

Mayor Duchay

Ordered that the Assistant City Mgr for Human Services develop a <sup>new</sup> plan outlining the ~~food~~ problem for food and space for the homeless.

409



# City of Cambridge

Calendar Item #1

IN CITY COUNCIL

February 22, 1999

MAYOR DUEHAY

ORDERED: That the Assistant City Manager for Human Services be and hereby is requested to develop a new plan outlining the problem for food and space for the homeless in the City of Cambridge.

In City Council February 22, 1999.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

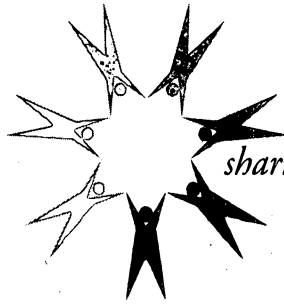
A true copy;

ATTEST:-

A handwritten signature in cursive script that reads "D. Margaret Drury".

D. Margaret Drury  
City Clerk

# Department of Human Service Programs



*sharing resources...building community*

Jill Herold  
Assistant City Manager

TO: Robert W. Healy, City Manager  
FROM: Jill Herold, Assistant City Manager for Human Services  
DATE: February 1, 1999

Childcare

Commission for  
Persons with Disabilities

SUBJECT: Council Order #090, dated 1/11/99 RE:  
REPORT ON WHETHER THERE IS ENOUGH EXISTING SPACE  
AND FOOD IN CAMBRIDGE FOR THE HOMELESS

Community and Youth

Community  
Learning Center

Coordinating Council for  
Children, Youth and Families  
(Kids' Council)

In 1996, 1997 and 1998 the Department of Human Service Programs and other service providers have conducted a nighttime homeless census in Cambridge, varying the times of year in an attempt to gain information on seasonal effects. The homeless census on July 23, 1998, found that there were 552 homeless people in Cambridge on that night. This included 155 sheltered individuals, 117 in transitional or residential treatment programs and 172 men and women who were not in shelter. There were also 36 families comprised of 101 men, women and children in the family shelters and battered women's shelter; homeless families generally are not found on the street.

Council on Aging;  
Elderly Services

Low Income  
Fuel Assistance

Multi-Service Center;  
Homeless Services

By comparison, the October 8, 1997, census had found 564 homeless people, including 145 unsheltered adults. The December 16, 1996, census had counted 478 homeless persons, of whom 76 were unsheltered on the street. The trend suggests an increase in unsheltered adults, although it should be noted that the count occurred on progressively earlier and warmer dates each year, which increases the likelihood of finding unsheltered people.

Office of Workforce  
Development

Planning & Development

Recreation

In November, the Department of Human Service Programs brought together representatives from the Police Department, the Cambridge Health Alliance, the Multi-Service Center, Public Works, the Licensing Commission, Emergency Communications and CASPAR to discuss homelessness in general and in relation to public intoxication. Chief of Public Health Harold Cox is reconvening this working group, along with others, to develop a coordinated response to these issues.



The regional shortage of shelter beds has been documented in the media. Boston shelters typically are over capacity nine months out of the year. If Cambridge had more shelter beds, homeless people from various communities in addition to Cambridge would be likely to utilize them. Cambridge homeless programs and shelters are considered by some to be more attractive than those in Boston because they are smaller and reportedly there is less violence and threatening behavior. The Department of Human Service Programs contracts with the organization Bread and Jams to provide van service from the nightly community meal programs and other Cambridge locations to the overflow shelter in Boston when homeless individuals cannot be accommodated in Cambridge. Bread and Jams reports transporting 10-18 adults each night to the Boston shelter, which is for men. This figure represents to some extent a shortage of beds in Cambridge, but some of the riders have been barred from Cambridge shelters for behavioral issues and some prefer the overflow shelter because it enables them to stay outside of the shelter until later in the evening. In addition, there are indications that some homeless people come from Boston to Cambridge meal programs, and then return to Boston.

It should be noted that the van must take a number of individuals from the CASPAR Emergency Service Center to Boston; only 72 beds are available, so guests who have utilized the CASPAR facility during the day in excess of that number must be sheltered elsewhere at night. Clearly if the CASPAR facility had more beds, they would be utilized. Except for short emergency stays, CASPAR limits its shelter to homeless persons with ties to Cambridge or Somerville.

There are fewer Cambridge shelter beds for individual women than for men. Shelter, Inc. and University Lutheran both reserve some beds for women. Each afternoon, however, the Catholic Charities van picks up women at the Cambridge Multi-Service Center for transportation to the St. Patrick's shelter which was relocated to Somerville when it could no longer be sited in Cambridge. On some occasions there are too few beds (assigned by lottery) at St. Patrick's, and the women who are turned away must find their own transportation to Boston or go to one of the meal programs for a ride later. Most take the bus or train immediately to Boston shelters, very often the Boston City Hospital Intake. The CASPAR First Steps outreach team reports that 15-20% of its contacts are with women of all ages, including some very young, some elderly, and some accompanied by children.

The Massachusetts Housing and Shelter Alliance believes that several tragic deaths of homeless persons on the streets in Boston in recent months reflect a lack of shelter space and inadequate outreach. Some homeless people adamantly refuse shelter due to fear, mental illness, and inability or unwillingness to accept the rules and conditions in shelters. In Cambridge, the street outreach programs of On the Rise and CASPAR's First Step work to develop relationships of trust with unsheltered individuals, gradually persuading them to accept services and shelter. Because it is part of CASPAR, First Steps is able to place all of its outreach clients who want a bed at the CASPAR shelter, unless they have been specifically barred for past incidents. Approximately 85% of the First Step team's outreach contacts have been with substance abusers, who are eligible for

CASPAR beds.; persons approaching the CASPAR shelter on their own may not find accommodations, however, because of limited space. The outreach team feels less confident about the referrals it makes to sober beds for the 15% of contacts who are not substance abusers.

The family shelter system operates differently than adult shelters do. Virtually all access is controlled by the Massachusetts Department of Transitional Assistance, which may assign homeless families to facilities in their own communities or in other municipalities depending upon space available. A very few beds in other communities are available to non-DTA referrals. Transition House and other shelters for abused women and their children operate separately through their own referral network. ShortStop in Somerville is the only shelter for unaccompanied homeless youth in Eastern Massachusetts; referrals occur through the Massachusetts Department of Youth Services or the Department of Social Services.

Homeless shelters provide dinner and breakfast for their overnight guests. Day programs for the homeless typically provide lunch or snacks for daytime visitors. The Salvation Army Day Drop-In Program, CASPAR Emergency Service Center and the Shelter, Inc. Women's Time program offer lunch. The Bread and Jams Self-Advocacy Center and the On the Rise Safe Haven both have snacks available. There are community dinner programs available every day of the week in Cambridge through the generosity of local churches and donors. The meal programs, as well as Cambridge food pantries, are able to draw upon resources supported in part by the City. Food for Free and a food supply system administered by the Food Pantry Network at CEOC receive City funds. Most of the meals programs are available to anyone in need and are utilized by some homeless people in addition to other guests.. There are anecdotal reports that more people are coming to the community meals, but no one is being turned away. Food pantries may be a resource for homeless people in transitional programs or family shelters with cooking facilities.

