



Building Community  
for a Better Tomorrow

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Originally established in 1875 as one of the country's earliest settlement houses, East End House has been making a difference in the lives of children, families, and individuals living in the Greater Boston area ever since. From well-baby clinics at the turn of the century, to New Deal Programs during the Great Depression, to multilingual energy audits for lower-income families in the seventies, to the new community center facility completed in 1993, East End House has evolved with the needs of the community.

Today we are a not-for-profit, multi-service community center and social service agency committed to providing programs and services to strengthen family and community in East Cambridge, Cambridge and the Greater Boston area.

East End House is particularly unique in that we have been committed to improving the lives of community members for over 125 years. As a result of programs at East End House, parents are able to work to provide for their families, children are able to develop in a safe, nurturing, and educational environment, seniors no longer have to live in isolation, hungry families are fed, and the surrounding neighborhoods have a place to come together in the spirit of community.

Our primary goal is to provide services to lower-income families and individuals of all ages and abilities. East End House encourages wide participation from all who come across our door and excludes no one. Within this framework, our goals are to:

- Serve community members of all ages with programs, services, and referrals to other agencies,
- Create opportunities and experiences for individuals and families who have been traditionally denied access due to social and economic barriers,
- Use volunteers to build a sense of community and to strengthen the capacity of the agency to address the needs of its community,
- Continuously seek innovative ways to reach out and better serve the community, and
- Maintain a highly motivated and well-trained staff.

### Programs and Services

Child Care and School Age Programs ■ Adult Education ■ Senior Activities ■ Emergency Food Program  
Volunteer and Community Programs ■ Computer Technology Center ■ Teen Activities ■ Violence Prevention  
Initiatives ■ Community Outreach and Education ■ Information and Referral Services ■ Home of Grassroots  
and Volunteer Community Groups

### Child Care and School Age Programs

In an effort to support lower-income families who are struggling to make ends meet, East End House provides affordable, quality child care and school age programs, and offers financial aid and flexible payment plans. The waiting lists for East End House's Child Care and School Age Programs are dramatic indications of the need for these kinds of accessible and quality programs. The Child Care Program serves children ranging in age from 15 months to 5 years. The School Age Programs serve children ranging in age from 5 to 14 in the Afternoon Adventure Program during the school year and the Summer Fun Program, a full day program during the summer months.

## Programs at East End House





### Senior Activities

In 1997, East End House invited neighborhood senior residents to utilize the center as a meeting place, which gave rise to East End House's Sunrise Club. Today, seniors participate in potluck lunches, holiday celebrations, volunteer opportunities, field trips, and classes in art, exercise, computers, health and safety, and nutrition. The program allows seniors a chance to get out and meet with friends, learn new things, and give back to the community through volunteer activities.

### Emergency Food Program

Each month our Emergency Food Program provides dry goods, frozen foods, and fresh produce to individuals and families who struggle to feed themselves. Through the Emergency Food Program, East End House reaches thousands of households each year. Additionally, the Thanksgiving Basket Give-Away Project provides hundreds of families with Thanksgiving baskets that includes turkeys and all the fixings.

### Volunteer and Community Programs

East End House sees the Volunteer Program as a crucial way to build a sense of community, to increase the capacity of East End House programming, and to provide program participants, area residents, and area employees with a meaningful way to give back to the community. Volunteers contribute thousands of hours of volunteer service each year. Individuals, families, community members, and corporate groups volunteer at special events or on an ongoing basis. Volunteers teach classes to children, adults, and seniors on subjects ranging from cake decorating to computers to improving our facilities by planting gardens and painting classrooms. Current and former program participants come back to East End House to volunteer as a way to give back and feel connected to the agency and the community.

To meet the needs of our everchanging community, East End House continues to expand and improve our services. Community programs have included classes in English as a Second Language, Karate, dance, computers, card making, reflexology workshops, tax preparation workshops, special events, and classes to accommodate the interests of the community.

