

## **AFSC Material Aid & Advocacy Program**

### **Information for Recipients**

5 Longfellow Park, Cambridge, MA

Contact: Cassie Hurd, MAAP Coordinator

Phone: (617)876-5312 Fax: (617)876-5309

Email: [churd@afsc.org](mailto:churd@afsc.org) or [neromap@afsc.org](mailto:neromap@afsc.org)

Hours of Operation: Tuesday & Thursday 9am-3pm

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



MAAP provides people in need with good quality adult clothing and shoes that are in season as well as both full and trial size hygiene kits. We also carry housewares including kitchen goods, dishware & flatware, cookware and linens. At the beginning of the school year we provide students of all ages with backpacks and school supplies. We also have Resource Guides that include information to access shelter, food assistance, employment assistance etc.

Before coming to MAAP for services you must have a referral and an appointment.

#### **Steps to access assistance from MAAP:**

##### **1. Getting a Referral:**

Referral forms may be completed by any social worker, caseworker or advocate with whom you are currently working that is aware of your financial situation. At this time MAAP receives referrals from over 90 partner agencies. If the program, agency or organization you work with is not a partner of ours we ask that you please have your worker contact us before referring you so we can inform them of our policies and procedures and provide them with a copy of our referral form, directions and a map to our location. Once they have filled out the referral form they are to return it to MAAP and provide you with a copy, along with the directions and map.

##### **2. Scheduling an Appointment**

-Either you or your worker are welcome to call, (617)876-5312, or email, [churd@afsc.org](mailto:churd@afsc.org), the Program Coordinator to schedule an appointment to come to MAAP. If you are unable to reach us at MAAP, please leave a message including your name, phone number and referring agency and we will return your call as soon as possible (usually the following Tuesday or Thursday) in the order it was received. Please do not leave multiple messages as our voicemail fills up quickly.

-Appointments take place on Tuesdays and Thursdays at 10:30am and 1:00pm. Several recipients have appointments at each time slot.

-If you are unable to keep your appointment, please call ahead if possible and we will be happy to reschedule.

-You are able to come to MAAP four times a year, with three months in between each appointment. A new referral is needed for each appointment. Exceptions can be made if your circumstances change. For example, if you originally came for clothing and have now moved and need housewares but it has not yet been three months you are welcome to get a new referral and make an appointment.

#### **What to expect when you come to MAAP:**

-Please bring the following to your appointment: a copy of your referral, directions and map and, if possible, a rolling cart or luggage and sturdy bags to carry your new belongings. If this is not possible we do have paper shopping bags, garbage bags and a limited number of reusable bags available.

-The provided directions outline the easiest routes to access MAAP by both MBTA and car. However, as we are just under a quarter of a mile outside of Harvard Square, in a residential area that is unfamiliar to most we suggest giving yourself plenty of time to travel to your appointment. If you are lost we are happy to help you with directions over the phone (our phone line is often tied up, if it is busy please be patient and call back in a few minutes).

- If you are coming to us by car please park behind the building or on the right side of the driveway. If you park on the street you will receive a ticket.

-We have a ramp and elevator to accommodate folks with mobility impairments. If you are mobility impaired please call when you are on your way so we are able to assist you with the elevator promptly when you arrive.

When you arrive please ask to speak with Cassie, Program Coordinator, who will provide you with a cart and give you a tour of our “store”. We will then go over policies and procedures at MAAP. As all of our items are donated we may not currently have everything you are looking for. Furthermore, we do place limitations on the amount of items you are able to receive each visit to ensure everyone has equal access to assistance.

Recipients in need of clothing are welcome to:

7 Shirts	3 Ties or Fashion Scarves
7 T-Shirts	1 Winter Scarf, Hat & Set of Gloves
1 Sweatshirt or Hoodie	7 Pairs of Underwear & Socks
7 Bottoms (Pants, Shorts or Skirts)	3 Bras or Undershirts
4 Dresses or Suits	2 Sets of Pajamas or Long Underwear
2 Pairs of Shoes	
1 Jacket or Coat	

Recipients in need of housewares are welcome to:

4 of each of the following: Plates, Bowls, Cups, Mugs, Forks, Spoons & Knives	
1 Pot & 1 Pan	1 Kitchen Appliance
2 Pieces of Bakeware	4 Pieces of Tupperware
4 Cooking Prep Items	Any Decorative Items you may like
1 Set of Sheets	1 Pillow
1 Blanket or Sleeping Bag	1 Set of Curtains
1 Set of Towels (1 Large Towel, 1 Hand Towel and 2 Facecloths)	
1 Small Appliance or Electronic Device (Fan, Space Heater, Alarm Clock, Iron etc)	

As long as we have them available you are welcome to one hygiene kit which contains soap, a toothbrush, toothpaste, deodorant, first aid items etc.

You are given an hour and a half to “shop” and are welcome to do so independently. Both the Program Coordinator and volunteers are happy to assist you with anything you may need. There are restrooms up the hall if you need them; you are welcome to use them to try on clothing as well. Resource Guides containing all the information necessary to access local shelters, food pantries, community meals, employment assistance and more can also be found on a rack by the Program Coordinator’s desk. Snacks and beverages can be found the rear of the room, please help yourself! If you are unable to find everything you were looking for, need assistance with or have any questions regarding our Resource Guides or accessing any outside programs, organizations or assistance or have any questions please don’t hesitate to speak with Cassie. Lastly, as a Quaker organization we do not tolerate violence or derogatory speech, if you are unable or unwilling to follow this requirement you will be asked to leave immediately. Furthermore, you must be sober when coming to MAP.