Attached for information is the most recent edition of the *Directory of Resources for People Homeless in Cambridge*.

# Directory of Resources

for

## People Homeless in Cambridge

(updated September 18, 1998)

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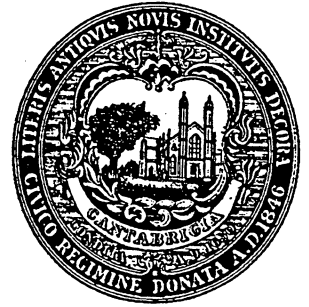
**How to Access Services:** Unless otherwise noted, services listed herein do not require referrals from a case manager or other provider, and can be accessed by homeless persons directly. If a referral is required, consumers who are staying in a shelter or transitional program should first request a referral from staff from that program; if no staff referral is available, contact one of the non-residence-based case management programs described on page 3 for help.

**Services for Non-English Speaking Persons:**


- Translation services for most common languages are available through Concilio Hispano (661-9406) at no charge.
- Translation for patients at **The Cambridge Hospital and its Health Centers** is available by calling 498-1276.
- **Specialized services** for persons from other linguistic communities are offered by the following agencies:
  - > Portuguese: Mass. Association of Portuguese Speakers (MAPS) (628-6065)
  - > Spanish: Centro Presente (497-9080) & Concilio Hispano (661-9406)
  - > Haitian Kreyol: Cambridge Haitian Services (349-6351, 349-6338) & Haitian American Cultural Center (498-2196)

# NOTICE - Americans with Disabilities Act

The City of Cambridge does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services or activities. The City of Cambridge does not discriminate on the basis of disability in its hiring or employment practices.



This notice is provided as required by Title II of the Americans with Disabilities Act (ADA) and by Section 504 of the Rehabilitation Act of 1973. Questions, complaints or requests for additional information may be sent to:

**Michael Muehe, ADA Coordinator**  
**Cambridge Commission for Persons with Disabilities**  
**51 Inman Street, second floor**  
**Cambridge, MA 02139**  
**(617) 349-4692 voice**  
**(617) 492-0235 tty  TDD**



Persons with disabilities who need either:

- auxiliary aids and services for effective communication,
- written materials in alternative formats, or
- reasonable modifications in policies and procedures,

in order to access programs and activities of the City of Cambridge, are invited to make their needs and preferences known to program staff or to the ADA Coordinator.

Keep this notice posted in a prominent public place. This notice is available in alternative formats, including audio tape, ASCII diskette and Braille, from the ADA Coordinator.

## Shelter for Homeless Families

Families seeking shelter should contact the Mass. Department of Transitional Assistance (1 Davis Sq; Somerville 02144; 629-1400), which arranges placement for families determined to be homeless and eligible for Emergency Assistance (same income as TAFDC). There are very few shelter beds available for non-EA-eligible families. For **advocacy support in gaining DTA approval for shelter placement, or for help finding shelter at one of the few programs serving EA-ineligible families**, contact the Multi-Service Center (349-6340).

The following family shelters receive referrals from the DTA for EA-eligible families:

- Cambridge YWCA (contact: Cheryl Druckenmiller, 491-6050)
- Hildebrand Family Self-Help Center (contact: Lore D'Eon, 492-2797)
- ☒ Crittenton Hastings Scattered Site Units at Fresh Pond Apartments (362-364 Rindge Av.)  
(contact: Leila Ray, 782-7600 ext. 252)
- ☒ Metropolitan Boston Housing Partnership Scattered Site Units at Fresh Pond Apartments (362-364 Rindge Av.)  
(contact: Carmen Ortiz, 859-0400 ext. 490)

## Shelter for Battered Women and Their Children

Battered women and their children can call Transition House (661-7203, 24 hrs.) for emergency shelter, hotline assistance, and referrals for other support services. (staff phone: 354-2676)

## Shelter for Homeless Individuals (see also "Veterans Services" on page 5)

Other homeless adults must locate a shelter bed on their own. The following shelters (except CASPAR's 240 Albany St. shelter) require sobriety, and require that guests reserve their bed, in some cases, by as early as 7:30 AM. Beds fill quickly, especially in cold/bad weather. **Always call first. If Cambridge shelters are full, van transportation to Boston overflow shelters is available from the site of that evening's community meal** (see listing elsewhere in this document). Note that by individual arrangement, some shelters are able to offer emergency beds on an extended basis to a limited number of guests who meet shelter-specific criteria.

Shelter	Services / Restrictions	Means of Access
Salvation Army 402 Mass. Av. (547-3400)	short term & extended stay beds for sober men only, with case management, substance abuse and vocational counseling	go there
Shelter Inc. 109 School St. (547-1885)	short term & extended stay beds for sober men & women, with case management	referral required (e.g., Multi-Service Center staff); call by 10AM
First Church 11 Garden St. (661-1873)	extended stay beds for sober men only	referral required to get on waiting list; consumer calls to maintain wait list status
☒ CASPAR Emergency Center 240 Albany St. (661-0600)	beds for men & women who are "under the influence"; shelter for more than one night requires proof of history of Cambridge or Somerville residency; separate beds for guests seeking active support for recovery; wheelchair accessible	go there
University Lutheran 66 Wintrop St. (547-2841)	short term & extended stay beds for sober men & women; open 11/15 to 4/15 only	consumer should call at 7:30AM
St. Patricks' Shelter Union Sq., Somerville (628-3015)	short term & extended stay beds for sober women only, with case management	4 PM lottery at pick-up site: Multi-Service Center (19 Brookline St)

## Shelter and Emergency Services for Homeless and Runaway Youth

Youth (age 14-25) at-risk of homelessness (runaways, street youth, homeless youth) can obtain a range of services (counseling, medical/dental care, emergency shelter, family intervention, substance abuse and AIDS/HIV counseling, assistance with education and employment) from Bridge Over Troubled Waters (423-9575; 47 West St; Boston) Bridge deploys street outreach workers and a medical van in Harvard Square.

All shelter placements of youth under 18 must be arranged through the Department of Social Services. Call the DSS Child-At-Risk Hotline (800-792-5200, 24 hrs.) or work with Bridge to arrange for shelter services through the DSS.

ShortStop, Inc. (776-3377; 1323 Broadway; Somerville 02144) the only shelter for homeless youth in Eastern Mass.; provides a range of social, educational, and pre-vocational services. Referrals through DSS or DYS.

