

Directory of Resources for People Homeless in Cambridge

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

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While this directory is updated regularly, information contained within may change before a new edition is released. Please notify us of corrections, changes, or updates by emailing jlevin@cambridgema.gov. We welcome and value your feedback.

For People Who Do Not Speak English:

Interpreter services are offered by the Cambridge Health Alliance for patients at its hospitals and neighborhood health centers (see page 42). 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)

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 no staff referral is available, contact one of the non-residence-based case management programs listed on page “Street Outreach, Non-Residence-Based Case Management, and Assistance Accessing Mainstream Resources” on page 16 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 62 can also help you locate services that focus on a specific population/need, or that are in a specific neighborhood.

Disability Access

Listings which include a symbol are wheelchair accessible, according to the provider. 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

Addresses that are not in Cambridge list the city in bold (for example, **Somerville** or **Boston**). If no city is listed, the location is in Cambridge.

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, Broadway, Albany Street, Washington Street, etc.

Entries in the directory with an address also display the closest transit connections. (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 rapid transit lines with service in Cambridge.

For more information on access transportation and getting around, see page 55.

An MBTA transit system map is printed on the following page for reference purposes.

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.

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, while 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
- 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., identification, income tax assistance, etc.)

Key Agencies

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 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 Thursday from 9am to 5pm to help clients apply for benefits.

Other Resource Guides

Information about local programs and services:

<http://www.cambridgesomervilleresourceguide.org>

Information about Boston area programs and services:

<http://www.bostonresourcenet.org>

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.youfindyourstrength.org>

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

http://cominghomedirectory.org/coming_home_directory_2015.pdf

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

<http://www.cambridgepublichealth.org/publications/Food-Resource-Guide-2016-web.pdf>

Shelter for Homeless Families



Massachusetts Department of Transitional Assistance

80 Everett Avenue, 3rd floor, **Chelsea**, MA; #111 bus from  **Haymarket**
617-551-1700

<http://www.mass.gov/eohhs/gov/departments/dta>

Families seeking shelter should go to the DTA Office (address above). Take the Orange line to Haymarket, then the MBTA #111 Bus to Park Street and Cross Street in Chelsea.

(Shelter for Homeless Families section continues on the following page.)

Massachusetts Department of Housing and Community Development

617-551-1700

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

Call the number above and ask for the **DHCD Worker**. 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 (2014) federal poverty guideline? (Reference the chart on the following page.)

Family Size	1	2	3	4	5	6
Maximum Monthly Income	\$1,128	\$1,527	\$1,925	\$2,324	\$3,121	\$3,520
Maximum Yearly Income	\$13,536	\$18,320	\$23,104	\$27,888	\$32,672	\$37,456

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

All of the following shelters, except for CASPAR's Emergency Service Center at 240 Albany Street, require guests to be sober. They also require that guests reserve their 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.

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).

CASPAR's Emergency Service Center

240 Albany Street; closest to #1 bus from  **Central** or  **Harvard**

617-661-0600

<http://www.casparinc.org/programs/emergency-services/emergency-services-center-and-shelter>

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 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.

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.

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.

If Cambridge shelters are full:

Among shelters in Cambridge, the Salvation Army and CASPAR's 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.

Shelter and Emergency Services for Homeless and Runaway Youth

Bridge Over Troubled Waters

47 West Street, **Boston**;  **Park Street**

617-423-9575

<http://www.bridgeotw.org/emergency-youth-shelter.html>

A wide range of services for youth and young adults aged 14 to 25, 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 Over Troubled Waters also deploys street outreach workers and a medical van outside  **Harvard** station.

Other than Bridge Over Troubled Waters, all shelter placements of youth under 18 must be arranged through the Massachusetts Department of Social Services. Call the 24-hour DCF Child-At-Risk Hotline (1-800-792-5200).

(Shelter and Emergency Services for Homeless and Runaway Youth section continues on the following page.)

