medical complications that put them at high risk.: **Referral required** from one of the following:
CASPAR FirstStep Street Outreach, Health Care for the Homeless (see p. 11 for clinic info), Cambridge Health Alliance (see p.11)

Residential Treatment Programs:

- ☒ for men and women in very early recovery: CASPAR ACCESS program (617-661-0600)
- ☒ for women: CASPAR Womanplace (contact: Carol Nickerson, 617-661-6020)
- ☒ for pregnant & parenting women: CASPAR New Day (contact: Carol Nickerson, 617-661-6020 or 617-628-8188)
- ☒ for men in recovery: CASPAR Men's Residences (contact: Elaine Blake, 617-623-5277)

To find **support groups for achieving/maintaining sobriety, coping with addiction and its effects on family:**

- Alcoholics Anonymous (617-426-9444)
- Al-Anon (for families and friends of users) (508-366-0556)
- Narcotics Anonymous (866-624-3578)
- Cocaine Anonymous (781-551-6677)
- Rational Recovery (781-891-7574)
- Gamblers Anonymous (617-338-6020) gamblers, families

Mental Health Care (See also Addiction Services, above, for services for persons with a dual diagnosis)

Mental Health (MH) Services, all of which are ☒ unless otherwise noted, are available, as follows:

- **by appointment w/Health Care f/t Homeless** MH staff at the Salvation Army clinic (Tu 10am-Noon, Th 2-4pm)
 - **walk-in emergencies** at the Psych Emergency Room at Cambridge Hospital (617-665-1560; 1493 Cambridge St)
 - **by appointment with Eliot Community Health Services' PATH and Outreach MH Specialists:**
 - Sharon Aikens (617-349-6331) at the Multi-Service Center (Mon. 8:30am-8pm, Tues -Thurs 8:30am-5pm)
 - Mary Shannon Thomas (781-307-3937) at Bread & Jams (617-441-3831) on Mon & Wed, 9am to 12 noon and Heading Home Women's Drop-In (Tues. & Thurs., 10am-12 noon)
 - Arthur Shurcliff (617-661-0600 msg: 8:30am-3:30pm; direct line: 3:30-5pm) on the street with CASPAR's FirstStep Street Outreach Team (M/W/Th/F 9am-3pm); at the CASPAR Emergency Service Center (240 Albany St.) (M/W/Th/F 3:30-5pm); and at Bread & Jams (617-441-3831 Tues 8:30am-4:30pm)
- All Eliot CHS staff can refer clients for counseling services at the Psych Outpatient Unit at Central Street Health Center.
- **by appointment at Psychiatric Outpatient Unit at Central Street Health Center** (Camb. Health Alliance) (26 Central St. in Somerville; shuttle vans leave from the Line St. entrance of the Cambridge Hospital); call Central Intake 617-591-6033
 - **for intensive field-based mental health services** targeting homeless clients with a **history of hospitalizations and difficulty using outpatient services**, refer **Cambridge-based clients** to the Assertive Community Treatment (ACT) Team (617-591-6033), and Somerville-based clients to the Community Treatment Team (CTT) (617-623-3278)
 - **by appointment at the Community Legal Services And Counseling Center** (617-661-1010; 1 West St., Cambridge)

Dental Care (see also Bridge Over Troubled Water, p.11-12, & Veterans Services, p. 6; Mass Health covers dental care)

- ☎ The **Dental Clinic at the Windsor St. Health Center** 119 Windsor St (617-665-3990) has the capacity to serve a limited number of persons who qualify for free or discounted care through the Cambridge Hospital.
- The **Mass Dental Society's "Mass Dentists CARE" program** offers reduced cost dentistry for children who lack other coverage. See www.massdental.org/content.aspx?id=768 or call 1-800-342-8747
- ☎ Low cost dental cleaning is available at the dental clinic of the Forsythe Hygiene Program, 101 Palace Rd., in Boston at side entrance of Mass College of Pharmacy & Health Sciences. **Shelter staff referrals to Louise (617-278-2700)**
- ☎ **Cambridge Health Care for the Homeless** (see p.11) can refer homeless adults to the Barbara McInnis House in Boston for free comprehensive dental care.
- ☎ **Boston Health Care for the Homeless** in Boston (call Frazell 617-542-4704 8am-4pm; 39 Boylston St. 2nd floor in downtown Boston) screens candidates for dental care and eye care.
- **"Smiles for Success"** provides referrals for free/low cost dental care by local women dentists for eligible women whose ability to succeed is compromised by decayed, missing or damaged teeth. To be eligible, a woman must be able to verify current enrollment in an accredited job-training program, or active pursuit of transfer from welfare back into the workforce. Obtain more information or apply for assistance at <http://www.smilesforsuccess.org/>
- **Boston-Area Dental Schools** may provide free or low-cost dental care, although the availability of services may be limited and seasonal: Harvard (617-432-1434), Tufts (617-636-6828) and Boston University (617-638-4701).

