

Community Resource Guide for Western Massachusetts

The following is a list of resources available to community members in Western MA, with a concentration on resources available in Westfield, Southwick, Agawam, and West Springfield. This list is not exhaustive, and the resources listed have not been independently verified. The list is intended for distribution for informational purposes only.

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Food Pantries

“Food pantries,” are local, independent organizations that receive and distribute free food. “Mobile food banks,” are programs that deliver free groceries to communities. “Brown bag programs,” provide free food to eligible seniors and require registration. Some resources may have eligibility requirements. For more information and more resources, visit foodbankwma.org

Westfield

St. Vincent de Paul Society Westfield Food Pantry

(413) 568 – 5619 | 86 Mechanic St, Westfield, MA 01085 | <https://stmarysofwestfield.com/events/st-vincent-de-paul-food-pantry>

Hours: Wednesday from 3:00PM – 4:00PM.

The St. Vincent de Paul Food Pantry distributes free shelf-stable groceries to individuals in need. is open to Westfield residents only. A Photo ID is required.

Washington House Brown Bag

(413) 586 – 2000 | 16 Washington St, Westfield, MA 01085 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 2nd Tuesday from 11:00AM – 12:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Greater Westfield Food Pantry

(413) 572 – 0802 | 101 Meadow St, Westfield, MA 01085 | <https://www.westfieldfoodpantry.org/>

Hours: Monday 10:00AM – 12:00PM | Thursday 10:00AM – 12:00PM | Friday 5:00PM – 6:00PM

Also open on the 1st Saturday of each month from 10:00AM – 12:00PM.

The Greater Westfield Food Pantry distributes free shelf-stable groceries to individuals in need, and gives preference to Westfield residents. The pantry requires a statistical family questionnaire required. ID is not required.

Westfield Mobile Food Bank

(413) 419 – 0079 | 60 Broad St, Westfield, MA 01085 | <https://www.foodbankwma.org/get-help/mobile-food-bank/>

Hours: Open on the 1st and 3rd Monday of each month from 10:00AM – 11:00AM.

Visitors are encouraged to bring an empty shopping bag to fill with free shelf-stable food. There are **no eligibility requirements** for mobile food banks.

Senior Center Brown Bag

(413) 562 – 6435 | 45 Noble St, Westfield, MA 01085 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 2nd Tuesday from 1:45PM – 2:15PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Episcopal Church of the Atonement Community Food Pantry

(413) 562 – 5461 | 36 Court St, Westfield, MA 01085 | <https://atonementwestfield.org/worship-ministries/community-world-ministries>

Hours: 24/7

The Episcopal Church of Atonement food pantry is located in an outdoor cabinet that is accessible 24/7. The cabinet contains free shelf-stable food for those in need. The church office is open Tuesday, Wednesday, Thursday from 9:00AM – 2:00PM.

Project New Hope Westfield Office

(413) 485 – 7988 | 1029 N Rd, Westfield, MA 01085 | <https://www.projectnewhopema.org/>

Hours: Monday, Tuesday, Thursday 8:30AM – 1:30PM

Project New Hope Inc. empowers Veterans, Service Members, and their families through transformative retreats, essential resources, and holistic support services. The organization hosts projects that help connect Veterans and families in need with food and baby supplies, as well as SNAP application assistance.

West Springfield

Victory Temple Food Pantry

(413) 827 – 8088 | 521 Union St, West Springfield, MA 01089

Hours: Wednesday 11:00AM – 1:00PM | Saturday 10:00AM – 1:00PM

The Victory Temple Food Pantry distributes free shelf-stable groceries to individuals in need, and is also open by appointment on Friday from 6:00PM – 8:00PM. Visitors are limited to 2 visits per month.

Parish Cupboard Pantry

(413) 734 – 7969 | 738 Main St, West Springfield, MA 01089 | <https://theparishcupboard.org/>

Hours: Monday – Friday 9:00AM – 11:00AM

The pantry distributes free shelf-stable groceries to individuals in need. Visitors are limited to 1 visit per month. Meals are also served through a pickup window on site from 11:15AM – 12:15PM. The pantry is open to West Springfield and Agawam residents only.

Senior Center Brown Bag

(413) 495 – 1802 | 128 Park St, West Springfield, MA 01089 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 3rd Friday from 1:00PM – 2:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Mercy Life Brown Bag

(413) 827 – 4230 | 2112 Riverdale St, West Springfield, MA 01089 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 1st Friday from 12:00PM – 1:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Agawam

Bethany Assembly of God Church Best Life Food Ministry

(413) 789 – 2930 | 580 Main St, Agawam, MA 01001 | <https://bethany-ag.org/best-life-food-ministry/>

Hours: Monday 12:30PM – 2:00PM | Friday 12:30PM – 2:00PM

The Bethany Assembly of God Food Pantry is open to everyone, including individuals not from Agawam, providing free shelf-stable groceries to individuals in need.

Senior Center Brown Bag

(413) 821 – 0604 | 954 Main St, Agawam, MA 01001 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 3rd Thursday from 1:00PM – 3:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

One Call Away Resource Center

(413) 478 – 7748 | 104 South Ramah Cir., Agawam, MA 01001 | <https://www.onecallawayfoundation.org/>

Hours: Monday 9:00AM – 3:00PM | Tuesday 12:00PM – 6:00PM | Wednesday 9:00AM – 3:00 PM
| Thursday 12:00PM – 6:00 PM | Friday 9:00AM – 3:00PM

The foundation strives to help grow the general public's awareness of PTSD, to further the aid in the prevention of veteran suicide and to provide direct financial support when needed. Provides resources and food for Veterans facing food insecurity. Also open every 3rd Saturday of the Month 10:00AM – 4:00PM.

Southwick

Senior Center Brown Bag

(413) 569 – 5498 | 454 College Hwy, Southwick, MA 01077 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 2nd Tuesday from 11:30AM – 12:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Our Community Food Pantry

(413) 569 – 9876 | 222 College Hwy, Southwick, MA 01077 | <https://www.ourcommunityfoodpantry.org/>

Hours: Monday 2:00PM – 4:00PM | Tuesday 10:00AM – 12:00PM | Wednesday 10:00AM – 12:00PM |
Thursday 4:00PM – 6:00PM

The pantry distributes free shelf-stable groceries to individuals in need.

Hotlines

Project Bread's Food Source Hotline

(800) 645 – 8333 | <https://projectbread.org/foodsource-hotline>

Hours: Monday – Friday 8:00AM – 7:00PM | Saturday 10:00AM – 2:00PM

The hotline can help callers learn if they are eligible for SNAP and help them apply, find free meals for kids through Summer Eats or School Meals, and find hot meal programs and food pantries.

Farmer's Markets

Qualifying farmer's markets and farm stands are eligible to participate in the Massachusetts Healthy Incentives Program (also known as HIP). This program allows SNAP recipients to use their EBT cards to purchase produce at farmer's markets and receive SNAP benefit reimbursement up to a certain dollar amount. For single individuals, they may receive up to \$40 back. For more information, please visit <https://www.mass.gov/info-details/massachusetts-healthy-incentives-program-hip-frequently-asked-questions>

Westfield

Westfield Farmer's Market

(413) 562 – 5461 | 36 Court St, Westfield, MA 01085 | <https://atonementwestfield.org/worship-ministries/community-world-ministries>

Hours: May – October | Thursday 12:00PM – 5:00PM

The Westfield Farmer's Market operates a market of vendors selling a variety of items including SNAP/HIP eligible locally grown fruit and vegetables.

Kosinski Farms Stand

(413) 572 – 4344 | 420 Russellville Rd, Westfield, MA 01085 | <https://kosinskifarms.net/>

Hours: April – October | Tuesday – Saturday 8:00AM – 6:00 PM | Sunday 8:00AM – 5:00PM

Kosinski Farms operates a SNAP/HIP eligible roadside farm stand offering locally grown vegetables and fruit as well as flowers, baked goods, jams and jellies, and more.

Yellow Stonehouse Farm CSA

(413) 562 – 2164 | 354 Root Rd, Westfield, MA 01085 | <https://yellowstonehousefarmcsa.com/>

Hours: June – October | Wednesday – Friday 10:00AM – 6:00PM | Saturday 10:00AM – 2:00PM

Yellow Stonehouse Farm offers a CSA Membership to recipients of SNAP/HIP benefits. These plan allows CSA members to pay, at least in part, for their CSA membership with a monthly payment that is deducted automatically from their EBT account at the beginning of each month. This allows the CSA member to avoid payments when they come to the farm to pick-up their share – keeping the method of payment private and your pick-up efficient. Members EBT account will be reimbursed up to \$20.

West Springfield

West Springfield Farmers Market

(413) 342 – 0064 | 615 Main St, West Springfield, MA 01089 | <https://www.allfarmers.world/markets>

Hours: July – September | Thursday 3:00PM – 6:00PM

The West Springfield Farmers Markets operates a market of vendors selling a variety of items including SNAP/HIP eligible locally grown fruit, vegetables, seeds, and seedlings.

Agawam

Granny's Place Farm

(413) 786 – 9366 | 844 Main St, Agawam, MA 01001 | <https://grannysplacefarm.com/>

Hours: Open Year-Round | Open Daily 9:00AM – 6:00PM

Granny's Place Farm operates a SNAP/HIP eligible stand selling a variety of items including fresh, locally grown fruit and vegetables.

