

Emergency Shelters and Services

updated January 15, 2025

EMERGENCY SHELTERS and WARMING CENTERS IN WESTERN MA

Springfield Catholic Charities/City of Springfield

Warming Partners: Seasonal Emergency Overflow Shelter

741 State Street, Springfield (enter through Fellowship Hall) on nights when City of Springfield declares a weather emergency (temp below 20 or winter storm). Doors open 6 pm
Capacity: approx. 25 adults

CSO/Friends of the Homeless*

755 Worthington St., Springfield

Capacity: 182 beds, Open 24/7

Please call 413-723-3069 to check availability

Low Barrier/Harm Reduction models and integrated services

*limited emergency winter weather hotel funds and transportation are also available

CSO Day Center Hours:

755 Worthington St., Springfield, open 7 days

The Springfield Rescue Mission - Taylor Street Shelter

148 Taylor St, Springfield, Ma

413-732-0516

Sober only; must apply and be accepted for a time-limited bed (30 days). Opens at 4 pm, serves dinner and breakfast, must be out during the day. Men only

Holyoke

Providence Ministries/City of Holyoke Pop-Up Shelter

51 Hamilton St., Holyoke, on nights when City of Holyoke declares a weather emergency (10 degrees). Guests enter through Kate's Kitchen starting at 5pm to register.

Capacity: 25 beds

Includes meal, shower, clothing change, referrals to services and other supports

City of Holyoke notifies via phone list when shelter is open – to get on the list, email Alicia Zoeller at ZoellerA@holyoke.org.

Center for Human Development (CHD) Individual Shelter

1515 Northampton Rd, Holyoke (former Motel 6)

Contact: 413-302-5398

Capacity: 45 beds; Open 24/7

CHD Warming Center

696 Dwight Street, Holyoke

Monday-Friday, 8 am – 4 pm

Drop-in to warm-up, eat, charge phones, receive hygienic and emergency supplies and connect with case management

CHD Emergency Weather Hotel Stays: Limited hotel rooms for unsheltered individuals during severe weather. Contact the CHD triage line: 413-867-0398

Amherst

Immanuel Lutheran Church (ILC) Congregate Program

867 N Pleasant St., Amherst MA 01002, 413-256-0704, ext. 2

Low-barrier emergency shelter in a congregate setting.

Hours: Year-round, 24-7

Capacity: 28 people

Placement: People should call the site to inquire about availability starting at 8:30A. If a bed is available, individuals can reserve the bed over the phone. They must arrive by 5PM

Overnight Warming Center at the Immanuel Lutheran Church

Overflow seats in lobby during emergency weather conditions only.

Hours: 8PM-8AM, December 1, 2024 - April 1, 2025.

Capacity: 6 (extremely limited)

EconoLodge (ECL) Non-Congregate Program

329 Russell St., Hadley MA 01035, 413-256-0704, ext. 3

Low-barrier emergency shelter in a non-congregate setting (2 people per room)

Hours: Year-round, 24-7

Capacity: 38

Placement: Bed placement is usually made by in-house referral (guests are first screened through ILC placement for safety). In rare case, direct placement may be made based on vulnerability.

Winter Expansion at the EconoLodge: 20 beds

Placement by referrals from partner agencies and in-house referrals.

Emergency Hotel Stay Program

Craig's Doors offers limited hotel rooms to unsheltered individuals on nights when inclement weather has been determined. Capacity is limited by funding and hotel room availability. Referrals are made by our established partner organizations and by Craig's Doors staff through our Resource Center.

Craig's Doors Community Resource Center

434 N Pleasant Street, Amherst MA 01002

(Green Trailer, Behind First Baptist Church)

Phone: (413) 256-0704 extension 8,

Hours: 8 :30AM – 4:30PM, Monday-Friday

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.*

Northampton

CSO/Friends of the Homeless*

Emergency Shelter

29 Industrial Drive East, (Door #2) Northampton

Capacity: 45 beds, open 24/7

Please call 413-586-6750 for availability and/or referrals

Low Barrier/Harm Reduction models and integrated services

*limited emergency winter weather hotel funds and transportation are also available

Day Center:

29 Industrial Drive East, open 7 days

Greenfield

CSO/Friends of the Homeless*

Arch Place Emergency Shelter

1 Arch Street, 2nd floor (Door #2), Greenfield

Capacity: 45, Open 24/7

Please call 413-772-6100 for availability and/or referrals

Low Barrier/Harm Reduction models and integrated services

Day Center:

1 Arch Street, 2nd Floor, open 5 days

*limited emergency winter weather hotel funds and transportation are also available

Franklin County and North Quabbin Region

Please go [here](#) for a comprehensive list of resources for the Franklin County/North Quabbin region winter response for unhoused individuals, including:

- Warming Center – City of Greenfield/Salvation Army, 72 Chapman Street, 7 pm – 7 am; open at 15 degrees, or as otherwise decided by the Fire Chief and the Mayor.
- 20 day-time warming centers across the region

Contact: Debra McLaughlin and Kristen Cuddy-Pease, Opioid Task Force of Franklin County and the North Quabbin Region, debmc@opioidtaskforce.org and kristen@opioidtaskforce.org

Pittsfield

Individual Emergency Shelter—The Pearl

21 Pearl Street, Pittsfield, MA 01201

Capacity: 40 beds year-round (16 women and 24 men)

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

Warming Center—operating from December 1 to April 30

21 Pearl Street, Pittsfield, MA 01201

Open from 10pm to 8am nightly

No beds/cots

North Adams

Louison House

149 Church Street, North Adams

Call: 413-663-6323 Ext. 3

Capacity: 16 non-congregate beds with the addition of 12 emergency winter cots available through May, 2025. Nightly 4 pm – 8 am.

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

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.