Services for Victims of Domestic Violence/Sexual Assault

(see also Support for Families on p. 14)

Safelink 24 Hour Hotline: 1-877-785-2020

- **Transition House** ☎ (617-661-7203) & **Respond** ☎ (617-623-5900) offer counseling, referral for emergency shelter, and related services to individuals and families that have been exposed to domestic violence. Support and services are available to DV victims whether or not they are ready to leave battering relationship.
- **Emerge** (617-547-9879) provides counseling for batterers.
- The **Boston Area Rape Crisis Center** (617-492-7273) provides assistance to victims of rape and sexual assault.
- **Violence by caregivers against children, elders, and persons with disabilities must be reported.** The following hotlines will lead to investigation and efforts to address abusive situations:
 - > Child Abuse Hotline: 1-800-792-5200
 - > Elder Abuse Hotline: 1-800-922-2275 or call Somerville Cambridge Elder Services (617-628-2601)
 - > Disabled Abuse Hotline: 1-800-426-9009
- The **Victims of Violence** program of the Cambridge Health Alliance (<http://www.challiance.org/vov/vov.shtml> 617-591-6033) offers comprehensive clinical services and support for victims as well as training and support for providers.

Legal Assistance - Advocacy - Mediation

-  **Legal assistance** to appeal denial of public benefits (TAFDC, SSI, EAEDC, etc.), denial of public housing or Section 8, to prevent evictions, and to protect the rights of victims of domestic violence is available to **Cambridge residents** from:
- **Cambridge & Somerville Legal Services (CASLS)** (617-603-2700) (CASLS can also assist homeless persons in resolving legal issues related to mental health care, special education, or other school/education-related matters.)
 - **Community Legal Services & Counseling Center** (617-661-1010),
 - **Harvard Legal Aid** (617-495-4408)
 - For housing issues only: **Tenancy Advocacy Project** at Harvard Law School (617-495-4394).

-  The **Community Legal Assistance Project (CLASP)**, sponsored by Shelter Legal Services Foundation offers homeless persons help appealing housing authority denials, supports last-chance efforts to prevent eviction, and can help address other Court or administrative matters including criminal records, outstanding warrants, credit problems, child support, family law disputes, immigration, etc. Legal assistance at the Tues. morning legal clinic at the Multi-Service Center (19 Brookline St. in Central Sq.; 617-349-6340) is available on a first-come, first-served basis. Clients unavailable on Tuesday mornings may arrange a special Sat. morning appointment at First Parish Church in Harvard Sq. (3 Church St.) by calling 617-552-0623.

Advocacy support in addressing tenancy issues and public benefits applications/appeals is available to Cambridge residents by contacting **CEOC** (11 Inman St., 617-868-2900).

Mediation services are available from the following sources:

- **Just-a-Start's Mediation for Results**  (494-0444 x317) can provide **mediation to preserve an at-risk tenancy**, or to **help resolve a client/provider dispute**. For more info, visit www.mediationforresults.org/content/view/21/48/
 - Contact Kevin Donaher at MBHP at donaher@mbhp.org or 617-425-6702 for **mediation to preserve an at-risk tenancy supported by an MBHP housing subsidy**. For more info: www.mbhp.org/Mediation%20flyer.pdf
 - The **Community Dispute Settlement Center (CDSC)**  (617-876-5376) 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. For more information visit www.communitydispute.org.
-  **Cambridge Human Rights Commission** (51 Inman St, 2nd fl, 617-349-4396) 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"). The Commission is the administrative home to the Cambridge Police Review & Advisory Board (PRAB), which 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 visit or call the office, see www.cambridgema.gov/prab, or email jjohnson@cambridgema.gov
- The **Fair Housing Center of Greater Boston** (617-399-0491) can investigate allegations of **housing discrimination**. To get started, complete an intake form (available by calling 617-399-0491 or at www.boston.fairhousing.com)
 - The **Lawyers Committee for Civil Rights under the Law** (Boston Bar Association; 294 Washington St., Boston) can offer assistance with cases involving civil rights violations related to race or national origin – call 617-482-1145 for an intake. See www.lawyerscom.com for more information.