Wayside/ShortStop

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

 **Lechmere**

617-776-3377

<http://www.waysideyouth.org/shortstop-transitional-housing-co-ed>

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

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.

Heading Home Women's Drop-in

109 School Street;  **Central**

617-547-1885

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

Lunch every day from 12 to 2pm, showers, clothing (Monday and Thursday from 12 to 1pm only), food distribution (Friday from 12:30 to 2pm only), help with benefits and mental health referrals, housing applications, the option to participate in structured activities, and counseling. **Women only.**

Healthcare for the Homeless's Women's Clinic is at this location on Wednesdays from 10:30am to 12:30pm.

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>

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 **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, Tuesday, Wednesday, Thursday, and Friday from 8:30am to 5pm; 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.

AIDS Action Drop-in

359 Green Street;  **Central**

617-661-3040

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

Drop-in for people who are HIV-positive, with movies, support groups, referrals, etc; open Monday, Tuesday, Wednesday, Thursday, and Friday from 9am to 5pm.

Friday Café at First Church

11 Garden Street;  **Harvard**

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

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

Boston GLASS Community Center

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

617-266-3349

<http://www.jri.org/services/health-hiv-lgbtq-services/health-and-prevention-services/boston-glass/about-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.

Ruby Rogers Advocacy and Drop-in Center

64 Union Square, **Somerville**; #86 bus from  **Harvard** or #91 from  **Central**

617-625-9933

<http://www.rubyrogers.org>

Member-governed center for former and current patients of psychiatric hospitals, and/or persons at risk of psychiatric hospitalization. Open every day of the week from 11am to 5pm. Offers self-help/advocacy and socializing.

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 8) that have extended-stay beds, and residential treatment programs listed under Addiction Services (see page 47).

 **Carey Program at the YMCA**

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

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.

 **AIDS Action's Emergency Transitional Program at the YMCA**

820 Massachusetts Avenue;  **Central**
617-450-1013

For **men** who are **living with HIV/AIDS** only. Contact Sarah Quinn at the phone number above for more information. This program uses the Universal Preliminary Application for HIV/AIDS Housing (<http://bit.ly/universal-application>).

 **AIDS Action's Emergency Transitional Program at the YWCA**

7 Temple Street;  **Central**
617-450-1013

For **women** who are **living with HIV/AIDS** only. Contact Sarah Quinn at the phone number above for more information. This program uses the Universal Preliminary Application for HIV/AIDS Housing (<http://bit.ly/universal-application>).

 **North Charles Bridge Program at the YMCA**

820 Massachusetts Avenue;  **Central**
617-864-0941, extension 29
<http://www.northcharles.org/brgrelps.html>

For **men** with **6+ months' sobriety** only.

 **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 Liz Caisey at the phone number above for more information.

Transition House's Transitional Living Program

617-868-1650, extension 1002

<http://www.transitionhouse.org/housing-programs/transitional-living-program>

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

St. James's Summer Shelter

66 Winthrop Street;  **Harvard**

617-495-5526

<http://www.hcs.harvard.edu/~stjames/about.htm>

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 stjamesshelter@gmail.com, for more information.

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;  **Central**

617-349-6340

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

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.

HomeStart's Field-Based Case Management

552 Massachusetts Avenue, #208A;  **Central**

617-234-5340

<http://homestart.org>

NOTE: HomeStart housing search in Cambridge will be unavailable from the end of July 2016 to the beginning of January 2017. Information on alternate community resources available during this service gap may be posted to the Continuum of Care's website at www.cambridgecoc.org.

Assists **Cambridge-based** homeless persons in applying for public benefits, obtaining ID, qualifying for a discounted T pass, accessing other resources and services, and planning and 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 management; 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-in programs, cafés, etc.) or during office walk-in hours on Thursday from 3 to 4:45pm.

CASPAR's FirstStep Street Outreach

617-592-6895

<http://www.casparinc.org/programs/prevention-services/firststep>

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.