E. Cecchi Farms

(413) 786 – 2489 | 1131 Springfield St, Feeding Hills, MA 01030 | <https://ececchifarms.com/>

Hours: May – October | Open Daily 9:00AM – 5:00PM

E. Cecchi Farm operates a SNAP/HIP eligible stand selling a variety of items including fresh, locally grown fruit and vegetables.

Southwick

Ray's Family Farm

(413) 569 – 1876 | 723 College Hwy, Southwick, MA 01077

Hours: May – November | Open Daily 9:00AM – 7:00PM

Ray's Family Farm operates a SNAP/HIP eligible stand selling a variety of items including fresh, locally grown fruit and vegetables.

Shelters

Shelters are temporary emergency housing options for people that are experiencing homelessness. Each shelter has different eligibility and stay requirements. Please reach out to each individual shelter for more information.

Westfield

Samaritan Inn

(413) 568 - 3122 | 7 Free St, Westfield, MA 01085

Hours: 24/7

The Samaritan Inn is a free emergency shelter for those in need. The Inn requires all individuals to call ahead and complete a phone intake at 8am Monday – Friday prior to their stay and no alcohol or substances are allowed on the property.

Springfield

Friends of the Homeless Shelter

(413) 732 – 3069 | 755 Worthington St, Springfield, MA 01105 | <https://www.csoinc.org/housing-homeless-services>

Hours: 24/7

The Friends of the Homeless emergency shelter provides overnight shelter for adult men and women (18+). The shelter provides three nutritious meals a day as well as access to shower and laundry facilities. They also operate a resource center during the where guests can visit to gain information and assistance in obtaining work, housing, or healthcare.

YWCA Western Massachusetts Shelter

(413) 732 – 3121 | 1 Clough Street, Springfield, MA 01118 | <https://www.ywworks.org/>

Hours: Monday – Friday 9:00AM – 5:00PM

The YWCA provides shelter for individuals seeking support leaving domestic violence situations. Their services include a 24-hour hotline with trained responders, emergency shelter for women and children, SAFEPLAN program to help obtain restraining orders, access to medical services, employment, and educational opportunities, assistance with access to legal counseling, assistance with access to daycare, safe, secure environments for supervised visitation, and support in accessing transitional housing.

Hotlines

DTA Assistance Line

(877) 382 – 2363

Hours: Monday – Friday 8:15AM – 4:45PM

The DTA Assistance Line provides phone support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Online

413Cares Warming & Cooling Centers Database

<https://www.413cares.org/warming-cooling-centers>

A compiled database of known warming and cooling centers in Western MA. These are places where unhoused individuals can seek comfort during periods of extreme heat or cold.

Emergency Assistance Family Shelter

<https://www.mass.gov/info-details/what-is-emergency-assistance-ea-family-shelter>

Emergency housing assistance for families that have lost stable housing due to unforeseen circumstances.

Respite

Respite are temporary housing options for people that are experiencing mental health struggles. Each respite has different eligibility and stay requirements. Please reach out to each individual respite for more information.

Westfield

BHN Respite

(413) 572 – 4141 | 77 Mill St, Westfield, MA 01085 | <https://www.bhninc.org/stabilization>

Hours: 24/7

The Westfield BHN Respite is an 8-bed adult facility operating 24 hours, 7 days a week. The program enables an individual to live in the community as independently as possible with an Individual Action Plan, tailored to meet one's needs. **Referrals to Respite must be made by DMH.**

Northampton

Afiya Peer Respite

(413) 570 – 2990 | Northampton, MA 01060 | <https://wildfloweralliance.org/afiya/>

Hours: 24/7

Afiya is a FREE (no insurance required) peer-run respite. It operates in a residential house with 3 private bedrooms. Anyone 18 or older with an address in Western or Central MA is welcome to stay for up to 7 nights. Guests may come and go as they please with no curfew, meetings, or restrictions. 24/7 peer support is available.

Holyoke

Anemoni LGBTQ+ Peer Respite

Holyoke, MA | <https://wildfloweralliance.org/anemoni/>

Hours: 24/7

Anemoni is a FREE (no insurance required) Queer peer-run respite. It operates in a residential house with 5 private bedrooms. Anyone 18 or older in Massachusetts who identifies as part of the LGBTQ+ community is welcome to stay for up to 14 nights. Guests may come and go as they please with no curfew, meetings, or restrictions. 24/7 peer support is available.

BHN Respite

(413) 532 – 8016 | 40 Bobala Road, Holyoke, Massachusetts 01040 | <https://www.bhninc.org/stabilization>

Hours: 24/7

The Holyoke BHN Respite is a 12-bed adult facility operating 24 hours, 7 days a week. The program enables an individual to live in the community as independently as possible with an Individual Action Plan, tailored to meet one's needs. **Referrals to Respite must be made by DMH.**

Housing Assistance

*Housing Assistance programs are designed to help individuals find and maintain long-term, low income/elderly housing. These are **not** emergency housing solutions.*

Springfield

Way Finders

(413) 233 – 1500 | 1780 Main Street, Springfield, MA 01103 | <https://www.wayfinders.org/>

Hours: Open Monday – Friday 8:30AM – 4:00PM

Way Finders offers critical services such as emergency financial housing assistance, support for renters, and help for those facing foreclosure. They also seek to empower individuals to reach their goals for employment, economic mobility, and homeownership.

MassAbility Springfield

(413) 736 – 7296 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/orgs/massability>

Hours: Monday – Friday 8:00AM – 5:00PM

MassAbility services are designed to assist individuals with engaging in their community and building a life they want on their own terms. Offerings include supported living and home care, independent living centers, home modification loans, accessible housing registry, assistive technology devices, brain injury programs, and transitional services for those turning 22. They also offer career services, disability benefits and rights counseling, and more.

Online

Housing Vouchers

<https://www.mass.gov/rental-assistance-housing-vouchers>

Housing vouchers can help families and individuals rent apartments in the private market by paying a portion of the rent. Voucher programs include Section 8, MRVP, and AHVP, and some other targeted programs.

RAFT Program

<https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs>

The RAFT program provides short-term emergency funding to help individuals with eviction, foreclosure, loss of utilities, and other housing emergencies.

VA Housing Assistance

<https://www.va.gov/housing-assistance/>

VA housing assistance can help Veterans, service members, and their surviving spouses to buy a home through specific VA loans or refinance a loan. They also offer benefits and services to help you build, improve, or keep your current home.

Healthcare

The following are hospitals, urgent care clinics, and other resources that will help individuals access healthcare, prescriptions, insurance benefits counseling, and more.

Westfield

Baystate Convenient Care

(413) 831 – 7894 | 57 Union St, Westfield, MA 01085 |

<https://www.baystatehealth.org/locations/convenient-care-westfield>

Hours: Monday – Friday 9:00AM – 7:00PM | Saturday & Sunday 8:00AM – 4:00PM

Baystate Convenient Care provides walk in appointments for common illnesses and injuries that do not require a visit to the emergency room.

Priority Urgent Care

(413) 516 – 2355 | 311 E Main St, Westfield, MA 01085 | <https://www.priorityuc.com/locations-westfield-MA>

Hours: Monday – Friday 8:00AM – 7:45PM | Saturday & Sunday 9:00AM – 4:45PM

Priority Urgent Care provides walk in appointments for common illnesses and injuries that do not require a visit to the emergency room.

Baystate Noble Hospital

(413) 571 – 0891 | 96 Court St, Westfield, MA 01085 | <https://www.baystatehealth.org/locations/noble-hospital/emergency-medicine>

Hours: 24/7

Baystate Noble Hospital offers emergency care as well as lab work, radiology, surgery suite, government assistance program counseling, case management, and more.

Tapestry Health

(413) 241 – 5379 | 17 E Silver St, Westfield, MA 01085 | <https://www.tapestryhealth.org/>

Hours: Open Monday – Friday 8:00AM – 4:00PM

Tapestry health offers needle exchange, free supplies (such as condoms, alcohol wipes, sharps containers, etc), STI testing, birth control, pregnancy testing, breast cancer screening, pelvic exams, HPV vaccines, medication abortion, and more. Also offers telehealth virtual appointments.

West Springfield

AFC Urgent Care West Springfield

(413) 781 – 0100 | 18 Union St, West Springfield, MA 01089 | <https://www.afcurgentcare.com/west-springfield/>

Hours: Monday – Friday 8:00AM – 8:00PM | Saturday & Sunday 8:00AM – 5:00PM

AFC Urgent Care West Springfield provides walk-in appointments for common illnesses and injuries that do not require a visit to the emergency room.

Health MD Urgent Care

(413) 324 – 4266 | 1238 Riverdale St, West Springfield, MA 01089 | <https://healthmdurgentcare.com/>

Hours: Monday – Sunday 8:00AM – 8:00PM

Health MD Urgent Care provides walk-in appointments for common illnesses and injuries that do not require a visit to the emergency room.

Agawam

Convenient MD Urgent Care

(413) 264 – 5492 | 27 Suffield St, Agawam, MA 01001 | <https://convenientmd.com/locations/agawam-ma-urgent-care/>

Hours: Monday – Sunday 8:00AM – 8:00PM

Convenient MD Urgent Care provides walk-in appointments for common illnesses and injuries that do not require a visit to the emergency room.

Florence

Transhealth

(413) 341 – 9400 | 10 Main St, Florence, MA 01062 | <https://transhealth.org/>

Transhealth is an independent and comprehensive healthcare center that supports and empowers trans and gender-diverse individuals and families. They provide clinical care including gender-affirming primary care, pediatric care, mental healthcare, gender-affirming hormone therapy, and STI testing. In addition, they also provide community outreach, drop in community space, community closet, support groups and events, transportation, insurance enrollment counseling, harm reduction supplies, education for patients and families, and advocacy on behalf of trans healthcare in laws and policies.