Transportation (Note: Some residential programs may be able to offer residents help with transportation or transit costs.)

-  **SCM Community Transportation** (617-625-1191) 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.
-  **THE RIDE** is operated by the MBTA to provide 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 (617)-222-5123 or (800)533-6282 or TTY: (617)222-5415, or go to http://www.mbta.com/riding_the_t/accessible_services/default.asp?id=7108.
- **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 visit 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 (weekdays 8:30am-5pm) at Back Bay Station on the Orange Line.

Child Care & Other Services for Children and Their Parents (see also WIC under Nutrition programs, p.5)

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)

Child Care – Pre-School Age Children (for school age children, see “After-School and Summer Activities” below)

- **Our Place** Day Care Center for Homeless Children (Salvation Army 617-547-3400 x234) -- weekdays 8:30AM-3:15PM. Serves children age 3 months to 7 years at no charge while parent is living in a homeless or battered women's shelter.

Cambridge Head Start (617-577-7880) -- for children age 3 to 5 (waiting lists vary by program)

- **full day** child care (8AM-5:30PM) is available to households earning under 175% of the federal poverty level (\$2,300/month for a family of four), for parents in school/work/training in excess of 30 hours/week.
 - **half-day** Head Start programming (4 hours, starting 8am-Noon & 1-5pm and child care is available have to be income eligible.
- **Program and Scholarship Information:** Child Care Resource Center (617-547-9861)

Support for Families with at-risk children or children with special needs

- Early Intervention (617-629-3919) -- for at-risk & special needs children age 0-3 (**in-shelter services** offered)
- The **Family Resource Center** (contact **Jardine Jerome: 617-349-6551**) can help arrange in-school, in-shelter, or community-based **academic, social, & clinical supports**, and can **help with transport** for afterschool / summer programs.
- Home-Based Programs of the Cambridge School Department (**in-shelter services** offered)
 - Home-Based Early Childhood Education Program (617-349-6849) -- for children age 18 mos - 3 1/2 years
 - Home-Based English Language Learners Program (617-349-6724) -- for children age 2 yrs 9 months thru kindergarten of families whose primary language isn't English
- The Guidance Center (617-354-2275) offers **counseling and support services** for at-risk children and their parents in home/shelter, school, and clinic settings. TGC offers specialized services to children **traumatized by abuse/violence**, and operates the Meeting Place, for **supervised child visitation** by parents in high-conflict separations / divorces
- Mass. Advocacy Center (617-357-8431) **child advocacy** in areas of education, special ed, child welfare, and health.
- Federation for Children with Special Needs (617-236-7210) **parent advocacy** training & support
- Cambridge Family & Children Svcs (617-876-4210) matches **families moving from shelter to housing** with **parent mentors**

After-School & Summer Activities for Children (Summer Camp enrollment begins in March)

- **School-Age Child Care** is offered by numerous private and public agencies. For **program and scholarship information**, call the Child Care Resource Center (617-547-9861).
- The City of Cambridge offers various  after-school & summer options. Scholarships are available for all programs.
 - The **Child Care & Family Support Division** (617-349-6254) offers traditional enrolled licensed child care.
 - The **Youth Program** (617-349-6262 in Area IV) offers a state licensed after school program which that provides a nutritional snack, educational assistance and enrichment workshops along with athletic competition for children ages 2-6 years old that is held Monday thru Fridays 2-6PM; cost is \$50.00.00 per semester.
 - 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.
- **Cambridge Camping Association** (617-864-0960; 99 Bishop Allen Dr.) offers full-day summer day camp programming, including breakfast and lunch, with full scholarships to Cambridge-based homeless children age 6-13.
- **Margaret Fuller Neighborhood House** (71 Cherry St.; 617-547-4680) offers after-school and summer camp programming for homeless families and their children; scholarships are available to families without vouchers.

Clothing

Note: Free clothing is available at most **homeless shelters** for shelter guests (see p. 2), and most **drop-ins** (see p.3). Check the phone book for used clothing (e.g., Salvation Army, Morgan Memorial, the Garment District, etc.).

