



City of Cambridge

Executive Department

YI-AN HUANG
City Manager

CMA 2025 #294
IN CITY COUNCIL
December 15, 2025

To the Honorable, the City Council:

We appreciate the opportunity to outline the social services available through the Council on Aging (COA) and its capacity to serve as a one stop shop for any older adult to call or to visit to access support. The COA offers a wide range of services and programs for residents who are 60 years of age and older. Committed to meeting the complex and changing needs of residents as they age, the COA has three full-time client services staff, each with master's level or advanced degree credentials in social work or psychology, trained to assess and then triage the unique situation of each person they serve. COA's capacity expands during the Medicare open enrollment period in October through December with dedicated time from another full-time staff person trained as a SHINE counselor to provide counseling and assistance to residents and their caregivers about Medicare. The COA Director is also a licensed social worker.

The Client Services team takes a case management approach to helping any Cambridge resident aged 60 and older with accessing the resources they need. Direct, individualized case management is provided to over 1,300 older residents each year and Information and Referral services to over 4,700 seniors and family members.

COA offers a variety of social-based services. While it does not provide direct clinical or medical services, COA staff can refer seniors to local agencies and work with them throughout the process to ensure clients are able to access what they need. Staff determine whether a client could benefit from housing resources, food access, mental health or cognitive support, financial management, or medical attention. If it is determined that a senior needs resources related to their health or safety, they coordinate with community partners, including Somerville-Cambridge Elder Services, licensed social workers in Cambridge Housing Authority's Senior Housing, Cambridge Police Department, Cambridge CARE Team, the Cambridge Public Health Department or the State's Protective Services.

The client services team coordinates closely to ensure that all older adults who need support receive prompt communication and connection to resources. Although we do not believe that we need any additional staff to support the social services for seniors, we recognize that we need to do a better job ensuring that our residents are fully aware of where to go to get connected to services. We are committed to working to deepen our communication and community engagement to elevate the COA as the front door for services for residents 60 and older.



Our client service staff can be reached during regular business hours, Monday from 8:30 to 8:00, Tuesday to Thursday 8:30 to 5:00 and Fridays, 8:30 to 12:00. All calls are assessed and promptly returned. Residents can call the main COA number at 617-349-6220 and can also reach out to the Director of Client Services, Vincent McCarthy at vmccarthy@cambridgema.gov. The COA webpage is also a resource for older residents and their families and describes the breadth of programs and services available through COA and at both senior centers. www.cambridgema.gov/CouncilOnAging

We recognize that we can do a better job of publicizing the COA as *the* place for any senior to go with any questions they may have. We will work with our communications team to ensure that we are getting the word out more broadly and consistently so that seniors and their families are aware of all that is available to them.

Very truly yours,

A handwritten signature in black ink, appearing to read "Yi-An Huang". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Yi-An Huang
City Manager