Hotlines

MassHealth Customer Service Center

(800) 841 – 2900

Hours: Monday – Friday 8:00AM – 5:00PM

MassHealth Customer Service Center provides assistance in completing a Masshealth (Medicaid) application.

MA Health Connector Customer Service

(877) 623 – 6765

Hours: Monday – Friday 8:00AM – 6:00PM

MA Health Connector Customer Service provides assistance in completing a Health Connector application.

Online

GoodRx

<https://www.goodrx.com/>

GoodRx is a prescription savings program that can be used in place of health insurance to lower the cost of prescriptions. It can be used at most major pharmacies and includes a database of what price to expect for prescriptions on their website.

CostPlusDrugs

<https://www.costplusdrugs.com/>

CostPlusDrugs is a generic drug manufacturer aiming to, “cut out the middle man,” and save consumers up to 80% on the price of their prescriptions compared to commercial pharmacies. They offer their own

generic alternative to many costly medications and require a prescription from a licensed provider. They accept many major insurance providers, and have a database on their website to search through the medications they offer.

MassHealth (Medicaid)

<https://www.mass.gov/information-for-masshealth-applicants>

MassHealth is Massachusetts' version of Medicaid health and dental insurance that is available to those who meet the income and/or disability status requirements. Information about how to apply, access assistance with an application, and eligibility information can be found on the website.

MA Health Connector

<https://www.mahealthconnector.org/>

The MA Health Connector is a state-based health insurance marketplace providing coverage to individuals and small businesses. Allows applicants to see what plans are available based on their eligibility and enroll in a plan that suits their needs.

Fuel Assistance

Fuel Assistance programs help individuals cover their energy costs including paying gas and electric bills.

Holyoke

Valley Opportunity Council

(413) 552 – 1548 | 300 High St, #1, Holyoke, MA 01040 | <https://www.valleyopp.com/>

Hours: Open Monday – Friday 8:00AM – 4:00PM

Valley Opportunity Council’s Holyoke location serves Westfield, West Springfield, Southwick, Agawam, and more. VOC helps individuals apply for HEAP – Home Energy Assistance Program.

Massachusetts

Massachusetts Good Neighbor Energy Fund

(800) 262-1320 | <http://www.magoodneighbor.org/index.html>

The Good Neighbor Energy Fund is a cooperative effort between Massachusetts energy companies and The Salvation Army of Massachusetts that provides energy assistance to those in temporary crisis who do not qualify for LIHEAP. To qualify for assistance, an applicant's gross household income must fall between 60 and 80 percent of the state's median income levels. Those who qualify may receive up to \$400 per household per heating season.

Online

HEAP

<https://www.toapply.org/MassHEAP>

The Massachusetts Home Energy Assistance Program (HEAP) helps eligible renters and homeowners pay a portion of their winter heating bills. HEAP supports households across Massachusetts, regardless of the type of heating source or whether heating costs are included in rent. This is a grant and does not have to be repaid. Household income must be below 60% of state median income.

Employment Assistance

Employment Assistance programs help individuals find, secure, and keep jobs. They may also provide career counseling, support in accessing education needed to follow a career path, and more.

Westfield

Forum House

(413) 562 – 5293 | 55 Broad St, Westfield, MA 01085 | <https://forumclubhouse.org/>

Hours: Monday – Wednesday 8:00AM – 4:30PM | Thursday 8:00AM – 6:00PM | Friday 8:00AM – 4:30 PM | Saturday 10:00AM – 12:00PM

The Forum House is a community organization providing support and resources for individuals living with mental illness looking to actively participate in the community and its programs. They provide employment and education assistance, monthly computer classes, technical support, transitional employment sites, social opportunities through outings and in house activities, volunteer opportunities in the community, and more.

Springfield

MassAbility Springfield

(413) 736 – 7296 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/orgs/massability>

Hours: Monday – Friday 8:00AM – 5:00PM

MassAbility provides services designed to assist individuals with disabilities in making informed choices about work. Offerings include job counseling, skills training, aptitude testing, job placement assistance, college and vocational training, financial wellness education, and accessibility services. They also offer housing assistance, disability benefits and rights counseling, and more.

Massachusetts

Massachusetts Veteran Education, Employment, and Training

<https://www.mass.gov/orgs/veteran-education-employment-training>

Massachusetts provides certain benefits to eligible Veterans including job programs, outreach programs, employment and training services, apprenticeships, transition support, information about the GI Bill and covering education costs, tax credits for businesses, and more.

VA Careers and Employment

<https://www.va.gov/careers-employment/>

VA Careers and Employment provides assistance to Veterans looking to apply for vocational rehabilitation services, get support for their Veteran-owned small business, explore support-and-services program tracks for Veterans with service-connected disabilities, access career counseling and resume support, and access other career resources.

Government Assistance Programs

Assistance programs help individuals in need receive support from the government to access food, housing, supplemental income, and more. Each program has its own eligibility requirements.

Westfield

Westfield WIC

(413) 568 - 1007 | 94 N. Elm St, Suite 207, Westfield, MA 01085 | <https://www.valleyopp.com/food-nutrition/wic>

Hours: Monday 10:00AM – 6:00PM | Tuesday 8:30AM – 4:30PM | Thursday 8:30AM – 4:30 PM | Friday 8:00AM – 4:00PM

Westfield WIC provides support applying for WIC, a food assistance program for pregnant women, infants, and children under the age of 5.

West Springfield

Tapestry WIC Office

(413) 734-1381 | 425 Union St Level D, West Springfield, MA 01089 | <https://www.tapestryhealth.org/wic-food-access-family-nutrition/>

Hours: Monday & Tuesday 8:30AM – 5:00PM

Tapestry WIC programs provide personalized nutrition education, access to healthy foods, 24/7 breastfeeding support and serve as a connection point for other services that benefit the whole family's right to be healthy. The West Springfield office is also open on the 3rd Friday of the month from 8:30AM – 4:30PM.

Holyoke

DTA Holyoke Transitional Assistance Office

(413) 552 – 5400 | 72-100 Front Street, Holyoke, MA 01040 | <https://www.mass.gov/locations/dta-holyoke-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Holyoke Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Springfield

DTA Springfield Transitional Assistance Office

(413) 858 – 1000 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/locations/dta-springfield-center-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Springfield Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

MassAbility Springfield

(413) 736 – 7296 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/orgs/massability>

Hours: Monday – Friday 8:00AM – 5:00PM

MassAbility Springfield provides services designed to assist disabled individuals access a variety of services. Offerings include benefits counseling, assistance applying for SSI and SSDI, support in resolving service disputes, and information about citizens' rights. They also offer career services, housing assistance, and more.

Hotlines

DTA Assistance Line

(877) 382 – 2363

Hours: Monday – Friday 8:15AM – 4:45PM

The DTA Assistance Line provides phone support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

MassHealth Customer Service Center

(800) 841 – 2900

Hours: Monday – Friday 8:00AM – 5:00PM

The MassHealth Customer Service Center provides assistance in completing a Masshealth (Medicaid) application.

Online

Supplemental Nutrition Assistance Program (SNAP/EBT)

<https://www.mass.gov/how-to/supplemental-nutrition-assistance-program-snap-formerly-known-as-food-stamps>

SNAP/EBT is an income-based food assistance program for individuals and families.

Women Infants and Children Nutrition Program (WIC)

<https://www.mass.gov/orgs/women-infants-children-nutrition-program>

WIC is an income-based food assistance programs for women, infants, and children under the age of 5.

Social Security Income (SSI) & Social Security Disability Income (SSDI)

<https://www.mass.gov/info-details/how-to-file-a-claim-for-ssdi-or-ssi>

SSI and SSDI are monthly income assistance programs for individuals with mental or physical impairments that prevent them from working.

Housing Vouchers

<https://www.mass.gov/rental-assistance-housing-vouchers>

Housing vouchers can help families and individuals rent apartments in the private market by paying a portion of the rent. Voucher programs include Section 8, MRVP, and AHVP, and some other targeted programs.

Residential Assistance for Families in Transition (RAFT) Program

<https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs>

The RAFT program provides short-term emergency funding to help you with eviction, foreclosure, loss of utilities, and other housing emergencies.

Transitional Aid to Families with Dependent Children (TAFDC)

<https://www.mass.gov/how-to/transitional-aid-to-families-with-dependent-children-tafdc>

TAFDC is an economic assistance (cash benefit) program that helps pregnant individuals, families and caregivers explore opportunities, improve their finances, and reach their goals.

Emergency Assistance Family Shelter

<https://www.mass.gov/info-details/what-is-emergency-assistance-ea-family-shelter>

Emergency Assistance Family Shelter provides emergency housing assistance for families that have lost stable housing due to unforeseen circumstances.

Emergency Aid to the Elderly Disabled and Children (EAEDC)

<https://www.mass.gov/info-details/emergency-aid-to-the-elderly-disabled-and-children-eaedc>

EAEDC gives older and or disabled adults, children being cared for by a non or distant relative and adults taking care of a disabled person two cash payments per month to help meet their basic needs and MassHealth coverage.

Aging Resources

<https://www.mass.gov/aging-resources>

Mass.gov offers resources online to help with accessing in-home supports, behavioral health resources, supportive housing, congregate housing, continuing care retirement communities, health insurance counseling, home-delivered meals, and help paying Medicare costs.