## Daytime Drop-In Programs (see also "Veterans Services" on page 5)

All but one (CASPAR Emergency Service Center) of the following daytime drop-in programs require that guests be sober. Hours may vary by season, so call the individual program for exact information:

- The Salvation Army (547-3400; 402 Mass Av) operates a drop-in weekdays 8:30-3:45, Saturdays 11:30-1, and Sundays 1:30-3. Daily lunch and a spread of other food, showers, laundry facilities, and clothing. Staff social workers are available to help with referrals. Tues. & Thurs. NA meetings (11AM). Optional structured activities.
- Shelter Inc. (547-1885; 109 School St.) operates a women's only drop-in weekdays 10:30-2:30. Guests are offered lunch, access to a nap room, showers, clothing, help with referrals, the option to participate in some structured activities, and counseling.
- Bread and Jams (441-3831 OR 354-8982) operates a drop-in in the basement of the Old Cambridge Baptist Church (1151 Mass Av. near Harvard Sq) weekdays 11-5. Staff provide assistance accessing housing, employment, benefits, and services. Guests may shower, use the Center's typewriters, computers, telephones (guests may receive calls), and microwave oven. The Center is staffed and run by formerly homeless persons
- ☒ CASPAR Emergency Service Center (661-0600; 240 Albany St) is open seven days a week, 24 hours a day as a drop-in and shelter for active substance abusers (no drugs or alcohol on premises). During the day, the Center offers guests lunch, access to showers and laundry, and a place to rest off the street. Substance abuse counselors are available to support guests seeking help with recovery.
- ☒ CASPAR's Phoenix Center (666-9947; 255 Elm St. #201; Davis Sq; Somerville) is open weekdays 9 to 5 for persons in substance abuse recovery. The Center offers guests individual counseling support, access to AA meetings and early recovery groups, help with referrals to other program and services, and coffee/snacks.
- On the Rise (497-7968) operates a Safe Haven for Homeless Women (at St. James Church; 1991 Mass. Av. in Porter Sq.), with a focus on serving chronically homeless women and women with multiple needs. Open weekdays 9 to 5 (except Thursdays, til 3:30). Staff are available to provide long-term, broad-based support and advocacy, including assistance accessing necessary resources or services; also available is a shower, nap space, a clothing room, snacks, and transportation to laundry facilities.
- ☒ Ruby Rogers Advocacy and Drop In Center (625-9933; 1 Davis Sq. #207) is open Mon-Sat 12 Noon - 6PM and Sundays 11-5PM for former and current patients at mental hospitals, and persons at-risk of psychiatric hospitalization. The Drop-In is member-governed, and provides self-help, socializing, and advocacy.
- ☒ The Cambridge Somerville Social Club (576-6570; 54 Essex St.) is open weekdays 3-7PM, Saturdays 1-7PM, and Sundays 1-6PM for persons who receive mental health services. The Drop-In provides a place to socialize, cook/dine, read, play music, paint, etc. In addition, staff provide vocational counseling, run a career support group, and supervise a small number of stipended positions (e.g., snack bar, performing arts program)

**Transitional Housing** -- (see also "Residential Treatment Programs" listed under "Addiction Services")  
(see also Shelters offering "extended stay" beds)

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

- ☒ **Carey Program (for men) at the YMCA** (managed by the Cambridge Multi-Service Center; 19 Brookline Street) Contact Santos Irizarry (349-6349)
- **Women's Transitional Program at the YWCA** (managed by the Cambridge Multi-Service Center; 19 Brookline Street) Contact Zelia Pacheco Kelleher (349-6347)
- **Men's Transitional Program at the Salvation Army** (402 Mass. Av.) Contact Paul Preston (547-3400)
- ☒ **Men's Program (YMCA) and Women's Program (YWCA)** for people with HIV/AIDS (managed by Cambridge Cares About AIDS; 678 Mass. Ave. - 4th floor; Contact Kim Briggs (661-3040)
- ☒ **CASPAR Bridge Program (Men's Graduate Housing) at the YMCA:** contact Jessica Zike, 661-9622 x107)
- **CASPAR GROW House (Women's Graduate Housing):** contact Carol Nickerson, 661-6020)
- **Common Ground Women's Transitional Program** (at Shelter, Inc; contact Maureen Ryan, 499-4052)
- **Phillips Brooks House (summer) Transitional Program** (for men and women) (mid-June to mid August) at St. James Church (1991 Mass Av. in Porter Sq.): contact 576-1716

**Street Outreach & Non-Residence-Based Case Management**

The Cambridge Multi-Service Center ☒ (349-6340; 19 Brookline St.) provides a range of services to homeless persons and families, including **short-term case management**. Staff have expertise in addressing the needs of elders, persons with disabilities, families, and single individuals who are homeless. Clients may receive referrals for a range of services, including services furnished by other providers offering on-site hours, including **housing search, mental health and substance abuse counseling, money management**, and, beginning this Fall, **legal assistance**. Staff involved in housing search have access to limited funds to help support transitions to new housing out of homelessness. The MSC also manages a very limited source of funds available as a last resort to preventing eviction.

**Greater Boston Rehabilitation Services** ☒ (GBRS) (491-4200; 9 East St.) operates a **field-based case management program** (contact: Mary Heafey (director) or Charleen Tierney (case manager) deploying case managers who can assist homeless persons with accessing public benefits and identifying and accessing necessary resources and services. The program targets services to homeless persons with no other source of case management, but may also collaborate with existing case managers to address unmet needs which existing case managers are unable to help with. Field-Based Case Managers maintain limited office hours at the Multi-Service Center; call 349-6340 for current schedules.

**On the Rise** (497-7968) deploys **street outreach workers** who can provide long term support and case management for unsheltered and other homeless women who are unable or unwilling to receive necessary services from more traditional providers. (See also services listed under Daytime Drop-In Programs.)

**Bread & Jams** (497-9200) maintains an **all-volunteer street outreach program**. (See also services listed under Daytime Drop-In Programs.)

**CASPAR's First Steps Street Outreach Team** for Cambridge and Somerville (contact Michelle Rutledge, 666-7227) will be fully operational in Fall 1998.

**Meal Programs** (Note: The Salvation Army's meal's are ☒ accessible, but their bathrooms are not.)

**FOR SENIORS ONLY (AGE 60 OR OLDER)**

- ☒ **Breakfasts** (8:30-9:30 daily at Citywide Senior Center, 806 Mass Av., Central Sq.) - suggested donation \$0.70
- ☒ **Lunches** (at various locations, reservations required unless noted) - suggested donation \$1.25
  - > Citywide Senior Center: daily 11:30-1, **no reservation required**, 806 Mass Av. in Central Square (349-6060)
  - > North Cambridge Senior Center: weekdays 11:30-1, 2050 Mass Av, near Porter Sq. (349-6320)
  - > Mass. Alliance for Portuguese Speakers: Mon-Sat 12-1, 1046 Cambridge St (628-6065)
  - > Salvation Army Silver Threads Program: Tues-Thurs 12-1, **no donation requested**, 402 Mass. Av. (547-3400)
  - > Miller's River Apartments: daily 11:30-1, 15 Lambert St. (354-3789)
  - > Norfolk St. House: daily 11:30-1, 116 Norfolk St. (868-7979)
  - > Burns Apartments: daily 11:30-1, 50 Churchill Av. (492-7247)
  - > St. Paul's Residence: daily 11:30-1, 34 Mt. Auburn St. (234-2973)

**COMMUNITY BREAKFAST (ALL AGES) -- no charge**

- ☒ Thursdays: 9:30-11 in Central Square (sponsored by Food Not Bombs, 787-3436)

