

What happens when I get "C-CAN'd"?

CCAN is the "Cambridge Coordinated Access Network." and referred to as the Cambridge CAN or C-CAN process.

When you are "C-CAN'd" it means that we assessed you through our specific process to be considered for permanent housing opportunities in Cambridge, primarily Single Room Occupancy (SROs) units. Learn more about the process and the steps it includes below:



Meet with an assessor to confirm eligibility

C-CAN assessors are located at:

- Multi-Service Center (MSC): Tuesdays and Thursdays. Walk in anytime between 1-4 pm for an assessment with C-CAN
- Your current shelter may have an onsite assessor. Ask shelter staff if they can assist.

To complete an assessment, you must be:

- staying in a shelter or outside
- leaving an institution where you stayed for up to 90 days and were previously living in a shelter or a place not meant for human habitation immediately prior.

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Complete an assessment to be put in the queue

What you should know about the assessment:

- Takes about 20 minutes to complete
- Evaluates your vulnerability level and service needs
- Questions will feel very personal
- Honesty provides the best understanding of your need
- A score determining your vulnerability is created when you complete the assessment. This score will be saved for review as housing opportunities open in Cambridge.

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Wait to receive contact if you are referred to a housing opportunity

When a housing opportunity opens up in Cambridge, the MSC is notified and provides a name based on the score received from the C-CAN assessment. Wait time varies. You can look for other forms of housing in the meantime.

The Multi-Service Center will contact you if your name is pulled for a housing opportunity. The MSC will contact you using the information you provided during the assessment.

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Good to know

Wait time varies greatly by your vulnerability as names are prioritized based on score. Some individuals wait a few weeks, others wait several months. It all depends on how your score you received. You should be aware that housing is NOT guaranteed.



Meet with a Housing Navigator to complete applications and collect documents

Once there is a housing opportunity ready, a Housing Navigator will be responsible for supporting you in the transition to housing. Your Housing Navigator will help complete these referral steps:

- Gather documents
- Fill out applications
- Contact providers

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Move in!

Move into your new room or home after you:

- Signed final documents
- Receive keys

You will be matched with a Stabilization Worker who can get you connected with resources and support you to remain housed long-term.

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