Massachusetts Home Energy Assistance Program (HEAP)

<https://www.toapply.org/MassHEAP>

HEAP helps eligible renters and homeowners pay a portion of their winter heating bills. HEAP supports households across Massachusetts, regardless of the type of heating source or whether heating costs are included in rent. This is a grant and does not have to be repaid. Household income must be below 60% of state median income.

MassHealth (Medicaid)

<https://www.mass.gov/information-for-masshealth-applicants>

MassHealth is Massachusetts' version of Medicaid health and dental insurance that is available to those who meet the income and/or disability status requirements. Information about how to apply, access assistance with an application, and eligibility information can be found on the website.

Harm Reduction Programs

Harm Reduction programs aim to minimize the negative health, social, and legal impacts associated with substance use. Harm Reduction resources include hotlines that allow callers to speak to someone with lived experience while they use substances to minimize the risk of an overdose death.

Westfield

Tapestry Health

(413) 241 – 5379 | 17 E Silver St, Westfield, MA 01085 | <https://www.tapestryhealth.org/>

Hours: Open Monday – Friday 8:00AM – 4:00PM

Tapestry Health offers a needle exchange, free supplies (such as condoms, alcohol wipes, sharps containers, etc), STI testing, birth control, pregnancy testing, breast cancer screening, pelvic exams, HPV vaccines, medication abortion, and more. Also offers telehealth virtual appointments.

Hotlines

Safe Spot Hotline

(800) 972 – 0590 | <https://safe-spot.me/>

Hours: 24/7

Allows callers to speak to someone with lived experience while they use substances to minimize the risk of an overdose death.

Never Use Alone National Hotline

(800) 484 – 3731 | <https://neverusealone.com/>

Hours: 24/7

Allows callers to speak to someone with lived experience while they use substances to minimize the risk of an overdose death.

Online

Western Mass Intergroup Database

<https://westernmassaa.org/>

The Western Mass Intergroup Database provides a list of Alcoholics Anonymous meetings in Western Massachusetts.

Domestic Violence Resources

There are a variety of resources available for individuals facing domestic violence situations, including shelters, hotlines, and information about when and how to seek help.

Springfield

YWCA Western Massachusetts Shelter

(413) 732 – 3121 | 1 Clough Street, Springfield, MA 01118 | <https://www.ywworks.org/>

Hours: Monday – Friday 9:00AM – 5:00PM

The YWCA provides shelter for individuals seeking support leaving domestic violence situations. Their services include a 24-hour hotline with trained responders, emergency shelter for women and children, SAFEPLAN program to help obtain restraining orders, access to medical services, employment, and educational opportunities, assistance with access to legal counseling, assistance with access to daycare, safe, secure environments for supervised visitation, and support in accessing transitional housing.

Hotlines

YWCA Domestic Violence Hotline

(413) 733 – 7100 | <https://www.ywworks.org/>

Hours: 24/7

The YWCA provides shelter for individuals seeking support leaving domestic violence situations. Their services include a 24-hour hotline with trained responders, emergency shelter for women and children, SAFEPLAN program to help obtain restraining orders, access to medical services, employment, and educational opportunities, assistance with access to legal counseling, assistance with access to daycare, safe, secure environments for supervised visitation, and support in accessing transitional housing.

SafeLink Domestic Violence Hotline

(877) 785 – 2020 | <https://casamyrna.org/>

Hours: 24/7

The SafeLink Domestic Violence Hotline is operated by Casa Myrna, Boston's largest provider of domestic violence awareness efforts and of shelter and supportive services to survivors. They operate three residential programs, provide housing assistance and advocacy, financial literacy education and job readiness skill building, individual and group counseling, legal advocacy and representation, children's services, and community-based advocacy. They offer support in both English and Spanish.

Alianza Hotline

877-536-1628 | <https://www.alianzadv.org/>

Hours: 24/7

Alianza operates a domestic violence hotline to connect individuals in need to trusted support. They provide a variety of bilingual and bicultural services including emergency shelter, 1:1 advocacy and support, safety planning, support groups, and more.

The Network/La Red Hotline

(617) 742 – 4911 | <https://www.tnlr.org/en/>

Hours: 24/7

The Network/La Red's 24-hour nationwide hotline provides confidential emotional support, information, referrals, safety planning, and crisis intervention for LGBTQ+ folks who are being abused or have been abused by a partner. They also offer information and support to friends, family, or co-workers on the issue of domestic violence in LGBTQ+ communities, as well as a housing support program, support groups, and other resources.

Transportation

There are a variety of public transportation options available, including resources specifically for seniors and disabled individuals.

Holyoke

PVTA Holyoke Customer Service Center

(413) 322 – 9642 | 206 Maple Street, Holyoke, MA 01040 | <https://pvta.com/seniors.php>

Hours: Monday – Saturday 9:00AM – 4:30PM

PVTA Customer Service Centers provide support applying for a PVTA Senior ID and PVTA Senior Pass that allow individuals over 65 to pay reduced bus and shuttle fare as well as access fare free service on Tuesdays.

Springfield

PVTA Springfield Customer Service Center

(413) 781 – 7882 | 55 Frank B Murray Street, Springfield, MA 01103 | <https://pvta.com/seniors.php>

Hours: Monday – Friday 9:00AM – 4:30PM

PVTA Customer Service Centers provide applying for a PVTA Senior ID and PVTA Senior Pass that allow individuals over 65 to pay reduced bus and shuttle fare as well as access fare free service on Tuesdays.

PVTA ADA Paratransit Service

(413) 732 – 6248 | 2808 Main St, Springfield, MA 01107 | <https://www.pvta.com/mobility.php>

Hours: Monday – Friday 5:00AM – 11:00PM

PVTA ADA Paratransit provides door-to-door van transportation service for people with disabilities that prevent them from riding the city bus service. Participants must live in the Pioneer Valley within 3/4 mile of a city route, and must fill out an application to be eligible. Please see website for more information.

DAV Van Ride

(413) 582 – 3078 | 421 N Main St, Leeds, MA 01053

DAV van resources work with county Veterans Affairs directors to provide transportation for Veterans to and from Veteran health care facilities for scheduled medical appointments. These vans transport Veterans throughout central and western Massachusetts.

Online

PVTA Bus Schedules

<https://www.pvta.com/schedules.php>

The PVTA lists all bus schedules, routes, and stops in the Western MA area online on their website for visitors to access.

MassHealth Medical Appointment Transportation

<https://www.mass.gov/info-details/get-a-ride-to-masshealth-medical-appointments>

The Human Service Transportation Office (HST) manages non-emergency transportation for MassHealth Standard, MassHealth CommonHealth or MassHealth CarePlus members.

VetRide

<https://www.vetride.va.gov/app/home>

VetRide is a transportation service for Veterans traveling to and from VA appointments. This service is accessible to all Veterans, including those living in remote and rural areas, those who are visually impaired, elderly, or immobile. Veterans who are eligible for VA health care benefits are automatically eligible for transportation through the VetRide program. To request a ride, use the self-service portal on the website.

Legal Support

There are a variety of legal support options available for individuals who are unable to afford legal counsel on their own. These include “pro bono” or free one-on-one counsel, workshop events, databases of legal information, and more.

Springfield

Community Legal Aid

(855) 252 – 5342 | 1 Monarch Pl, Suite 400, Springfield, MA 01144 | <https://communitylegal.org/>

Hours: Monday – Friday 9:00AM – 5:00PM

Community Legal Aid provides free civil legal services to low-income and elderly residents of Central and Western Massachusetts. CLA specializes in areas including housing and houselessness, employment and government benefits, family and domestic abuse, elder law, veterans services, education law, CORI, and more.

Massachusetts

Mental Health Legal Advisors Committee

(617) 338 – 2345 | 100 Hancock St, Suite 1002, Quincy, MA 02171 | www.mhlac.org

Hours: Monday – Friday 9:00AM – 5:00PM

MHLAC provides free legal advocacy for people with mental health challenges throughout Massachusetts. They help protect individuals’ rights, answer questions, and connect individuals with legal resources.

Disability Law Center

(617) 723 – 8455 | 11 Beacon Street, Suite 925, Boston, MA 02108 | www.dlc-ma.org

Hours: Monday – Friday 9:00AM – 5:00PM

DLC provides legal services to people in Massachusetts who have physical, psychiatric, sensory, and cognitive disabilities. They specialize in cases focused on abuse and neglect, civil rights, human rights, and institutionalization.

Online

Committee for Public Counsel Services

<https://www.publiccounsel.net/>

A public defender agency providing legal support to individuals who cannot afford an attorney. They have different divisions specializing in administration and finance, children and family law, general counsel, human resources, mental health litigation, and youth advocacy.

Mass Legal Help

<https://www.masslegalhelp.org/>

A database of information to inform citizens of their rights and help connect them to legal resources including finding representation for civil legal issues.

Hampden County Legal Clinic

<https://www.hcbarlegalclinic.org/>

A program hosted by the Hampden County Bar Association offering free legal and law-related services to area residents in need. They host specialized events tackling specific areas of legal concern such as family & probate law, housing law, and more. Attendees must register ahead of time before events.

Family Resources

The following list provides resources for families with children. These include support accessing childcare, education, food, support groups, and more.

Westfield

Behavioral Health Network Center for Wellbeing

(413) 568 – 6141 | 77 Mill St, Westfield, MA 01085 | <https://www.bhninc.org/location/77-mill-street>

Hours: Monday – Friday 8:00AM – 4:00PM

Behavioral Health Network’s Center for Wellbeing provides services for individuals and families dealing with mental health and substance use challenges. Serving children, youth, adults, and families in Spanish or English. Services include addiction and recovery support, counseling, psychiatry, peer support, outreach services, residential GLE placements, and more.