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.

(Street Outreach, Non-Residence-Based Case Management, and Assistance Accessing Mainstream Resources section continues on the following page.)

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.

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. Sunday at 1pm on the Cambridge Common, near  **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.**

(Food Assistance Programs section continues on the following page.)

The Outdoor Church

401-339-9578

<http://outdoorchurch.org>

Serves food as part of their outreach ministry, on Sunday at 9am by  **Porter** station, and Sunday at 1pm on the Cambridge Common, near  **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, extension 22

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

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**

617-349-6320

<http://www.maps-inc.org/services/elder-services>

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).

 **Discounted Dinner for Seniors at Cambridge Hospital Cafeteria**

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

617-665-3141

Monday, Tuesday, Wednesday, Thursday, and Friday from 5 to 6pm. Suggested donation of \$1.50. **Seniors** aged 60 and older only. Reservation required (can place by telephone).

(Food Assistance Programs section continues on the following page.)

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 Heading Home Women's Drop-in

109 School Street; **Central**

617-547-1885

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

Lunch served Monday, Tuesday, Wednesday, Thursday, and Friday from 12 to 2pm. Free of cost. **Women only.**

Lunch at the Margaret Fuller 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.

“Good Food, Good Friends” Womens’ Meal

5 Longfellow Park;  **Harvard**

617-491-7986

<http://www.stjames-cambridge.org/womens-meal>

Thursday at 4:30pm. **Women only**. Free of cost.

(Community Dinners for All Ages sub-section continues on the following page.)

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;  **Porter**
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.

Dinner at Hope Fellowship Church

16 Beech Street;  **Porter**
617-868-3261

Sunday at 6:15pm. Free of cost. This meal can only accommodate 12 guests. Showers are also available at this time and location.

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>

Tuesday from 12:30 to 2:30pm; Thursday from 11am to 1pm; and Saturday from 10am to 12pm. 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 House

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

<http://www.margaretfullerhouse.org/what-we-do/food-pantry>

Wednesday from 5 to 7:30pm; 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 12 to 2pm and Friday from 10am to 12:30pm. 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

Monday, Tuesday, Wednesday, and Thursday from 10am to 4pm; Friday from 10am to 1pm. By appointment.

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 a HomeStart Field-Based Case Manager (617-234-5340), 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.

New England Center for Homeless 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.

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 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.)

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) in World War II, 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. Massachusetts state law establishes eligibility for **peacetime veterans** 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 and their 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 veterans and their 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 DVS in applying for disability benefits; on a case-by-case basis, DVS may award benefits to veterans with criminal records, based on their demonstrated commitment to rehabilitation
- Inpatient and outpatient **health care**, including coverage of medical, dental, and hospital care
- **Survivor and/or burial benefits**
- **Education benefits:** veterans 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-1990s veterans within 15 years of their discharge, and post-1990s veterans who paid into an education fund while in the military

Post-9/11 veterans are eligible for a Massachusetts cash bonus and for increased federal benefits under the Post-9/11 GI Bill. The DVS can help with all of these benefits. You can also apply online for federal benefits at www.gibill.gov. For assistance, call 888-442-4551.

For veteran-focused **job training** and **vocational rehabilitation**, see the entry for the Veterans Training School on page 41.

(Services for Veterans section continues on the following page.)

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 Spring Road, **Bedford, MA**
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 at the Cambridge Multi-Service Center**
362 Green Street;  **Central**
617-349-6394
<http://homestart.org/contact>

NOTE: HomeStart housing search in Cambridge will be unavailable from the

end of July 2016 to the beginning of January 2017. Information on alternate community resources available during this service gap may be posted to the Continuum of Care's website at www.cambridgecoc.org.

Provides housing search assistance and post-placement housing retention services to 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.

