



Emergency Shelters and Services

(updated September 23, 2024)

For Rental Arrears: Please go to our [“need help”](#) page for a list of Prevention Resources.

For Legal Assistance:

If you are facing the threat of eviction (receive a Notice to Quit or Summary Process Complaint), **call Community Legal Aid at 1-855-252-5342 or apply directly for services here: www.communitylegal.org.**

EMERGENCY SHELTERS IN WESTERN MA

Note: Due to space and cost constraints, shelters are staying as locally based as possible, i.e., sheltering the people from their community. Referrals from outside the community should only be made following contact with shelter staff.

Springfield

Friends of the Homeless

755 Worthington St., Springfield

Capacity: approx. 150 beds

Open 24/7 Please call 413-732-3069 to check availability or to get on wait list

No drugs or alcohol use allowed on property

The Springfield Rescue Mission (also referred to as Taylor Street)

148 Taylor St

Springfield, Ma

413-732-0516

Opens at 4 pm, serves dinner and breakfast, must be out during the day

Men only

Westfield

Samaritan Inn

7 Free St., Westfield

Phone intakes only 9a-2p

(413)568-3122

Capacity: 30 beds

Behavior based- No Drugs or Alcohol

Holyoke

Center for Human Development

1515 Northampton Rd, Holyoke (former Motel 6)

Contact: 413-302-5398

Capacity: 45 beds; Open 24/7

Northampton

CSO/Friends of the Homeless

Grove Street Emergency Shelter

91 Grove Street, Northampton

Please call 413-586-6750 to check availability or to get on wait list

No drugs or alcohol use allowed on property

Amherst

Craig's Doors – A Home Association, Inc.

Executive Director: Tim McCarthy

Email: Tim@craigdoors.org

Director of Operations and Guest Service Delivery: Jei (Jenn) Staples

Email: Jenn@craigdoors.org

Community Resource Center

434 N Pleasant Street, Amherst MA 01002

(Green Trailer, Behind First Baptist Church)

Phone: (413) 256-0704 extension 8,

Hours: 8AM – 4PM, Monday-Friday

Manager: Lisa Sirabella

Services: Survival/Hygiene supplies, public shower, lunches/snacks, free Wifi, television, phone charging, mail, public phone, soft case management, clothing donation drop off/pick up, safe use/harm reduction material pick up/discard.

Craig's Place @ ILC

Immanuel Lutheran Church- year round

867 N Pleasant St. Amherst, MA 01002

Phone: (413) 256-0704 Ext 2

HOURS: 24/7 365

Manager: Orlando Soto

Email: osoto@craigdoors.org

Capacity: 24 long term beds/4 conditional (night by night) beds

Services: Low Barrier/Behavior Based interim housing. 18+. Hot healthy dinner served nightly. Free Wi-Fi, guest community activities, Comprehensive case management available. Bed assignment in the event of vacancy: 4PM 7days/week (call ahead to verify vacancy). Admission: First-Come-First-Served.

Amherst (continued)

Econo Lodge

329 Russell St Hadley MA 01035

Phone: (413) 256-0704 ext 3

HOURS: 24/7, Year-Round

Manager: Bianca Harper

Email: Bianca@craigdoors.org

Capacity: Econo Lodge capacity: 19 rooms, 2 guests per room

Services: Low Barrier/Behavior Based interim housing. 18+. Hot healthy dinner served nightly. Comprehensive case management available. Guest community activities, Free Wi-Fi. Priority given to those with complex vulnerabilities. Contact Jei Staples to make referrals.

Greenfield

CSO/Friends of the Homeless

Wells Street Shelter

60 Wells Street, Greenfield

Capacity: 30 Open 24/7

Please call 413-772-6100 to check availability or to get on a wait list

No drugs or alcohol use allowed on property

Pittsfield

Individual Emergency Shelter

22 Maplewood Avenue, Pittsfield until 7/15/23; then **new location of 55 Fenn Street, Pittsfield**

Capacity: 40 beds year-round

Open 24/7

Please call 413-320-6550 to check availability and to place name on waitlist

No drugs or alcohol use allowed on property

North Adams

Louison House

149 Church Street, North Adams

Contact: Kathy Keeser, 413-663-6323 Ext. 2

Capacity: 16 non-congregate beds

Open 24/7 at shelter; No public drug or alcohol use on property

Youth/Young Adult Resources

For assistance:

Hampden County, contact 1-413-316-4979 or [click here](#) for the flyer

Hampshire/Franklin Counties: contact DIAL/SELF Youth and Community Services at 413-774-7054 x 8 for emergencies and x4 for non-emergency services

Berkshire County: contact Berkshire County Regional Housing Authority at 413-443-7138 x229

Family Emergency Assistance Shelter

Call 866-584-0653 to access a Homeless Coordinator at the MA Department of Housing and Community Development (DHCD) who will assist with an application

Contact: *Pamela Schwartz, Director, Western MA Network to End Homelessness*

pschwartz@westernmasshousingfirst.org, 413-219-5658