Gandara Family Resource Center

(413) 417 – 2020 | 18 George St, Westfield, MA 01085 | <https://www.gandaracenter.org/westfieldfamilyresourcecenter>

Hours: Monday – Wednesday 9:00AM – 7:00PM | Thursday 9:00AM – 5:00PM | Friday 9:00AM – 4:00PM

Offering parenting skills programs, self-help support groups, financial workshops, stress management workshops, education programs, family events, play groups for children, art events, sports events, and referral resources.

Westfield WIC

(413) 568 - 1007 | 94 N. Elm St, Suite 207, Westfield, MA 01085 | <https://www.valleyopp.com/food-nutrition/wic>

Hours: Monday 10:00AM – 6:00PM | Tuesday 8:30AM – 4:30PM | Thursday 8:30AM – 4:30 PM | Friday 8:00AM – 4:00PM

Westfield WIC provides support applying for WIC, a food assistance program for pregnant women, infants, and children under the age of 5.

West Springfield

CHD Outpatient Behavioral Health Services

(413) 737 – 4718 | 246 Park St #3314, West Springfield, MA 01089 | <https://chd.org/locations/chd-outpatient-behavioral-health-services-clinic/>

Hours: Monday – Friday 8:45AM – 7:00PM

CHD Programs provide a variety of services including emotional and behavioral health support, addiction and recovery support, child development and advocacy, community care and support, housing and family supports, youth welfare, intellectual and developmental disability supports, and more.

Tapestry WIC Office

(413) 734-1381 | 425 Union St Level D, West Springfield, MA 01089 | <https://www.tapestryhealth.org/wic-food-access-family-nutrition/>

Hours: Monday & Tuesday 8:30AM – 5:00PM

Tapestry WIC programs provide personalized nutrition education, access to healthy foods, 24/7 breastfeeding support and serve as a connection point for other services that benefit the whole family's right to be healthy. The West Springfield office is also open on the 3rd Friday of the month from 8:30AM – 4:30PM.

Holyoke

DTA Holyoke Transitional Assistance Office

(413) 552 – 5400 | 72-100 Front Street, Holyoke, MA 01040 | <https://www.mass.gov/locations/dta-holyoke-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Holyoke Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Springfield

DTA Springfield Transitional Assistance Office

(413) 858 – 1000 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/locations/dta-springfield-center-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Springfield Transitional Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Hotlines

DTA Assistance Line

(877) 382 – 2363

Hours: Monday – Friday 8:15AM – 4:45PM

The DTA Assistance Line provides phone support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Online

Transitional Aid to Families with Dependent Children (TAFDC)

TAFDC is an economic assistance (cash benefit) program that helps pregnant individuals, families and caregivers explore opportunities, improve their finances, and reach their goals.

<https://www.mass.gov/how-to/transitional-aid-to-families-with-dependent-children-tafdc>

Emergency Assistance Family Shelter

Emergency housing assistance for families that have lost stable housing due to unforeseen circumstances.

<https://www.mass.gov/info-details/what-is-emergency-assistance-ea-family-shelter>

Women Infants and Children Nutrition Program (WIC)

<https://www.mass.gov/orgs/women-infants-children-nutrition-program>

WIC is an income-based food assistance programs for women, infants, and children under the age of 5.

Mental Health Support

The following are community-based resources that provide trusted mental health support. This list does not include private practice or outpatient therapy providers.

Westfield

Behavioral Health Network Center for Wellbeing

(413) 568 – 6141 | 77 Mill St, Westfield, MA 01085 | <https://www.bhninc.org/location/77-mill-street>

Hours: Monday – Friday 8:00AM – 4:00PM

Behavioral Health Network’s Center for Wellbeing provides services for individuals and families dealing with mental health and substance use challenges. Serving children, youth, adults, and families in Spanish or English. Services include addiction and recovery support, counseling, psychiatry, peer support, outreach services, residential GLE placements, and more.

Gandara Family Resource Center

(413) 417 – 2020 | 18 George St, Westfield, MA 01085 | <https://www.gandaracenter.org/westfieldfamilyresourcecenter>

Hours: Monday – Wednesday 9:00AM – 7:00PM | Thursday 9:00AM – 5:00PM | Friday 9:00AM – 4:00PM

The Gandara Family Resource Center offers parenting skills programs, self-help support groups, financial workshops, stress management workshops, education programs, family events, play groups for children, art events, sports events, and referral resources.

Agawam

One Call Away Resource Center

(413) 478 – 7748 | 104 South Ramah Cir., Agawam, MA 01001 | <https://www.onecallawayfoundation.org/>

Hours: Monday 9:00AM – 3:00PM | Tuesday 12:00PM – 6:00PM | Wednesday 9:00AM – 3:00 PM
| Thursday 12:00PM – 6:00 PM | Friday 9:00AM – 3:00PM

The foundation strives to help grow the general public's awareness of PTSD, to further the aid in the prevention of veteran suicide and to provide direct financial support when needed. They operate a hotline providing anonymous peer support on an individual or group basis and offer financial support for those in recovery. Provides support groups as well as food for Veterans facing food insecurity. Also open every 3rd Saturday of the Month 10:00AM – 4:00PM.

West Springfield

CHD Outpatient Behavioral Health Services

(413) 737 – 4718 | 246 Park St #3314, West Springfield, MA 01089 | <https://chd.org/locations/chd-outpatient-behavioral-health-services-clinic/>

Hours: Monday – Friday 8:45AM – 7:00PM

CHD Programs provide a variety of services including emotional and behavioral health support, addiction and recovery support, child development and advocacy, community care and support, housing and family supports, youth welfare, intellectual and developmental disability supports, and more.

Holyoke

Wildflower Alliance Holyoke Center

(413) 539 – 5941 | 199 High St, Holyoke, MA 01040 | <https://wildfloweralliance.org/holyoke/>

Hours: Monday – Thursday 12:00PM – 4:00PM

The Wildflower Alliance operates peer-run centers in Holyoke, Springfield, Pittsfield, and Greenfield, and also offer additional online and phone resources. They provide a variety of support groups and events including yoga and meditation, LGBTQ+ support groups, Alternatives to Suicide support groups, Hearing Voices support groups, grief support groups, and more. They also offer access to computers, gym equipment, games, clothing pantries, and art supplies in their facilities.

Springfield

Wildflower Alliance Bowen Center

(413) 372 – 5652 | 147 Magazine St, Springfield, MA 01109 | <https://wildfloweralliance.org/springfield/>

Hours: Tuesday – Saturday 9:00AM – 1:00PM

The Wildflower Alliance operates peer-run centers in Holyoke, Springfield, Pittsfield, and Greenfield, and also offer additional online and phone resources. They provide a variety of support groups and events including yoga and meditation, LGBTQ+ support groups, Alternatives to Suicide support groups, Hearing Voices support groups, grief support groups, and more. They also offer access to computers, gym equipment, games, clothing pantries, and art supplies in their facilities.

Florence

Transhealth

(413) 341 – 9400 | 10 Main St, Florence, MA 01062 | <https://transhealth.org/>

Transhealth is an independent and comprehensive healthcare center that supports and empowers trans and gender-diverse individuals and families. They provide clinical care including gender-affirming primary care, pediatric care, mental healthcare, gender-affirming hormone therapy, and STI testing. In addition, they also provide community outreach, drop in community space, community closet, support groups and events, transportation, insurance enrollment counseling, harm reduction supplies, education for patients and families, and advocacy on behalf of trans healthcare in laws and policies.

Massachusetts

Mental Health Legal Advisors Committee

(617) 338 – 2345 | 100 Hancock St, Suite 1002, Quincy, MA 02171 | www.mhlac.org

Hours: Monday – Friday 9:00AM – 5:00PM

MHLAC provides free legal advocacy for people with mental health challenges throughout Massachusetts. They help protect individuals' rights, answer questions, and connect individuals with legal resources.

Hotlines

National Suicide Hotline

988

Hours: 24/7

The National Suicide Hotline is an emergency helpline for individuals who are feeling suicidal or having a mental health emergency. This hotline is accessible anywhere in the United States.

Behavioral Health Network Crisis Hotline

(413) 733 – 6661

Hours: 24/7

The BHN Crisis Hotline is an emergency helpline for individuals who are feeling suicidal or having a mental health emergency and is only accessible in Massachusetts.

One Call Away Veterans Crisis Hotline

(413) 367 – 8738

Hours: 24/7

The foundation strives to help grow the general public's awareness of PTSD, to further the aid in the prevention of veteran suicide and to provide direct financial support when needed. They operate a hotline providing anonymous peer support on an individual or group basis and offer financial support for those in recovery.

Cincinnati Warmline

(513) 931 – 9276

Hours: 24/7

NOTE: Warmlines are non-emergency peer-run support phone lines for people who are in need of emotional support. They are NOT for individuals who are feeling suicidal or are having an emergency.

The Cincinnati Warmline is a peer support helpline that is accessible anywhere in the United States.

Oregon Warmline

(800) 698 – 2392

Hours: 24/7

NOTE: Warmlines are non-emergency peer-run support phone lines for people who are in need of emotional support. They are NOT for individuals who are feeling suicidal or are having an emergency.

The Oregon Warmline is a peer support helpline that is accessible anywhere in the United States.

Wildflower Alliance Warmline

(888) 407 – 4515

Hours: Monday – Thursday 7:00PM – 9:00PM | Friday – Sunday 7:00PM – 10:00PM

NOTE: Warmlines are non-emergency peer-run support phone lines for people who are in need of emotional support. They are NOT for individuals who are feeling suicidal or are having an emergency.