**COMMUNITY LUNCHESES (ALL AGES) -- no charge**

- Weekdays: 12:00 Salvation Army ☒ (see note)(402 Mass Av., between MIT and Central Sq.) (547-3400)  
11:30 -- **Homeless Women Only** -- Shelter Inc. (Women's Time) Drop-In (109 School St., 547-1885)
- Saturday: 12:00 Metropolitan Baptist Church (16 Beech St, Porter Sq.) (868-3261)  
11:30 Salvation Army ☒ (see note)
- Sunday: 1:30 Salvation Army ☒ (see note)

**COMMUNITY DINNERS (ALL AGES) -- no charge**

- Sun: Sponsored by Bread and Jams:
  - > May 1-Oct 15 -- 5:00 Cambridge Common ☒ (near Harvard Sq.)
  - > Oct 15-Apr 30 -- 6:00 St James (1991 Mass Av, Porter Sq.)
- Mon: 6:00 Mass. Av. Baptist Church ☒ (146 Hampshire St, Inman Sq.) (868-4853)
- Tues: 5:30 First Parish Church (3 Church St., Harvard Sq.) (876-7772)
- Weds: 5:00 Salvation Army ☒ (see note) (402 Mass Av., between MIT and Central Sq.) (547-3400)
- Thurs: 6:00 Harvard Sq. Meals Program at Christ Church (Zero Garden St.) (876-0200)  
5:00 Union Baptist Church (874 Main St., Central Sq.) (864-6885)  
5:45 Women's Gathering Place (1991 Mass Av., Porter Sq.) (**Women Only** 15 guest limit)
- Fri: 6:00 Mass. Av. Baptist Church ☒ (146 Hampshire St, Inman Sq.) (868-4853)
- Sat: 5:30 Pilgrim Congregational Church (35 Magazine St, Central Sq.) (497-7277)

**Food Pantries** (call to verify hours and/or requirements for access)

- CEOC (868-2900) 11 Inman St. (Central Sq.) Mon & Weds 4-6 PM Tues & Thurs 11-1PM
- St. James Church (547-4070) 1991 Mass. Av. (Porter Sq.) Thurs & Sat 11-1PM Tues 6-8PM
- ☒ **Cambridge Senior Center** (349-6060) **for Persons 60 and Older** -- 806 Mass. Av. (opposite City Hall) Tues 11:30-2PM, Thurs 11:30-2:30PM
- **Margaret Fuller House** (547-4680) 71 Cherry St Mon 9-12 noon, Thurs & Fri 9:30-12:30PM, & emergencies
- **Cambridgeport Baptist Church** (576-6779) 459 Putnam St. (near Magazine St.) 1st & 3rd Sat 10-12 noon
- ☒ **St. Pauls AME Church** (661-1110) 85 Bishop Allen Dr. Weds 12-2PM Sat 10-12 noon
- **East End House** (876-4444) 105 Spring St. weekdays 10-4PM, by referral only
- **Western Av. Baptist Church** (661-0433) 299 Western Av. 2nd Weds 10-12 noon
- ☒ **Salvation Army** (547-3400) 402 Mass. Av. Help available daily, by appointment
- ☒ **Zinberg Clinic Pantry** for patients with HIV/AIDS at The Cambridge Hosp. (498-1606)

## Services for Veterans

The New England Shelter For Homeless Veterans ☒ (248-9400; 17 Court St. in Boston) offers a range of services for homeless veterans, including emergency and extended stay shelter, meals, **case management**, assistance accessing **public benefits** (e.g., SSI) and **Veterans Benefits** (see list below), housing, and employment. Shelter staff also facilitate access to substance abuse treatment and lead groups for veterans with PTSD (post-traumatic stress disorder).

The Cambridge Department of Veterans Services ☒ (349-4761; 51 Inman St, 2nd fl.) assists eligible wartime veterans and their dependents in accessing a range of state and federal benefits. Eligibility guidelines vary benefit to benefit, and may be based, for example, on the nature of military service and type of discharge (the City's **Veterans Agent** can help veterans **upgrade their discharge** to qualify them for benefits); the existence and extent of a disability, and the degree to which it is service-related, if at all; the income and assets of the veteran/dependents; and if the veteran is unemployed, the reasons why; etc. The City's **Veterans' Agent** can help veterans and their dependents obtain:

- **emergency cash assistance** for food, clothing, shelter (to prevent eviction or foreclosure, or to help with transition from homelessness to housing), utilities, personal needs, insurance, telephone, and transportation
- service-related and non-service-related **disability pensions**
- inpatient and outpatient **health care**, including coverage of medical, dental, hospital, or nursing home care
- **education and training and vocational rehabilitation**
- **survivor and/or burial benefits**

The **Veterans' Benefits Clearinghouse** ☒ (Boston, 445-7030) offers a range of services to veterans and their families:

- **employment and training services**, including job readiness counseling, skills assessment, skills training, apprenticeship and job placement,
- readjustment counseling and other **mental health** support services,
- **HIV/AIDS prevention** and education services,
- a range of homelessness prevention services, including **assistance finding affordable housing**, and
- **services targeting VietNam-era veterans and their families**, including counseling, Agent Orange screening, medical and mental health referrals, drug & alcohol counseling and treatment referrals, and help with housing.

U.S. Veterans Administration medical facilities provides honorably discharged veterans with **free health and mental health care and dental care associated with a service-related dental problem**. The sites closest to Cambridge are:

- ☒ V.A. Outpatient Clinic (248-1000) 251 Causeway St., Boston
- ☒ V.A. Medical Center (232-9500) 150 South Huntington St., Boston
- ☒ V.A. Hospital (275-7500) 200 Spring Rd., Bedford

## Legal Assistance

- ☒ Legal assistance in appealing the denial of public benefits (TAFDC, SSI, Emergency Assistance, etc.) and assistance preventing evictions is available from **Cambridge and Somerville Legal Services** (494-1800), **Community Legal Services And Counseling Center** (661-1010), and **Harvard Legal Aid Bureau** (495-4408)
- ☒ Legal help with other matters, including criminal records, outstanding warrants, credit problems, and child support problems is available from the **Community Legal Assistance Project**. Prospective clients or their case managers should call the Shelter Legal Services Foundation (552-0623) to arrange an appointment at a Cambridge location. Appointments are available during business hours, as well as on some weekday evenings and Saturdays.
- ☒ The **Cambridge Human Rights Commission** (349-4396) investigates allegations of discrimination, including refusal by landlords to rent an apartment because of 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 cannot tell an applicant: "I don't take Section 8" or "I don't rent to families with children.")

## Housing Search (See also "Veterans Services" page 5)

CASCAP ☒ (678 Mass Av.; contact Cathy Elliott at 234-2981) the **Housing Resource Team** provides hands-on help with housing search (and **post-placement support**) to homeless **individuals**, including people with disabilities.

At the **Multi-Service Center** (19 Brookline St), housing search & post-placement stabilization services are provided by:

☒ **HomeStart** (contact Jennifer Eysie at 349-6394) for homeless **individuals** with viable incomes. Case manager referral required, in most cases. Call 349-6340 for drop-in hours.

