Emergency Shelters/Services for Individuals During COVID-19 Crisis

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: 151
Please call 413-732-3069 to see if there are beds available
Guests screened for COVID symptoms; referred to alternate location if symptomatic

**Westfield**
Samaritan Inn
7 Free St., Westfield
Capacity: 19
Behavior based- No Drugs or Alcohol
Phone intakes only 9a-2p
(413)568-3122

**Northampton**
Grove Street Inn and Cot Shelter
91 Grove Street, Northampton
Capacity: Grove Street – 15; Cot Shelter – 10
Grove Street is available to shelter guests 24/7; Cot Shelter is available 24/7 on weekends but is used as a Resource Center during the weekdays
Point of Entry to both shelters is via Grove Street Inn. Please call 586-6001 to check availability or get on wait list; all new guests will be tested for COVID-19

**Hampshire County Resource Center**
43 Center Street, Northampton
Days and Hours of Operation:
Mon-Fri, 9 am-noon for mail pick-up and general inquiries
Tues and Thurs, 9 am – 3 pm (but appointment only from 1 pm – 3 pm for Resource Center assistance, call 413-337-9100 to schedule); other available services include: MassHealth/SNAP support, showers and laundry to unsheltered people, and access to health care through Health Services for the Homeless

**Amherst**
Craig’s Doors Resource Center
434 North Pleasant St., Amherst (behind First Baptist Church)
Open from 12-3 PM
Mondays, Tuesdays, Thursdays & Fridays, June through September
(Craig’s Doors continued):
Lunch is provided through a collaboration with Amherst Survival Center.
Other services include: Referrals, help with applications, computer and internet access, power for recharging devices, a place to receive USPS mail and some storage for personal belongings & documents.

Although the Resource Center is closed on Wednesdays, we partner with the UU Society of Amherst to serve take out breakfasts and coffee each Wednesday from 8-10 am.
The UU Meetinghouse is located 121 North Pleasant St., in Amherst.

**Amherst Community Connections**
236 N Pleasant Street, Amherst
(on the corner of N Pleasant St. and Hallock St.)
**Hours:**
M-F, 8:30 am- 5:30 pm
**Contact:**
Hwei-Ling Greeney
ACCinAmhersrt@gmail.com
413-345-0737
**During COVID-19:** Appointments only; no drop-ins

**Services include:** housing search support; applications for rental subsidy and other housing programs, referrals to related supports and resources. Particular programs include:
- Health Care for the Homeless appointments: Tuesdays, 8:30 am - 12:30 pm
- RAFT (homelessness prevention program) application support: Wednesdays, 9 am - 12 pm
- MassHealth Sign-Ups: Wednesdays, 10 am - 12 pm
- Info/Referral Program at Amherst Jones Library - Tues/Thurs, 2 pm - 5 pm

**Greenfield - Wells Street Shelter**
60 Wells Street, Greenfield
Capacity: 20, Open 24/7
Behavior Based--no alcohol or drugs allowed on property
Please call 413-772-6100

**Pittsfield**
St. Joseph’s High School
22 Maplewood Avenue, Pittsfield
Capacity 50, Open 24/7
Behavior Based--no alcohol or drugs allowed on property
Doors close at 10pm
Please call 413-320-6550 to see if there are any beds available.
How to Access Isolation and Recovery Sites  
(Managed by the MA COVID-19 Response Command Center)

Shelters, hospitals, city/town officials, EMS, and even self-referral (in rare circumstance) may call the intake number to check eligibility & get a guest placed. **People should not show up at an isolation site without going through an intake process.**

**Intake contact info:** please call 781-438-9254 between the hours of 7 a.m. and 7 p.m. The intake coordinator will determine eligibility, register an individual for the program, and have the guest placed and transported to the nearest Isolation and Recovery location that has availability.

**Individuals must have a positive COVID-19 test or must have been seen by a medical provider and directed to isolate for them to be accepted.** These sites are for individuals who have mild or moderate symptoms and do not need hospital level of care or nursing facility level of care. Medical treatment is not provided on site. These locations cannot support individuals who need assistance with Activities of Daily Living or who need the level of care provided at a Skilled Nursing Facility.

**For those in need of testing:**
Berkshire County providers/residents call: 413-262-5465
Other Western MA county residents should be connected to their local provider for evaluation and access to locally available testing.

The current active regional Isolation & Recovery Sites are: Pittsfield, Northampton, Taunton, Lexington, and Everett. Additional locally run sites are up & running at BCEC & Newton Pavilion in Boston, as well as a site in Chelsea/Revere.

**Contact:** Pamela Schwartz, Director, Western MA Network to End Homelessness  
pschwartz@westernmasshousingfirst.org, 413-219-5658