The Wildflower Alliance Warmline is a peer support helpline that is accessible anywhere in the United States.

Online

Wildflower Alliance

<https://wildfloweralliance.org/online-support-groups/>

The Wildflower Alliance operates peer-run centers in Holyoke, Springfield, Pittsfield, and Greenfield, and also offer additional online and phone resources. They provide a variety of online support groups and events including yoga and meditation, LGBTQ+ support groups, Alternatives to Suicide support groups, Hearing Voices support groups, grief support groups, and more.

Senior Resources

The following resources are available to seniors/elderly members of the community access a variety of needs including housing, government assistance programs, food, recreational activities, and more.

Westfield

Council on Aging & Senior Center

(413) 562 – 6435 | 45 Noble Street, Westfield, MA 01085 | <https://www.cityofwestfield.org/147/Council-On-Aging-Senior-Center>

Hours: Monday – Friday 8:00AM – 4:00PM

The Council on Aging & Senior Center provide support applying for SNAP/EBT, Medicare, fuel assistance, and other resources. The Senior Center also offers fitness and nutrition programs, art classes, support groups, vaccine clinics, medical equipment loans, computer education sessions, hot meals, social events and more in partnership with outside organizations.

Companion Program

(413) 562 – 6435 | 45 Noble Street, Westfield, MA 01085 | <https://www.cityofwestfield.org/297/Companion-Program>

Hours: Varies

The Companion Program provides volunteer social visits at home, telephone visits; short, in-town trips; and navigation assistance on various forms of public transportation to medical appointments, grocery shopping, and other errands to homebound and frail older adults ages 60 and over. Service is offered through the Council on Aging/Senior Center, whose hours are Monday – Friday 8:00AM – 4:00PM.

SHINE Program

(413) 562 – 6435 | 45 Noble Street, Westfield, MA 01085 | <https://www.cityofwestfield.org/393/SHINE-Program>

Hours: Varies

A SHINE Counselor is trained and certified by the Massachusetts Executive Office of Elder Affairs to provide information and assistance to Medicare beneficiaries with questions about Medicare, Medicaid/MassHealth, medication plans, open enrollment, and more. Service is offered through the Council on Aging/Senior Center, whose hours are Monday – Friday 8:00AM – 4:00PM.

Washington House Brown Bag

(413) 586 – 2000 | 16 Washington St, Westfield, MA 01085 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 2nd Tuesday from 11:00AM – 12:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Senior Center Brown Bag

(413) 562 – 6435 | 45 Noble St, Westfield, MA 01085 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 2nd Tuesday from 1:45PM – 2:15PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

West Springfield

Council on Aging & Senior Center

(413) 263 – 3264 | 128 Park St, West Springfield, MA 01089 | <https://www.townofwestspringfield.org/Community-Resources/Council-on-Aging>

Hours: Monday – Friday 8:00AM – 4:30PM

The Council on Aging & Senior Center provide support applying for SNAP/EBT, Medicare, fuel assistance, and other resources. The Senior Center offers fitness and nutrition programs, art classes, support groups, vaccine clinics, technology support, hot meals, social events and more in partnership with outside organizations. The Senior Center also offers scheduled van transportation for members.

Senior Center Brown Bag

(413) 495 – 1802 | 128 Park St, West Springfield, MA 01089 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 3rd Friday from 1:00PM – 2:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Mercy Life Brown Bag

(413) 827 – 4230 | 2112 Riverdale St, West Springfield, MA 01089 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 1st Friday from 12:00PM – 1:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Agawam

Council on Aging & Senior Center

(413) 821 – 0605 | 954 Main St, Agawam, MA 01001 | <https://www.agawam.ma.us/560/Council-on-Aging-Senior-Center>

Hours: Monday – Friday 8:00AM – 5:00PM

The Council on Aging & Senior Center provide support applying for SNAP/EBT, Medicare, fuel assistance, and other resources. The Senior Center offers fitness and nutrition programs, art classes, music classes, support groups, computer education sessions, hot meals, social events and more in partnership with outside organizations. The Senior Center also offers transportation passes for purchase.

Senior Center Brown Bag

(413) 821 – 0604 | 954 Main St, Agawam, MA 01001 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 3rd Thursday from 1:00PM – 3:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Southwick

Council on Aging & Senior Center

(413) 569 – 5498 | 454 College Hwy, Southwick, MA 01077 | <https://www.southwickma.org/council-aging>

Hours: Monday 8:00AM – 2:00PM | Tuesday – Thursday 8:00AM – 4:00PM | Friday 8:00AM – 1:00PM

The Senior Center offers fitness and nutrition programs, art classes, music classes, support groups, vaccine clinics, hot meals, social events and more in partnership with outside organizations.

Senior Center Brown Bag

(413) 569 – 5498 | 454 College Hwy, Southwick, MA 01077 | <https://www.foodbankwma.org/get-help/brown-bag-food-for-elders/>

Hours: Open on every 2nd Tuesday from 11:30AM – 12:00PM.

Brown bag programs provide free food to eligible seniors and require registration ahead of time.

Holyoke

DTA Holyoke Transitional Assistance Office

(413) 552 – 5400 | 72-100 Front Street, Holyoke, MA 01040 | <https://www.mass.gov/locations/dta-holyoke-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Holyoke Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

PVTA Holyoke Customer Service Center

(413) 322 – 9642 | 206 Maple Street, Holyoke, MA 01040 | <https://pvta.com/>

Hours: Monday – Saturday 9:00AM – 4:30PM

PVTA Customer Service Centers provide support applying for a PVTA Senior ID and PVTA Senior Pass that allow individuals over 65 to pay reduced bus and shuttle fare as well as access fare free service on Tuesdays.

Springfield

DTA Springfield Transitional Assistance Office

(413) 858 – 1000 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/locations/dta-springfield-center-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Springfield Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

PVTA Springfield Customer Service Center

(413) 781 – 7882 | 55 Frank B Murray Street, Springfield, MA 01103 | <https://pvta.com/>

Hours: Monday – Friday 9:00AM – 4:30PM

PVTA Customer Service Centers provide support applying for a PVTA Senior ID and PVTA Senior Pass that allow individuals over 65 to pay reduced bus and shuttle fare as well as access fare free service on Tuesdays.

Community Legal Aid

(855) 252 – 5342 | 1 Monarch Pl, Suite 400, Springfield, MA 01144 | <https://communitylegal.org/>

Hours: Monday – Friday 9:00AM – 5:00PM

Community Legal Aid provides free civil legal services to low-income and elderly residents of Central and Western Massachusetts. CLA specializes in areas including housing and houselessness, employment and government benefits, family and domestic abuse, elder law, veterans services, education law, CORI, and more.

Florence

Highland Valley Elder Services

(413) 586 – 2000 | 320 Riverside Drive, Suite B, Florence, MA 01062 | <https://highlandvalley.org/>

Hours: Monday – Friday 9:00AM – 5:00PM

HVES offers a wide variety of resources online to help with accessing memory care, housing supports, companionship, day programs, case management, employment, end of life planning, health insurance counseling, laundry services, pet care, nutrition services, transportation, veteran's services, and more.

Hotlines

DTA Assistance Line

(877) 382 – 2363

Hours: Monday – Friday 8:15AM – 4:45PM

The DTA Assistance Line provides phone support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Highland Valley Elder Abuse Hotline

(800) 922-2275

Hours: 24/7

The Highland Valley Elder Abuse Hotline is a helpline to report elder abuse. They also provide Mandated Reporter forms on their website.

Online

Emergency Aid to the Elderly Disabled and Children (EAEDC)

<https://www.mass.gov/info-details/emergency-aid-to-the-elderly-disabled-and-children-eaedc>

EAEDC gives older and or disabled adults, children being cared for by a non or distant relative and adults taking care of a disabled person two cash payments per month to help meet their basic needs and MassHealth coverage.

Aging Resources

<https://www.mass.gov/aging-resources>

Mass.gov offers resources online to help with accessing in-home supports, behavioral health resources, supportive housing, congregate housing, continuing care retirement communities, health insurance counseling, home-delivered meals, and help paying Medicare costs.

Veterans Resources

The following are benefits and programs that are available to Veterans and Military Families including housing assistance, education and workforce training, mental health resources, and more.

Westfield

Westfield Veterans Council

(413) 572 – 6247 | 45 Noble Street, Room 114, Westfield, MA 01085 |

<https://www.cityofwestfield.org/221/Veterans-Services>

Hours: Monday – Friday 9:00AM – 4:00PM

The Westfield Veterans Council provides support to Veterans when applying for Veteran ID Cards, Veteran Property Tax Work Off Program applications, state financial aid programs, and VA benefits including disability compensation, pension, burial, and healthcare. They also host events and ceremonies during the year including the Westfield Memorial Day Parade, Independence Day Parade, Purple Heart Recognition Day, Veterans Day Parade, and more.

Project New Hope Westfield Office

(413) 485 – 7988 | 1029 N Rd, Westfield, MA 01085 | <https://www.projectnewhopema.org/>

Hours: Monday, Tuesday, Thursday 8:30AM – 1:30PM

Project New Hope Inc. empowers Veterans, Service Members, and their families through transformative retreats, essential resources, and holistic support services. The organization hosts projects that help connect Veterans and families in need with food and baby supplies, support for PTSD and grief, emergency financial and utility assistance, SNAP application assistance, peer support for caregivers and survivors, and more.