☒ **Homeless Intercept Program** (contact: Zelia Pacheco Kelleher; 349-6347) for families in Cambridge shelters

**Lead Safe Cambridge** ☒ (349-6011) can help families who run into problems with prospective landlords who refuse to rent out and de-lead apartments with lead paint. (It's the law: a landlord cannot say, "I can't rent to you because you have kids under 6 and the apartment hasn't been de-leaded." The landlord must be willing to de-lead the apartment; Lead Safe Cambridge can provide interim housing for the tenant and help the landlord pay for de-leading.)

Concerns about **housing discrimination** should be reported to the Cambridge Human Rights Commission (see "Legal Assistance" on page 5).

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

**Solutions at Work** (492-0300; 1151 Mass Av. -- basement) -- a homeless-run and homeless-staffed organization provides **moving assistance** and **free used furniture and household furnishings** (including refrigerators) to persons transitioning out of homelessness (shelter or transitional housing) to transitional or permanent housing. Warehouse visits (to select furniture, etc.) by **appointment only**. Free delivery of all selected items.

**Mass. Coalition for the Homeless** (737-3430) - free furniture for people moving out of homelessness -- No "layaway": customers must take selected furniture with them (trucking help is available from **Solutions at Work**).

## Emergency Financial Assistance (See also veterans services, page 5)

### • For Housing-Related Costs

- > CASCAP, HomeStart, and the Multi-Service Center's Homelessness Intercept Program (see "housing search services above, for phone numbers) can provide **limited financial help to their clients with first/last month's rent and/or a security deposit**. Although **each agency has its own eligibility guidelines**, generally speaking, help is available only to persons who have saved enough money to cover most of these up-front housing costs, and who have an adequate income to sustain rental payments.

These agencies and the City's Fuel Assistance program ☒ (349-6252) can also **help pay gas and electric arrearages** and can **help negotiate payment plans** to facilitate utility service in a new apartment.

- > Additional resources for housing costs may be obtained from the F.E.M.A. program (contact: Catholic Charities, 625-1920 x111 or 103) from March until September (or sooner if funds are exhausted).

### • For Non-Housing-Related Costs

- > The United Way's **First Call for Help** (1-800-231-4377) can direct homeless persons to sources of small cash grants or loans to cover emergency needs.
- > GBRS' **Missing Link Fund**, administered by the **Field Based Case Manager** (491-4200 x259) can make small loans or grants to assist homeless persons with emergency needs. A **case manager referral is required**.

## Representative Payee and Money Management Assistance

Free help with **money management and budgeting** is available to any interested homeless person; **Representative Payee services** are available (cost: \$5/month) to persons who receive Social Security, SSI, or other income (incl. wages) and who because of disability or impaired judgment cannot manage their money. (Persons with an active drinking or drugging problem must meet with a counselor and agree to participate in treatment in order to receive rep payee services.) Contact: Patrick Flaherty 234-2930 or pager: 601-1623 The Rep Payee can meet with clients anywhere in the Cambridge community. For a schedule of office hours at the Multi-Service Center (19 Brookline St), call 349-6340.

**Education** *Note: Starred (\*\*\*) resources do not exclusively serve persons who are homeless.*

See also **North Charles Institute** under "Employment" below. (See also "Veterans Services" on page 5.)

**Project LIFT at the Community Learning Center** ☒ (19 Brookline St; contact: Nellie Dedmon 349-6363) offers a range of educational services for homeless persons: English as a Second Language (ESL), GED, literacy, math, and computer literacy classes on a drop-in or enrollment basis; individual tutoring. Classes are held at the Learning Center, at CCTV (also in Central Square), at Jefferson Park (a CHA development in North Cambridge), and at other sites. The Learning Center may also be able to arrange tutoring at shelters or other convenient sites.

**\*\*\*Mass. Rehabilitation Commission (MRC)** ☒ (776-2662; 5 Middlesex Av., Somerville) helps pay for education and job training for persons with documented disabilities. GBRs (see below) can help clients obtain MRC assistance.

**Help finding scholarship resources** is available from the Cambridge Employment Program and Impact, listed below.

**Employment** *Note: Starred (\*\*\*) resources do not exclusively serve persons who are homeless.*

See also **Mass. Rehabilitation Commission** under "Education" above. (See also "Veterans Services" on page 5.)

**\*\*\*Cambridge Employment Program** ☒ (349-6166; 51 Inman St. basement): Provides one-to-one employment assistance for work-ready Cambridge residents, including resume development, job search assistance including sharing resumes with prospective employers, and help locating training resources.

**Impact** ☒ (542-0338; 105 Chauncy St, Boston): Employment assistance for work-ready homeless persons & persons transitioning to housing. Skills/aptitude assessment; resume preparation; help with job search; employer contacts, access to word processors, telephones, voice mailbox, and P.O. box. **By referral only.**

**Solutions at Work** (492-0300; at the Old Cambridge Baptist Church, 1151 Mass. Av) is a homeless-run, homeless-staffed organization that runs a number of programs (moving service, furniture bank, children's clothing exchange, self-advocacy training) serving homeless and low income persons. Solutions at Work provides transitional employment for homeless persons seeking a supportive environment in which to develop work skills and job experience.

**\*\*\*North Charles Institute** ☒(547-2992; 260 Beacon St. in Somerville), offers financial and educational support with GED, community college, or college, and a range of employment services for Cambridge and Somerville residents with a psychiatric disability that qualifies them for DMH services. Employment-related assistance includes vocational training, job readiness training, resume development, job search assistance, interviewing assistance, career exploration, and, for persons who have never been stably employed or who have been out of the workforce for a long time transitional employment (cleaning, landscaping, receptionist). Orientations Tuesdays from 9:15-11. **Register first.**

**\*\*\*Greater Boston Rehabilitation Services (GBRS)** ☒(491-4200; 9 East St. near Lechmere Square) operates a range of programs intended to enhance the work readiness and employability of persons with barriers to employment, including but not limited to homelessness. GBRS staff also assist work-ready clients with finding appropriate employment. Funding for new clients is extremely limited unless they are eligible for Department of Mental Health, Department of Mental Retardation, or Massachusetts Rehabilitation Commission (MRC) services. The "field-based case manager" can work with clients with a substance abuse or other disability to obtain MRC eligibility.

**Project Place** (32 Rutland St. in Boston's South End) operates "Clean Corners, Bright Hopes", a three month transitional employment program for transitional housing residents who are serious about working and have at least 90 days of sobriety. Transitional employees clean, maintain, and beautify streets in the Downtown Crossing and other areas. Program graduates receive assistance and/or referrals in their search for follow-up employment. (Case managers from transitional programs should make referrals to Steve Johnson at 262-3740). Project Place also operates a longer term transitional employment program stocking and maintaining vending machines in the metropolitan area.

**\*\*\*The Title 5 Program at Somerville Cambridge Elder Services** ☒ (628-2601) helps low income persons age 55 and older explore (re-)entry into the workforce, beginning with part-time paid placements with non-profit agencies. Placements, which may last up to 2 years, pay minimum wage stipends that do not count against eligibility for Food Stamps or housing assistance. Under-65 persons receiving SSDI or SSI/disability benefits, may obtain permission from the Social Security Administration to participate in the program without losing their benefits. **Eligibility for disability benefits (based on inability to work) is subject to review by Social Security after 9 months of Title 5 employment.**

## Employment (continued)

**Spare Change** (497-1595; 1151 Mass Av.) is a small independent newspaper written and distributed by homeless and formerly homeless persons. Homeless persons seeking employment as vendors or wishing to submit an article (for which they can receive a modest payment) should visit the office during business hours.