- **Cambridgeport Baptist Church** (617-576-6779; 459 Putnam Ave. at Magazine St.) during Saturday food pantry hours (1st and 3rd Saturdays 10 AM - 12 Noon) nominal charge of 10 cents per item may be waived
- **CASPAR's GEAR (providers only):** call Edie Teves (617-591-1900 at 315 Highland Ave. in Somerville) for work-quality clothing, furniture, and hard-to-find items.
- **Children's Clothing Exchange** (c/o Solutions at Work) has children's clothing, shoes, books, toys, car seats, baby furniture in exchange for donations of comparable items or volunteer time. Drop-In hours Tues.,Weds.,Thurs. 10am-4pm. Contact Sonya at 617-576-0039 or sdarcy@solutionsatwork.org for special hours. 391Evereteze Way (off Cambridge St, near Windsor St.)
- **Solutions Wear:** interview appropriate clothing, by referral, by appointment, Contact Sonya 617-576-0039.
- **American Friends Service Committee (appointment / provider referral required)** ph: 617-876-5312 fax: 617-876-5309 (Tu,Th 9am-12noon & 1-4pm) Call/fax to arrange client pick-up of clothing, including work-quality clothing & household items
- **St. Francis House** (617-542-4211; 39 Boylston St, downtown Boston) has work-quality clothing; **case mgr referral req'd.**
- **Rosie's Place** (Boston): women's clothing: **by appointment only:** call 617-442-9322
- **Dress for Success** (Boston): used professional clothing for women entering the workforce **by appointment only** (M-Th, 10-4) (617-323-7544). **Member agency has to make appointment and send referral** with details about the client's upcoming job interview. A second outfit is available for clients upon starting their new job.
- **Tailored for Success** (Malden): professional work-quality women's clothing. Appointment / referral required (781-324-0499).

Other Services

- **Obtaining Massachusetts ID:** With increased concerns about "homeland security" and identity theft, it has become harder to obtain a Mass. ID from the Mass. Registry (630 Washington St., downtown Boston) if you don't have other credible identification. Required are separate documents proving: (a) date of birth, (b) signature, and (c) Mass. residency (www.mass.gov/rmv/license/3id.htm). Residency can be established by bringing a letter on shelter (or other residential program) stationery signed by a case manager stating the homeless person's name and SSN, indicating where s/he is staying, affirming his/her homelessness, listing other IDs s/he has, and stating that the case manager knows this person well enough to attest to the facts of the letter. Persons lacking the usual proof of identity can get an unofficial picture ID -- **weekdays 10-11am only** -- from **St. Francis House** (39 Boylston St 4th fl. in downtown Boston; 617-654-1257). This unofficial ID plus a letter from a shelter or transitional program affirming that the client resides there, plus a letter from St. Francis House to the Registry, plus the required \$25 fee, may be adequate to obtain a Mass. ID from the Registry.
- **Ex-Offender Services:** Span, Inc. (617-423-0750 at 105 Chauncy St, Boston) offers a range of support for ex-offenders: 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 every month. To qualify, you must prove participation in one of the following public programs: EAEDC, SSI, Fuel Assistance, Food Stamps/SNAPS, MassHealth, or TAFDC -- AND -- you must have a valid street address (not a PO Box). Apply on-line at https://www.safelinkwireless.com/EnrollmentPublic/state_benefits.aspx
- **Voice mail services** are in a state of flux. Ask your shelter or housing provider if they still have Project Connect voicemail boxes to distribute. For now, the following providers can offer voicemail boxes to homeless clients who can't get voicemail from their shelter or residential program: Youth on Fire (see p.3), Heading Home (Aman Kubrom at 617-349-6337, based at the Multi-Service Center), and On the Rise (see p. 4). You can also search online to find vendors offering free/low cost voicemail accounts, although not necessarily with a local area code. Some of these voicemail services email audio files to the account holder, eliminating the need to call in for messages.
- **Free Income Tax Assistance**, is available from mid-January to mid-April from LIFT (see page 4) offices in Cambridge (Multi-Service Center 19 Brookline St near Central Sq, 617-349-6338) and Somerville (Family Center; 366 Somerville Av. in Union Sq.;617-591-9400), and at CEOC (11 Inman St. 617-868-2900). Assistance is also available on a more or less weekly basis from VITA volunteers visiting the Cambridge Public Library (Main Branch, 449 Broadway, 617-349-4040) and Central Sq. Branch (45 Pearl St., 617-349-4010), and at East End House (105 Spring St., 617-876-4444).
All tax-filing assistance is by appointment.