West Springfield

West Springfield Veterans Services

(413) 263 – 3019 | 26 Central St, West Springfield, 01089 |

<https://www.townofwestspringfield.org/Community-Resources/Veterans-Services>

Hours: Monday – Friday 8:00AM – 4:30PM **BY APPOINTMENT ONLY**

West Springfield Veterans Services provides support to Veterans when applying for state financial aid programs, and VA benefits including disability compensation, pension, burial, and healthcare. They also host events and ceremonies during the year including lunches, parties, and more.

Vet Center

(413) 737 – 5167 | 95 Ashley Avenue, Suite A, West Springfield, MA 01089

Hours: Monday – Friday 8:00AM – 4:30PM

The Vet Center offers confidential help for Veterans, service members, and their families at no cost in a non-medical setting. Their services include counseling for needs such as transitioning after a deployment or discharge from military service, depression, posttraumatic stress disorder (PTSD), and the psychological effects of military sexual trauma (MST).

Agawam

Agawam Veterans Council

(413) 726 – 9783 | 954 Main St, Agawam, MA 01001 | <https://www.agawam.ma.us/296/Veterans-Services>

Hours: 1st Thursday of each month 5:30PM – 6:30PM

The Agawam Veterans Council is responsible for distributing Veterans' Benefits from the Commonwealth for people who qualify, which includes veterans and their spouses. They also assist with the filing of all paperwork with the Department of Veterans' Affairs, as well as represent these people with their claims.

One Call Away Resource Center

(413) 478 – 7748 | 104 South Ramah Cir., Agawam, MA 01001 | <https://www.onecallawayfoundation.org/>

Hours: Monday 9:00AM – 3:00PM | Tuesday 12:00PM – 6:00PM | Wednesday 9:00AM – 3:00 PM
| Thursday 12:00PM – 6:00 PM | Friday 9:00AM – 3:00PM

The foundation strives to help grow the general public's awareness of PTSD, to further the aid in the prevention of veteran suicide and to provide direct financial support when needed. They operate a hotline providing anonymous peer support on an individual or group basis and offer financial support for those in recovery. Provides support groups as well as food for Veterans facing food insecurity. Also open every 3rd Saturday of the Month 10:00AM – 4:00PM.

Holyoke

Veteran's Home at Holyoke (previously Soldier's Home)

(413) 532 – 9475 | 110 Cherry St, Holyoke, MA 01040 | <https://www.mass.gov/locations/veterans-home-at-holyoke>

Hours: Open Daily 8:00AM – 8:00PM

The Veteran’s Home at Holyoke is a long-term health care facility available to eligible veterans of the Commonwealth of Massachusetts. They offer Long-Term Care, Outpatient Services, Dental Services, Residential Care, Social Work Services, Supportive Care Services, Pastoral Care Services, and a Veterans Assistance Center to assist with claims and benefits.

Springfield

Springfield VA Clinic

(413) 731 – 6000 | 25 Bond St, Springfield, MA 01104 | <https://www.cityofwestfield.org/221/Veterans-Services>

Hours: Monday – Friday 8:00AM – 4:30PM

The clinic offers primary care and specialty health services, including mental health care, treatment for post-traumatic stress disorder (PTSD), dermatology, urology, women’s health, and more. Transportation to and from appointments is available via DAV van ride for ambulatory passengers (passengers who can board without assistance).

Statewide Advocacy for Veterans Empowerment Springfield Office

(617) 210 – 5743 | 243 Cottage St, Springfield, MA 01104 | <https://www.mass.gov/orgs/statewide-advocacy-for-veterans-empowerment>

Hours: Tuesday 10:00AM – 2:00PM

SAVE operates as a peer support outreach program that connects veterans and their families with benefits, services, and support. Our mission is to prevent suicide and mental health distress among veterans by identifying their post-service issues and proactively connecting them with benefits and services. They provide peer support, Veteran advocacy, connections to mental health services, substance use disorder, financial resources, housing, and other benefits, Battlemind training (military culture), QPR (Question, Persuade, Refer) training and more.

Massachusetts

DAV Van Ride

(413) 582 – 3078 | 421 N Main St, Leeds, MA 01053 | <https://www.dav.org/get-help-now/medical-transportation/>

Hours: Monday – Friday 8:00AM – 4:30PM

DAV van resources work with county Veterans Affairs directors to provide transportation for Veterans to and from Veteran health care facilities for scheduled medical appointments. These vans transport Veterans throughout central and western Massachusetts.

Veterans' Bonus Division

(617) 367 – 9333 | 1 Ashburton Place, 12th Floor, Boston, MA 02108 |
<https://www.mass.gov/orgs/veterans-bonus-division>

Hours: Monday – Friday 8:45AM – 5:00PM

The Veterans' Bonus Division provides bonus payments for veterans, servicemembers, and their families who were domicile (home of record) in Massachusetts for at least six months before entering the military and served during a wartime period or participated in a combat operation.

Hotlines

Free Help for Homeless Veterans

877-424-3838

Hours: 24/7

Veterans who are homeless or at risk of homelessness—and their family members, friends and supporters—can make the call to or chat online with the National Call Center for Homeless Veterans, where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week.

One Call Away Veterans Crisis Hotline

(413) 367 – 8738

Hours: 24/7

The foundation strives to help grow the general public's awareness of PTSD, to further the aid in the prevention of veteran suicide and to provide direct financial support when needed. They operate a hotline providing anonymous peer support on an individual or group basis and offer financial support for those in recovery.

Online

MassVets Veteran Financial Benefits & Chapter 115 Benefits

<https://www.mass.gov/massvets-veteran-state-financial-benefits>

<https://massvetben.org/>

MassVets and Chapter 115 benefits provide cash assistance, medical expense reimbursement, emergency assistance, moving assistance, and more to low-income and disabled Veterans, their dependents, and survivors. Payments may be one-time or ongoing. Chapter 115 is a program of the Massachusetts Department of Veterans' Services (DVS) in partnership with Veteran's Service Officers (VSOs) in every town across the state.

Massachusetts Office of Housing, Equity, Resilience, and Outreach Services (HEROS)

<https://www.mass.gov/orgs/office-of-housing-equity-resilience-outreach-services>

The mission of HEROS is to ensure that every veteran and their family has access to safe, stable, affordable, and quality housing opportunities. They offer a variety of services including partnering with both federal and state housing assistance programs as part of the End Veteran Homelessness Campaign.

Property Tax Exemptions for Veterans

<https://www.mass.gov/doc/guide-to-real-estate-tax-exemptions-for-qualifying-veterans-0/download>

Cities and towns may give property tax exemptions to some individuals as defined by state law, and this includes some veterans, their spouses who own the domicile and their surviving spouses, and some surviving parents and spouses of active duty military personnel who died during or due to military service. For more information, contact your local Veterans' Council.

Disabled Veteran RMV Fee and Tax Exemptions

<https://www.mass.gov/info-details/disabled-veteran-fee-and-tax-exemptions>

The Massachusetts HERO Act exempts disabled veterans from paying certain registration and license RMV fees. Eligibility is based on a disability determination by the United States Department of Veterans Affairs (VA).

Massachusetts Women Veterans Network

<https://www.mass.gov/orgs/massachusetts-women-veterans-network>

The mission of the Executive Office of Veterans Services (EOVS) is to provide the highest quality programs, benefits, and advocacy to Massachusetts veterans alongside federal and local partners. With this in mind, the Women Veterans Network WVN is dedicated to empowering women veterans, ensuring

their voices are heard, their contributions acknowledged, and their well-being enhanced through education, advocacy, and collaboration.

Massachusetts Veteran Education, Employment, and Training

<https://www.mass.gov/orgs/veteran-education-employment-training>

Massachusetts provides certain benefits to eligible Veterans including job programs, outreach programs, employment and training services, apprenticeships, transition support, information about the GI Bill and covering education costs, tax credits for businesses, and more.

Supporting and Empowering Reintegration for Veterans Equality

<https://www.mass.gov/orgs/supporting-and-empowering-reintegration-for-veterans-equality>

SERVE provides peer support and case management services across the Commonwealth for veterans involved in the justice system. The SERVE team is comprised of veterans, family members, and others connected to the veteran community. They provide Alternative Sentencing Options, Comprehensive Treatment Plans, Vet-to-Vet Peer Mentor Program, and more.

VA Health Care

<https://www.va.gov/health-care/>

VA Health Care covers regular checkups with primary care providers and appointments with specialists (like cardiologists, gynecologists, and mental health providers). You can access services like home health and geriatric (elder) care. And you can get medical equipment, prosthetics, and prescriptions.

VA Disability Compensation

<https://www.va.gov/disability/>

VA disability compensation (pay) offers a monthly tax-free payment to Veterans who got sick or injured while serving in the military and to Veterans whose service made an existing condition worse. You may qualify for VA disability benefits for physical conditions (like a chronic illness or injury) and mental health conditions (like PTSD) that developed before, during, or after service.

VA Education and Training Benefits

<https://www.va.gov/education/>

VA education benefits help Veterans, service members, and their qualified family members with needs like paying college tuition, finding the right school or training program, and getting career counseling.

VA Careers and Employment

<https://www.va.gov/careers-employment/>

VA Careers and Employment provide assistance to Veterans looking to apply for vocational rehabilitation services, get support for their Veteran-owned small business, explore support-and-services program tracks for Veterans with service-connected disabilities, access career counseling and resume support, and access other career resources.

VA Pension Benefits

<https://www.va.gov/pension/>

Pension benefits are monthly payments for wartime Veterans and survivors with limited or no income who meet certain age and disability requirements.