**St. Francis House** ☒ (542-4211; 39 Boylston St. in downtown Boston) offers a range of work-related services including both group and individualized services, depending on the skills and experience of the consumer; prospective clients should attend one of the employment orientations offered at 9:30 AM several times a week. Services run the gamut from basic preparation for employment to focused exploration of a client's vocational possibilities and strengths, resume development, interviewing practice, searching the Internet for jobs, and/or job matching with temp agencies. Counselors can also help with money management skills, identifying ESL classes and other basic educational services

\*\*\***Fresh Start, a program of the Boston Rescue Mission** ☒ (in collaboration with Park Street Church at 3 Park St. in downtown Boston) offers a series of classes (Tues-Fri 10-1 for four weeks) plus one-to-one support and follow-up for as long as needed to persons interested in entering/re-entering the workforce (30-60 days of sobriety required). Classes help participants focus their employment goals, strengthen decision making, time management, and communication skills; reinforce basic work habits (e.g., punctual and daily attendance, proper attire -- clothing is available); and develop the skills and tools needed for a successful job search (resume, finding job leads, interviewing, computer use). One-to-one follow-up support for employed program graduates helps support their efforts to continue working. (contact: Giannine Armbruster, 723-9480)

\*\*\***Experience Unlimited** (625-5300; 1 Summer St. in Union Square Somerville) offers a range of supports to mature job-seekers who have acquired skills and a work history, but who are either having difficulty finding work, or are making job or life changes. In addition to telephones, internet access, and a range of printed resource materials (directories, how-to books, etc.), the program provides access to support groups, career and psychological counseling, free testing and evaluation, referrals, job matching, and help finding training resources.

\*\*\***E.R.I. Welfare to Work Program** ☒ (432 Columbia St.; Contact Susan Zall or Mary Ellen Connors at 484-1154) intensive case management (for however long needed, even if client re-locates out of Cambridge) and support with job retention, plus limited funds for transportation/clothing; serves (a) TAFDC recipients who have begun or are about to begin work or community service, and (b) persons who've exhausted TAFDC benefits; who also meet 1-2 of the following conditions: (i) no GED or HS diploma, (ii) poor work history, (iii) requires substance abuse treatment.

\*\*\***East End House** (105 Spring St; contact Hena-Susha at 876-4444) coordinates access to training and apprenticeship programs associated with the Central Artery/Tunnel Project. Construction apprenticeship program involves 100 hours of evening and Saturday sessions over the course of 10 weeks; Computer classes require six months attendance at daily classes from 8:30 to 3. Participants must be 18 and older, and have at least a GED or High School Diploma. These programs teach specific skills, and are intended to serve persons who are otherwise employable.

**Pine Street Inn** ☒ offers residents of its transitional housing programs the opportunity to participate in one of four four-month transitional employment programs -- culinary arts, commercial cleaning, warehousing (clothing sorting and sales), and computers. Each of these programs entail approximately half-time paid positions, culminating in a six week paid internship with a local business. Program graduates receive housing search and job placement assistance and other support associated with transitional housing. The men's transitional housing is located in separate buildings on Long Island; the women's transitional housing is near the Pine Street Inn in Boston. Participants must be clean and sober. Referrals to the transitional housing programs may be made by case managers or by interested consumers themselves to either the men's program (745-4313) or the women's program (521-7147).

**Long Island Shelter** offers shelter residents and transitional housing program residents the opportunity to participate in work experience programs (primarily custodial/maintenance), hands-on job training (culinary arts, maintenance, clothing warehousing and distribution, laundry, and kitchen service), and/or to receive job search/placement assistance. Persons interested in employment programs should speak with a case manager at the shelter; referrals for Project Soar (the transitional housing program serving men and women) should be made by a case manager to 534-2528 x 418.

The **COERS Program** in Boston (338-1444) helps ex-offenders obtain jobs, despite the stigma of a prison record.

The **Career Source** ☒ (185 Alewife Brook parkway; 661-7867) provides free access to wordprocessors, telephones, copying, and fax machines, as well as an employment resource room for job seekers.

**Health Care** Note: all services are  unless otherwise noted. (See also "Veterans Services" on page 5.)

**Overview of Health Care:** Free care (including prescription drugs) is available to persons with no other health insurance (including Medicaid) and incomes of under 200% of the Federal Poverty guideline -- regardless of housing status. The Cambridge and Somerville Hospitals and their network of community health centers offer a comprehensive managed care plan called **Network Health** which homeless persons can join by calling 498-2123 or visiting any of the health centers listed below. Many homeless persons will also be eligible for **Medicaid** coverage of health care, dental care, and mental health care. Help enrolling in the Medicaid program (serving low income families, persons with disabilities, and elders) is also available at any of these health centers. **Homeless adults** who prefer to receive services at a shelter can see a Health Care for the Homeless clinician, as described below. **Homeless youth** can receive services through Bridge Over Troubled Waters, as described below. **Homeless elders** are welcome to make appointments to visit the Senior Health Center (498-2000) at the Citywide Senior Center (806 Mass. Av.). **Homeless veterans** may access health care services through the VA system described on page 5 of this directory. **Pregnant women and women with infants** whose incomes are under the 200% of poverty guideline may be eligible for additional health care benefits under the Healthy Start program, which maybe accessed through any health center of the Cambridge Hospital.

**Health Care for the Homeless** (498-1174) medical staff provide primary care at the following walk-in clinics:

- Salvation Army (402 Mass. Av.) (Mon 1-3, Tu 1-4, Wed 10-2, Th 10-2, Fri 1-4)
- CASPAR Emergency Service Center (240 Albany St.) (Tu 1-4, Wed 3-5, Th 3-6)

Staff at the Salvation Army clinics also serve **homeless children** enrolled in the Salvation Army child care program.

Health Care for the Homeless Nursing Staff provide **family shelter-based primary care and health education services** for residents of the YWCA, Hildebrand, and Crittenton Hastings shelters.

**Bridge Over Troubled Water** (423-9575, 47 West St, Boston, with outreach workers in Central and Harvard Squares, and a medical van in Harvard Sq. - not ) provides health care to **homeless and runaway youth age 14-25**, and can help arrange for dental care, counseling, and substance abuse and AIDS/HIV counseling.

