



2025 - 2026 Emergency Shelters and Services

EMERGENCY SHELTERS and WARMING CENTERS IN WESTERN MA

Hampden County

SPRINGFIELD

Urban Impact Initiative Massachusetts/City of Springfield, MA

Mason Square Overnight Warming Center

Wesley United Methodist Church

741 State Street, Springfield (enter through Fellowship Hall)

Doors open at 5PM. Guests seeking overnight shelter may start to line up between 3 pm and 5 pm. When staff arrive at 4 pm they will distribute numbers to those already in line and as additional guests arrive.

Capacity: 50 adults

For more information, call or text 413-370-0709, or email shelter@urbanimpactservices.com.

CSO/Friends of the Homeless*

755 Worthington St., Springfield, MA

Capacity: 182 beds, *(with some capacity for emergency winter overflow)* 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, and must be out during the day. Men only.

HOLYOKE

Center for Human Development (CHD) Individual Shelter

1515 Northampton Rd, Holyoke, MA(former Motel 6)

Contact: 413-302-5398

Capacity: 45 beds; Open 24/7

Hampshire County

AMHERST

Craig's Doors Immanuel Lutheran Church (ILC) Congregate Shelter

Low-barrier emergency shelter in a congregate setting

867 N Pleasant St., Amherst MA 01002

(413) 256-0704 ext. 2

Hours: Year round, 24/7

Capacity: 28 individuals, 7 additional beds for the winter season

Access: Individuals can call as early as 8:30am daily to check for available beds. Placement will be made at whichever site has available beds. When beds are filled, a waitlist will form, and placements from the waitlist will be determined based on vulnerability.

Craig's Door's EconoLodge (ECL) Non-Congregate Shelter

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

329 Russell St., Hadley MA 01035

(413) 256-0704 ext. 2

Hours: Year-round, 24/7

Capacity: 38 individuals

Access: Individuals can call as early as 8:30am daily to check for available beds. Placement will be made at whichever site has available beds. When beds are filled, a waitlist will form, and placements from the waitlist will be determined based on vulnerability.

Craig's Doors Community Resource Center

Daytime community space offering resources and services for unsheltered individuals

434 N Pleasant Street, Amherst MA 01002 (Green Trailer, Behind First Baptist Church)

(413) 256-0704 ext. 8

Hours: Monday-Friday 8:30a – 4:30p, closed 12p-1p daily, closed on major holidays

Services: Shower (call for sign-up), hygiene supplies, snacks, Wi-Fi, mail, public phone, outreach case management, donation drop off/distribution, harm reduction supply pick up/discard, survival gear for unsheltered community members.

NORTHAMPTON

CSO/Friends of the Homeless*

Emergency Shelter; Low Barrier/Harm Reduction models and integrated services

29 Industrial Drive East, (Door #2) Northampton, MA

Capacity: 36 beds, (with additional winter overflow of 30-40 beds) open 24/7

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

Northampton Continued:

CSO 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, MA

Capacity: 42, Open 24/7

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

Low Barrier/Harm Reduction models and integrated services

FRANKLIN COUNTY AND NORTH QUABBIN REGION

[Please go here for a comprehensive list of resources](#) for the Franklin County/North Quabbin region 2025-2026 winter response for unhoused individuals, including:

- **Overnight Warming Center** – City of Greenfield/Salvation Army, 72 Chapman Street, Greenfield, MA, 7 pm – 7 am; open at 15 degrees, or as otherwise decided by the Fire Chief and the Mayor.
- **Overnight Warming Center** - Town of Athol/North Quabbin Recovery Center, 416 Main Street (corner of Main Street and Exchange Street), Athol, MA, 10 pm - 6 am, activated when temperatures reach 20 degrees, between 10 PM and 6 AM or at the direction of the Athol Fire Chief and Athol town officials.
- **20 daytime warming centers** across the region but this fluctuates based on weather conditions. Please consult this [monthly-updated guide](#) for information.
- No overnight warming center services will be provided after April 30, 2026.

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

Berkshire County

PITTSFIELD

Individual Emergency Shelter—The Pearl

Congregate Shelter, Low Barrier, Adults 18+

21 Pearl Street, Pittsfield, MA 01201 Open 24/7

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

Access: Please call 413-320-6550 to check availability and to place your name on the waitlist.

No drugs or alcohol use allowed on the property

Pittsfield Continued:

Warming Center—operating from November 17, 2025 to April 17, 2026

No beds/cots, Low barrier, Adults 18+

55 Fenn Street, Pittsfield, MA 01201

Hours: 10 pm to 8 am

Access: Please use the front door at First United Methodist Church

No drugs or alcohol use allowed on property

NORTH ADAMS

Louison House

149 Church Street, North Adams, MA

Call: 413-663-6323 Ext. 3

Capacity: 15 non-congregate beds with the addition of 30 emergency winter cots available through April 30, 2026. 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

To apply online: https://applyhousinghelp.mass.gov/s/?language=en_US&LanguageCode=en_US

To apply by phone: 1-866-584-0653 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.