HomeStart at the Housing Resource Team Office

552 Massachusetts Avenue, #208A;  **Central**

617-234-5340

<http://homestart.org/contact>

NOTE: HomeStart housing search in Cambridge will be unavailable from the end of July 2016 to the beginning of January 2017. Information on alternate community resources available during this service gap may be posted to the Continuum of Care's website at www.cambridgecoc.org.

Provides housing search assistance and post-placement housing retention services to **Cambridge-based** individuals who are not associated with one of the programs noted in the listing above.

Services are **by appointment**, except during walk-in hours on Thursday from 3 to 6pm.

MBHP Housing Consumer Education Center

125 Lincoln Street, 5th floor, **Boston**;  **South Station**

617-425-6700

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

Open Monday, Wednesday, Thursday, and Friday from 9am to 5pm, and Tuesdays from 9am to 7pm. Free services, including the following, are available to any resident of the Boston metro area:

- **Apartment listings** (available on paper, in local newspapers, and online 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**, 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.

Heading Home

617-864-8140

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

Contact the telephone number above.

AIDS Action Committee

617-450-1013

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

For people living with HIV/AIDS. Contact Sarah Quinn at the telephone number above. AIDS Action's PSH programs use the Universal Preliminary Application for HIV/AIDS Housing (<http://bit.ly/universal-application>).

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

<http://www.transitionhouse.org/housing-programs/long-term-housing-community-services>

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

HomeStart

617-234-5340

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

Contact the telephone number above.

Assistance with Moving and Furnishing a Household

Massachusetts Coalition for the Homeless

15 Bubier Street, Lynn, MA;  Lynn, or #448/449 express bus from

 **Downtown Crossing**

781-595-7570

<http://mahomeless.org/programs/furniture-bank>

Free furniture for people moving out of homelessness. Customers must take their selected furniture with them. **Referral required.**

American Friends Service Committee's Material Assistance 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 & 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).

HomeStart at the Cambridge Multi-Service Center

362 Green Street;  **Central**

617-349-6394

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 Multi-Service Center may also help pay gas or electric arrearages and help negotiate payment plans to turn on utility service in a new apartment.

Fuel Assistance Office

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.

HomeStart's Field-Based Case Management program (see page 17) 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'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 at the Cambridge Multi-Service Center

362 Green Street;  **Central**
617-764-3071

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.

Office hours are at the Cambridge Multi-Service Center, or elsewhere by appointment. For more information or to make an appointment, call the telephone number above.

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.

(Public Libraries sub-section continues on the following page.)

 **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 a HomeStart Field-Based Case Manager (page 17), the Cambridge Employment Program (see following section), Health Care for the Homeless (page 43), or Community Work Services (see following section).

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: people with a disability may be able to access additional employment services through the Massachusetts Rehabilitation Commission, in the previous section. Employment services available specifically to veterans are listed under Veterans' Services, page 26.

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/impact

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.**

(Employment section continues on the following page.)

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**

617-542-3740

<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**

617-661-786

<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

See also Veterans' Services, page 26

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**).

Other people can obtain additional help from HomeStart's Field-Based Case Management program, on page 17; and from trained providers.

(Health Care section continues on the following page.)

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 Tuesday from 10am to 12pm (no gender restriction); Wednesday from 10am to 2pm (**women only**); and Thursdays from 11am to 1:30pm (no gender restriction). Staff at the Salvation Army clinics also serve **homeless children** enrolled in the Salvation Army's child care program.

(Health Care for the Homeless Primary Care Clinics sub-section continues on the following page.)

CASPAR's Emergency Service Center

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

Clinic hours are Monday from 1 to 3pm; Wednesday from 9 to 11am; 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.

Other Health Care for the Homeless Clinics

Transgender Primary Care

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

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

1555 Massachusetts Avenue, basement level;  **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 11.

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

AIDS Action

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

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. Also 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 12pm; 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://www.casparinc.org/programs/residential-services/womanplace>.
-  CASPAR's **New Day**; contact Carol Nickerson at 617-661-6020. For **pregnant or parenting women only**. Website at <http://www.casparinc.org/programs/residential-services/new-day>.
-  CASPAR's **Men's Residences**; contact Elaine Blake at 617-623-5277. For **men only**. Website at <http://www.casparinc.org/programs/residential-services/mens-residences>.