**Free Care, including inpatient and outpatient health care and dental care**, is available to all uninsured persons whose income is under 200% of the Federal Poverty Guideline (approximately \$1,300/month for a household of one, \$1,750/month for a household of two, \$2,200 for a household of three, etc.). **An application for free care may be made at the time that care is received or in advance.** In Cambridge, free acute hospital care is available at **The Cambridge Hospital** (498-2123); 1493 Cambridge St.) and the **Mt. Auburn Hospital** (492-5560; 330 Mt. Auburn St.). Care is also available at any of the following Neighborhood Health Centers (call 498-2123 for additional sites):

- **Primary Care Center** (498-1068) at The Cambridge Hospital (498-1068)
- **Cambridge Pediatrics** (498-1264) at The Cambridge Hospital
- **Cambridgeport Health Center** (498-1105) 150 Erie St.
- **East Cambridge Health Center** (498-1131) 650 Cambridge St.
- **North Cambridge Health Center** (498-1119) 266 Rindge Av.
- **Riverside Health Center** (498-1109) 205 Western Av.; Cambridge
- **Windsor St. Health Center** (498-1098) 105 Windsor St.; Cambridge
- **Teen Health Center** (498-1548) at Cambridge Rindge & Latin High School
- **Senior Health Center** (serving primarily seniors) (498-2000) at 806 Mass. Av.; Cambridge
- **Cambridge Family Health** (876-5116) (by appointment only)

**Services for Persons with HIV/AIDS** (see also AIDS Action (437-6200) or Positive Directions (262-3456) in Boston)

**Cambridge Cares About AIDS**  (661-3040; 678 Mass. Av.) provides a range of assistance to persons with HIV/AIDS, including case management, medical advocacy, needle exchange, home delivery of meals, housing search assistance, transitional housing, and a "buddy" program.

**Eye Exams and Glasses** (contact Health Care for the Homeless for other suggestions)

- The **Mass. Eye and Ear Infirmary** (243 Charles St. in Boston) offers free or low cost eye exams and glasses. Call 573-3250 to apply for free care.
- The **New England Eye Institute** (262-2020; 1255 Boylston St. in Boston) offers free exams for eyeglasses to homeless persons. Homeless persons can bring their prescriptions (and a letter documenting homelessness) to the Pine Street Inn Clinic to receive a free pair of glasses.

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

**Substance abuse counseling, dual diagnosis treatment and help accessing other treatment resources is available by:**

- contacting Judi Zoldan at the Multi-Service Center (349-6002; visits by appointment) or,
- going to the Outpatient Addiction and Dual Diagnosis Service Unit (weekdays 9AM-3PM) at Heritage Hospital (625-3110; 26 Central St in Somerville; shuttle service leaves from the Line St. entrance of Cambridge Hospital)

**Other outpatient treatment services are offered by:**

- Mt Auburn Hospital Prevention and Recovery Center: 499-5051
- CASPAR Outpatient Program: 661-1316
- MAPS **Acupuncture Detoxification** and Outpatient Counseling: 628-6065
- North Charles Institute for the Addictions **Methadone Maintenance** program: 661-5700
- Concilio Hispano: 661-9406 (not )
- IMPACT: 661-0405 (new patients should sign up to attend Tuesday orientations)

**Access to detoxification can be arranged (24 hours/day unless otherwise noted)**

- by the CASPAR Street Outreach program (contact: Michelle Rutledge, 666-7227) (9-5 only)
- by going to the CASPAR Emergency Services Center (661-0600) 240 Albany Street
- by calling the CASPAR Intervention Center 628-6300 (9-5 only)
- by calling Somerville Hospital Detox (for heroin users or persons with medical conditions): 666-4400 x534 or 535
- by calling AdCare: 1-800-ALCOHOL
- by going to the Psychiatric Emergency Room of The Cambridge and Somerville Hospitals (498-1560; 1493 Cambridge St.; Dennis Dottin is available 9-5 only)

Services for **youth** (25 and under): Bridge Over Troubled Water (423-9575)

Services for **seniors** (60 and older): Geriatric Substance Abuse Program (349-6220)

**Sober Drop-In Center:** CASPAR Phoenix House (666-9947) 255 Elm St. #201 in Davis Sq., Somerville

**"Wet" Drop-In and 24 Hour Shelter:** CASPAR Emergency Service Center (661-0600) 240 Albany St.; Cambridge

**Residential Treatment Programs:** (none of these programs are )

- for women: CASPAR Womanplace (contact: Carol Nickerson, 661-6020)
- for pregnant & parenting women: CASPAR New Day (contact: Eileen Brigandi, 628-8188)
- for men in recovery: CASPAR mens' residences (contact: David Wilson, 623-5277)

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

- Alcoholics Anonymous (426-9444)
- AA/AlAnon for Portuguese speakers (628-6065)
- Narcotics Anonymous (884-7709)
- Gamblers Anonymous (338-6020) gamblers, families
- Al-Anon (for families and friends of users) (843-5300)
- Rational Recovery (891-7574)
- Cocaine Anonymous (332-9888)

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

**Mental Health Services**, all of which are  unless otherwise noted, are available, as follows:

- by appointment with Health Care for the Homeless psych. staff at the Salvation Army clinic (Friday 11:30-1:30)
- **walk-in emergencies** at the Psychiatric Emergency Room at Cambridge Hosp. (498-1560; 1493 Cambridge St.)
- by appointment with the TriCity Mental Health Specialist at the Multi-Service Center (Leslie Miller, 349-6331), or the TriCity Mental Health Specialist at the DMH (Anna McAleer, 354-8543), who can make referrals for ongoing counseling at the Psychiatric Outpatient Unit at Heritage Hospital (see below for directions and phone)
- at the **Cambridge and Somerville Hospitals' Psychiatric Outpatient Unit at Heritage Hospital** (26 Central St in Somerville; shuttle vans leave from the Line St. entrance of the Cambridge Hospital)
  - > for an **initial appointment** (498-1654)
  - > for a **follow-up appointment with an ongoing provider** (498-1150)
- through the Community Treatment Team at Somerville Mental Health (contact Dana Holly (623-5487) or Martha Goldstein (623-3278)) -- serving homeless **DMH priority clients** (verify with Rhonda Bourne, 491-0600 or Robin Rex, 354-8543) with **history of hospitalizations and difficulty using traditional outpatient services**
- by appointment at the Community Legal Services And Counseling Center (661-1010; 1 West St.)

## Dental Care

(see also Bridge Over Troubled Water, above, and Veterans Services, on page 5; note also that dental care is a Medicaid covered service)

- ☒ The **Dental Clinic of The Cambridge Hospital** (498-1268) has the capacity to serve a limited number of persons who qualify for free or discounted care.
- The **Mass Dental Society's "Dentistry for All" program** makes reduced cost dentistry available through participating dentists. Applicants must document financial need. Call (1-800-342-8747) for an application and a referral.
- ☒ Low cost teeth cleaning is available at the dental clinic of the **Forsythe School for Dental Hygienists** (262-5200; 140 Fenway in Boston)
- ☒ **Cambridge Health Care for the Homeless** (see above) can refer homeless adults to the McGinnis House in Jamaica Plain, Boston for free comprehensive dental care
- ☒ **St. Francis House** (542-4211; 39 Boylston St. in downtown Boston) screens candidates for dental care every Thursday morning (arrive by 9AM or shortly thereafter), and arranges referrals for free follow-up care

## Services for Victims of Domestic Violence

- **Transition House** (661-7203) and **Respond** (623-5900) provides counseling, referral for emergency shelter, and related services to battered women and their children. Support and services are available to women regardless of whether they are ready to leave the battering relationship. Referral to ☒ shelter is available.
- **Emerge** (547-9879) provides counseling for batterers.
- **The Rape Crisis Center** (492-7273) provides assistance to victims of rape.
- **Violence by caregivers against children, elders, and persons with disabilities must be reported.** The following hotlines will lead to investigation and efforts to address abusive situations:
  - > Child Abuse Hotline: 1-800-792-5200
  - > Elder Abuse Hotline: 1-800-922-2275 or call Somerville Cambridge Elder Services (628-2601)
  - > Disabled Abuse Hotline: 1-800-426-9009
- **The Victims of Violence program of The Cambridge Public Health Commission** (498-1284) can provide clinical support to providers working with persons who have been traumatized by violence.