Get Involved: Cambridge-based homeless and formerly homeless persons are invited to participate at the monthly meetings of the Homeless Services Planning Committee (HSPC), which meets 9:00-10:30am on the second Thursday of every month at the Cambridge Multi-Service Center, 19 Brookline St., in Central Square. The HSPC seeks to bring interested people and organizations together to help shape decisions affecting services for homeless individuals and families. Contact Jolyan Cowan 617-349-6069, jcowan@cambridgema.gov for more information.

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Metropolitan Boston Housing Partnership (MBHP): Housing Consumer Education Center: 7, 14 (mediation program)
Mt Auburn Hospital: Prevention & Recovery Center: 12
 Multi-Service Center (see Cambridge Multi-Service Center)
Narcotics Anonymous: 12
 National Student Partnership (renamed LIFT: see LIFT)
 Needle Exchange (see AIDS Action Committee)
 Network Health (see Cambridge Health Alliance)
New Communities Services, Inc.: Permanent Supported Housing 7
 New Day (see CASPAR)
New England Eye Institute: 11
New England Shelter For Homeless Veterans: 6, Vet Training School: 10
North Charles Inc.: Bridge Men's Transitional Housing at the YMCA: 4
North Charles Institute for the Addictions: 12

Old Cambridge Baptist Church: Computer Center (see Adbar Ethiopian Women's Alliance)

On the Rise: Women's Safe Haven: 3

Operation Able: Employment Services: 10

Outdoor Church: 4

Phillips Brooks House (summer) Transitional Program: 4

Pine Street Inn: Employment Programs (Strive, etc.): 10

Project Bread: 5

Project LIFT (see Cambridge DHSP: Community Learning Center)

Project Place: Employment Programs (Clean Corners, Bright Hopes; Project Pepsi; Project 90): 10

Rational Recovery: 12

Registry of Motor Vehicles: Massachusetts ID: 16

Respond: Domestic Violence Services: 13

The Ride (see MBTA)

Rosie's Place: Women's Clothing Program: 16

Ruby Rogers Advocacy and Drop-In Center: 3

SafeLink Wireless Lifeline Services (free cell phone and minutes): 16

Salvation Army

- Shelter: 2
- Umoja Men's Transitional Program: 4
- Health Care for the Homeless Clinics: 11
- Drop-In: 3
- Community Meals: 5
- Food Pantry: 5
- Our Place (Child Care): 15
- Silver Threads Program: 5

SCM Transportation: 14

Senior Center (see Cambridge Senior Center)

Shelter Legal Services Foundation: Community Legal Assistance Project (CLASP): 14

Sidney Borum Health Center: 11, 12

Smiles for Success: Dental Care: 13

Social Security Administration: (Key Agency List) p. 1

Solutions at Work:

- Children's Clothing Exchange: 16
- Get Connected: 8
- Moving Up: 7

Somerville Cambridge Elder Services: Title 5 (Employment) Program: 10

Somerville Hospital (see Cambridge Health Alliance)

Span, Inc. (Ex-offender Services): 10, 16

Spare Change: (see Homeless Empowerment Project)

St. Francis House:

- Clothing Program: 16
- Dental Care: 13
- Employment Programs (Moving Ahead, FirstStep): 10

St. James Church: Food Pantry: 5

St. Patrick: Shelter (see Catholic Charities)

St. Paul's AME Church: Food Pantry: 5

Starlight Ministries: 4

Streetlight Ministries: 4

Tailored for Success: 16

Teen Health Center (see Cambridge Health Alliance)

Transition House:

- Domestic Violence Hotline: 13
- Transitional Living Program at the YWCA: 4
- Permanent Supported Housing: 7

Tri-City Mental Health (merged with Eliot Community Health Services; see listings for Eliot C.H.S.)

Tufts Dental School: 13

U.S. Veterans Administration: 6

Union Baptist Church: Thursday Dinner: 5

United Way: First Call for Help: 8

Vet Tech program (see New England Shelter for Homeless Veterans)

Veterans Administration (see U.S. Veterans Administration)

Victims of Violence: (see Cambridge Public Health Commission)

Voicemail / Project Connect: 16

Wayside: Transitional Housing for Youth: 3

WIC Program: 5

Womanplace (see CASPAR)

Women of Means: women's health care program: 11

Women's Center: 3, Computer Center: 8

Youth on Fire (see AIDS Action Committee)