Addiction services for youth (aged 25 and younger):

-  **Bridge Over Troubled Waters**; 617-423-9575. See entry on page 11.
-  **Sidney Borum Health Center**; 617-457-8140. See entry on page 45.

-  **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

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  **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/body.cfm?id=66>

AIDS Action Needle Exchange

359 Green Street;  **Central**

617-661-3040

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

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 43.

Appointments are also available with Eliot Community Services' PATH and outreach mental health specialists. All these staff can also refer clients for counseling services at the Psychiatric Outpatient Unit at Central Street Health Center:

- **Sharon Aikens** at the Cambridge Multi-Service Center. Appointments available on Monday from 8:30am to 8pm; and Tuesday, Wednesday, and Thursday from 8:30am to 5pm. Call 617-349-6331 to schedule an appointment.
- **Mary Shannon Thomas** at Heading Home Women's Drop-in. For **women only**. Call 781-307-3937 to schedule an appointment.
- **Jamie Goulart** is the Eliot clinician for the First Step Mental Health Outreach project. 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) 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  **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

1 West Street;  **Central**

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 11. **Veterans** seeking dental care, see page “Services for Veterans” on page 26. 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/Impact/Community%20Service%20Programs/Forsyth%20Dental%20Clinic>

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 43).

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/or 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.

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

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

Community Legal Assistance Project at the Multi-Service Center

362 Green Street;  **Central**

617-349-6340

<http://www.shelterlegalservices.org/clinicsservices.php>

Sponsored by Shelter Legal Services, this program offers help to people who are homeless on appealing housing authority denials and denials of benefits; sealing/correcting criminal records; consumer credit problems; guardianships/conservatorships; family law (divorce, child support/custody/visitation, domestic violence); and general civil litigation.

Services provided most Tuesdays at 8:30am on a first-come, first-served basis.

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.

(Legal Assistance, Advocacy, and Mediation section continues on the following page.)

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").

The Commission is also the administrative home to the **Cambridge Police Review and 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 with the PRAB, visit the office, call 617-349-4694, or email bcorr@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://www.lawyerscommittee.org/about?id=0008>

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

<https://www.cambridgema.gov/DHSP/programsforadults/ccpd/Ways2Go/communitytransportation.aspx>

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

<https://www.cambridgema.gov/DHSP/programsforadults/ccpd/Ways2Go/masshealthtransportationprogram>

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 25

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.

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.

(Child Care for Pre-School Age Children sub-section continues on the following page.)

Cambridge Head Start

617-577-7880

<http://www.caasheadstart.org/staff.html>

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/communityschools.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 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://guidancectr.org/our-services/early-childhood-services>.

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  **Harvard**, #83 bus from either  **Porter** or  **Central**, or #96 from either  **Harvard** or  **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**;  **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);  **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 8), as well as at most drop-in programs (see page 12).

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>

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.

(Clothing section continues on the following page.)

American Friends Service Committee's Material Assistance 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 32. **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.

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.

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,  **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 54). 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 35) and Central Square Branch (617-349-4010; see page 35), 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 meets from 9 to 10:30am on the second Thursday of every month in Central Square.

The Cambridge Continuum of Care, which organizes the HSPC, seeks to bring interested people and organizations together to help shape decisions affecting services for homeless individuals and families.

Visit online at www.cambridgecoc.org, or contact Marianne Colangelo (call 617-349-6966 or email mcolangelo@cambridgema.gov) to learn more.

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Services for Young Adults

Note: different programs define “youth” in various ways, from serving only teenagers to serving clients up to their late twenties. To see if your age makes you eligible, view the directory listing or contact the specific program you are interested in for the most accurate information.

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