## Clothing

(See phone book for listings of used clothing stores run by the Salvation Army, Morgan Memorial, St. Vincent DePaul, and the Garment District)

Free clothing is available to homeless people from the shelters at which they are staying (see listings on page 1), and at the following **drop-in centers** (see listings on page 2 for hours): Bread & Jams, Salvation Army, Shelter Inc., and On the Rise. The following are **additional clothing resources**:

- Metropolitan Baptist Church (868-3261; 16 Beech St.) Saturday mornings before the community lunch
- Cambridgeport Baptist Church (576-6779; 459 Putnam St. at Magazine St.) during Saturday food pantry hours (1st and 3rd Saturdays 10 AM - 12 Noon) nominal charge of 10 cents per item may be waived
- ☒ Bread & Jams (497-9200) at the Sunday meal on the Cambridge Common (May 1 - Oct 15; 5-7:30 PM)
- Children's Clothing Exchange (576-0039; basement of Grace Methodist Church at 56 Magazine St.) Tues, Weds, & Sat 9:30-3:30 -- free clothing for children age 0-12 in exchange for donation of other useable children's clothing or volunteer help mending, sorting, or cleaning donated clothing
- American Friends Service Committee (**providers only; no client walk-ins**) Providers can call 876-5312 during program hours (Tues & Thurs 9:30-4:30) to arrange for pick-up of needed clothing, including work clothing
- ☒ St. Francis House (542-4211; 39 Boylston St in downtown Boston) has work-quality clothing available; **case management referral required**
- Rosie's Place (Boston): women's and children's clothing is available by **appointment only** by calling 442-9322
- CASPAR (**providers only**): contact Yvonne at 628-3850 for access to hard-to-find items and sizes

## Child Care and Other Services for Children and Their Parents

Child Care for children of homeless families and parenting support is provided by:

- **Our Place** (Salvation Army 547-3400) -- weekdays 9AM-3PM for children age 3 months to 7 years
- ☒ **Cambridge Head Start** (577-7880) -- for children age 2.9 to 4 (waiting lists vary by program)
  - > full day child care (8AM-5:30PM) is available to households earning under 175% of the federal poverty level (\$2,300/month for a family of four), where the caregiver can document school/work/program commitments in excess of 30 hours/week.
  - > half-day Head Start programming (4 hours, starting 8-9:30AM) and child care (7:45AM-1:45PM) is available only to below 100% of poverty; for child care, caregivers must show 20 hours of out-of-home commitments.
- Information about **child care scholarships** is available from the Child Care Resource Center (547-9861)

**In-Shelter support for parents of at-risk children or children with special needs** is provided by:

- Cambridge Somerville Early Intervention (491-0600) -- for children age 0-3
- Home-Based Programs of the Cambridge School Department
  - > Early Childhood Program (349-6849) -- for children age 18 mos - 3 1/2 years
  - > Individualized Learning Program (349-6850) -- for children age 3-4
  - > Bilingual Program (349-6724) -- for children age 3-5 of families whose primary language isn't English

**Scholarships** for participation in **After-School Enrichment Programs** (arts/music/dance, sports/gymnastics, academics, etc.) and **Summer Camps** operated by the **Community Schools Program** (349-6235 or 349-6227) are available by contacting the **Bureau of Pupil Services** (349-6500 or 349-6424) of the Cambridge School Department

**Parent Mentors** to support mothers transitioning from shelters to housing are available through Cambridge Family & Children's Services (876-4210).

**Children's clothing, books, and toys** (see the Children's Clothing Exchange and Rosie's Place under "Clothing").

## Other Services

- **Obtaining a Massachusetts ID:** Homeless persons can obtain a Mass. ID from the Registry of Motor Vehicles (630 Washington St. in Downtown Boston) by bringing a letter on shelter (or other program) stationery signed by a case manager stating the homeless person's name and Social Security number, listing any other identification that s/he has, affirming that s/he is homeless and, if applicable, residing in the shelter or transitional program, and that the case manager knows this person well and can attest to the facts of the letter. Ask that the usual \$15 fee be waived on account of the person's homelessness.
- **Obtaining a Discount T Pass for Persons with Disabilities:** Pick up an application from the MBTA (222-5438). Have a medical provider (e.g., Health Care for the Homeless, see "Health Care" page 9) complete the form and return it to the MBTA. Clients of DMH and registered users of The Ride do not require further verification of disability. Applications take 6-8 weeks to process. When you receive notification of approval, bring the notification, two forms of ID, and \$3.00 to the Access Office at Back Bay Station on the Orange Line.
- **Obtaining Assistance with Transportation**
  - ☒ Van transportation to Boston shelters is provided from the site of the evening meal (see page 4) by Bread & Jams, 365 days a year. Additional van trips later in the evening are made during the winter.
  - > On an as-available basis, many shelters and transitional housing programs can provide emergency help with transportation related to housing or job search or employment. (See also "Emergency Financial Assistance (for Non-Housing-Related Costs)" on page 6.)
- **Self-advocacy training**, including peer training/support for public speaking, writing, and meeting facilitation, is offered by Speaking Up, a program of Solutions at Work (492-0330). Speaking Up also promotes homeless consumer involvement in agency decision making and municipal planning of services for homeless persons.
- **Voice mail accounts** are available through Project Connect to homeless persons looking for housing or employment, or in other ways working to end their homelessness. Contact Shelter, Inc. (547-1885), the Multi-Service Center (349-6340), Bread and Jams (354-8982), or Solutions at Work (492-0300)
- **Help for ex-offenders**, including help accessing housing and employment, is available through the COERS program in Boston (338-1444).



CITY OF CAMBRIDGE  
CAMBRIDGE, MASSACHUSETTS 02139

TEL. 349-4300  
FAX. 349-4307



6.

EXECUTIVE DEPARTMENT  
ROBERT W. HEALY  
City Manager

RICHARD C. ROSSI  
Deputy City Manager

February 8, 1999

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 99-17, regarding a report on whether there is enough existing space and food in Cambridge for the homeless, received from Assistant City Manager for Human Services Jill Herold.

Very truly yours,

Robert W. Healy  
City Manager

RWH/mec  
Attachment

Consent Agenda #6

Col. 15  
S-115

Relative to AR #99-17, regarding a report on whether there is enough existing space and food in Cambridge for the homeless.

In City Council February 8, 1999

CHARTER RIGHT  
BY Mayor Deebay

2/22/99

Accept Report. Placed on File

**ORDER ADOPTED**