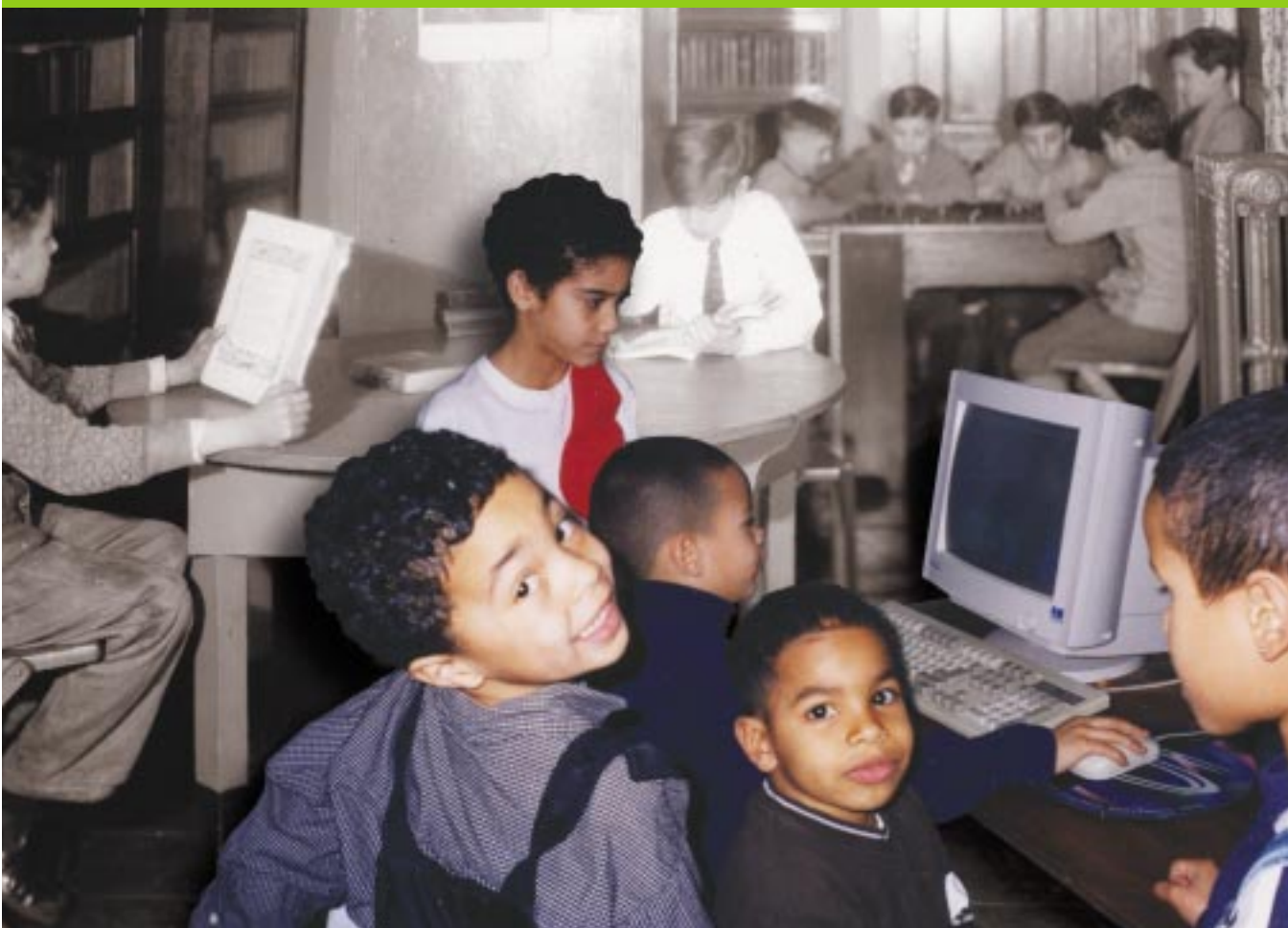
#### Computer Technology Center

Armed with donated computers and software, East End House opened its computer lab in spring 2001. East End House continues to upgrade this lab as funding and donations allow, with a goal of creating an up-to-date and state of the art computer lab for people of all ages to access. East End House invites area residents of all ages to use the computers during open lab hours and to attend classes in computer applications and job-related skills.

#### Teen Activities

East End House recognizes the need for teen programming to creatively engage young people who have "aged out" of school age programming, but are eager for structured peer interaction. The core concept of this programming is to develop teen leadership through youth-adult partnerships, with an emphasis on community involvement and service.

A Historical Past.  
A Promising Future.





## Striving for Perfection

As a community center, East End House is fully committed to providing quality services that are effective, culturally and linguistically competent, strengths-based, developmentally appropriate, individual- and family-centered, and outcome-oriented. In order to continue to make a difference in the lives of community members, East End House has established an agency-wide quality assurance system to measure our service delivery and outcomes. Each program area develops and maintains a Quality Management Plan that effectively reviews all services, corrects problems in a timely manner, and pursues opportunities to improve services. In addition to these formalized quality management procedures, each program team gathers feedback on an informal basis and regularly incorporates this feedback into future planning.

### *To be the best community center anywhere...*

East End House continues to emphasize community-focus and community-building, and we strive to be the best example of a community center anywhere. East End House looks forward to the challenge of providing programs and services that create long-lasting, life-changing experiences for our participants while continuing to evaluate and respond to the ever-changing needs of the community.



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