VA Housing Assistance

<https://www.va.gov/housing-assistance/>

VA housing assistance can help Veterans, service members, and their surviving spouses to buy a home through specific VA loans or refinance a loan. They also offer benefits and services to help you build, improve, or keep your current home.

VA Life Insurance

<https://www.va.gov/life-insurance/>

VA life insurance can offer financial security for Veterans, service members, and their spouses and dependent children.

VA Burial Benefits and Memorial Items

<https://www.va.gov/burials-memorials/>

VA burial benefits can help service members, Veterans, and their family members plan and pay for a burial or memorial service in a VA national cemetery. Family members can also order memorial items to honor the service of a Veteran.

VetRide

<https://www.vetride.va.gov/app/home>

VetRide is a transportation service for Veterans traveling to and from VA appointments. This service is accessible to all Veterans, including those living in remote and rural areas, those who are visually impaired, elderly, or immobile. Veterans who are eligible for VA health care benefits are automatically eligible for transportation through the VetRide program. To request a ride, use the self-service portal on the website.

Disability Resources

The following are resources designed to benefit people living with a disability. There are a variety of resources available, including income assistance, housing assistance, legal help, and more.

Holyoke

DTA Holyoke Transitional Assistance Office

(413) 552 – 5400 | 72-100 Front Street, Holyoke, MA 01040 | <https://www.mass.gov/locations/dta-holyoke-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Holyoke Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Springfield

MassAbility Springfield

(413) 736 – 7296 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/orgs/massability>

Hours: Monday – Friday 8:00AM – 5:00PM

MassAbility Springfield provides services designed to assist disabled individuals access a variety of services. Offerings include benefits counseling, assistance applying for SSI and SSDI, support in resolving service disputes, and information about citizens' rights. They also offer career services, housing assistance, and more.

PVTA ADA Paratransit Service

(413) 732 – 6248 | 2808 Main St, Springfield, MA 01107 | <https://www.pvta.com/mobility.php>

Hours: Monday – Friday 5:00AM – 11:00PM

PVTA ADA Paratransit provides door-to-door van transportation service for people with disabilities that prevent them from riding the city bus service. Participants must live in the Pioneer Valley within 3/4 mile of a city route, and must fill out an application to be eligible. Please see website for more information.

DTA Springfield Transitional Assistance Office

(413) 858 – 1000 | 243 Cottage Street, Springfield, MA 01104 | <https://www.mass.gov/locations/dta-springfield-center-transitional-assistance-office>

Hours: Monday – Friday 8:00AM – 5:00PM

The DTA Springfield Transitional Assistance Office provides support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Massachusetts

Disability Law Center

(617) 723 – 8455 | 11 Beacon Street, Suite 925, Boston, MA 02108 | www.dlc-ma.org

Hours: Monday – Friday 9:00AM – 5:00PM

DLC provides legal services to people in Massachusetts who have physical, psychiatric, sensory, and cognitive disabilities. They specialize in cases focused on abuse and neglect, civil rights, human rights, and institutionalization.

Massachusetts Commission for the Blind

(617) 727 – 5550 | 40 Broad St, Boston, MA 02109 | <https://www.mass.gov/orgs/massachusetts-commission-for-the-blind>

Hours: Monday – Friday 8:45AM – 5:00PM

MCB provides a variety of services for legally blind citizens of Massachusetts including Blind Access CharlieCards that provide free MBTA access, income tax exemptions, real estate tax deductions, excise tax deductions, specialized telephone equipment, talking book libraries, housing assistance, mobility and orientation training, and more.

Hotlines

DTA Assistance Line

(877) 382 – 2363

Hours: Monday – Friday 8:15AM – 4:45PM

The DTA Assistance Line provides phone support applying for SNAP/EBT, Transitional Aid to Families with Dependent Children, and Emergency Aid to the Elderly Disabled and Children.

Online

Social Security Income (SSI) & Social Security Disability Income (SSDI)

<https://www.mass.gov/info-details/how-to-file-a-claim-for-ssdi-or-ssi>

SSI and SSDI are monthly income assistance programs for individuals with mental or physical impairments that prevent them from working.

VA Disability Compensation

<https://www.va.gov/disability/>

VA disability compensation (pay) offers a monthly tax-free payment to Veterans who got sick or injured while serving in the military and to Veterans whose service made an existing condition worse. You may qualify for VA disability benefits for physical conditions (like a chronic illness or injury) and mental health conditions (like PTSD) that developed before, during, or after service.

Disabled Veteran RMV Fee and Tax Exemptions

<https://www.mass.gov/info-details/disabled-veteran-fee-and-tax-exemptions>

The Massachusetts HERO Act exempts disabled veterans from paying certain registration and license RMV fees. Eligibility is based on a disability determination by the United States Department of Veterans Affairs (VA).

Emergency Aid to the Elderly Disabled and Children (EAEDC)

<https://www.mass.gov/info-details/emergency-aid-to-the-elderly-disabled-and-children-eaedc>

EAEDC gives older and or disabled adults, children being cared for by a non or distant relative and adults taking care of a disabled person two cash payments per month to help meet their basic needs and MassHealth coverage.

Benefits for People Who Are Legally Blind

<https://www.mass.gov/info-details/benefits-for-people-who-are-legally-blind>

Residents of Massachusetts who are registered with the Massachusetts Commission for the Blind are eligible for the following benefits: income tax exemptions, real estate tax exemptions, excise tax exemptions, SSI & SSDI, specialized telephone equipment, disability plates and placards, MBTA Blind Access CharlieCard, talking book libraries, housing assistance, and more.

LGBTQ+ Resources

There are a variety of resources in the area to support LGBTQ+ folks, including support groups, healthcare centers, hotlines, and more.

Holyoke

Wildflower Alliance Holyoke Center

(413) 539 – 5941 | 199 High St, Holyoke, MA 01040 | <https://wildfloweralliance.org/holyoke/>

Hours: Monday – Thursday 12:00PM – 4:00PM

The Wildflower Alliance operates peer-run centers in Holyoke, Springfield, Pittsfield, and Greenfield, and also offer additional online and phone resources. They provide a variety of support groups and events including LGBTQ+ support groups and resources.

Springfield

Wildflower Alliance Bowen Center

(413) 372 – 5652 | 147 Magazine St, Springfield, MA 01109 | <https://wildfloweralliance.org/springfield/>

Hours: Tuesday – Saturday 9:00AM – 1:00PM

The Wildflower Alliance operates peer-run centers in Holyoke, Springfield, Pittsfield, and Greenfield, and also offer additional online and phone resources. They provide a variety of support groups and events including LGBTQ+ support groups and resources.

Florence

Transhealth

(413) 341 – 9400 | 10 Main St, Florence, MA 01062 | <https://transhealth.org/>

Transhealth is an independent and comprehensive healthcare center that supports and empowers trans and gender-diverse individuals and families. They provide clinical care including gender-affirming primary care, pediatric care, mental healthcare, gender-affirming hormone therapy, and STI testing. In addition, they also provide community outreach, drop in community space, community closet, support groups and events, transportation, insurance enrollment counseling, harm reduction supplies, education for patients and families, and advocacy on behalf of trans healthcare in laws and policies.

Massachusetts

Fenway Health Violence Recovery Program

(857) 313 – 6638 | 1340 Boylston St, Boston, MA 02215 | <https://fenwayhealth.org/care/behavioral-health/violence-recovery/>

Hours: Monday – Friday 8:30 AM – 7:00PM | Saturday 9:00AM – 1:00PM

Fenway’s Violence Recovery Program (VRP) provides counseling, support groups, advocacy, and referrals to survivors of domestic violence, sexual violence, hate violence, and police misconduct. They do not have a physical location in Western MA, but have listed the phone number provided above for individuals in the Western MA area to contact them.

Hotlines

LGBT National Help Center Hotline

(888) 843 – 4564 | <https://lgbthotline.org/>

Hours: Monday – Friday 2:00PM – 11:00PM | Saturday 12:00PM – 5:00PM

The LGBT National Help Center Hotline provides volunteer-based, confidential peer support, information, and local as well as national resources for callers of all ages. They also offer LGBTQ+ peer support via instant messaging and up to date information about LGBTQ+ issues on their website.

Trans Lifeline

(877) 565 – 8860 | <https://translifeline.org/>

Hours: Monday – Friday 1:00PM – 9:00PM

Trans Lifeline’s Hotline is a volunteer-based peer support phone service run by trans people for our trans and questioning peers. Their website encourages individuals to call, “if you need someone trans to talk to, even if you’re not in a crisis or if you’re not sure you’re trans.” They offer both an English and Spanish hotline.

The Trevor Project Hotline & Text Chat

(866) 488 – 7386 or text ‘START’ to 678-678 | <https://www.thetrevorproject.org/get-help/>

Hours: 24/7

The Trevor Project provides a crisis hotline for LGBTQ+ individuals ages 13-24 who are experiencing a crisis and considering self-harm or suicide. They offers support via phone call, text, and online chat.

The Network/La Red Hotline

(617) 742 – 4911 | <https://www.tnlr.org/en/>

Hours: 24/7

The Network/La Red’s 24-hour hotline provides confidential emotional support, information, referrals, safety planning, and crisis intervention for LGBTQ+ folks who are being abused or have been abused by a partner. They also offer information and support to friends, family, or co-workers on the issue of domestic violence in LGBTQ+ communities, as well as a housing support program, support groups, and other resources.

Online

Wildflower Alliance

<https://wildfloweralliance.org/online-support-groups/>

The Wildflower Alliance operates peer-run centers in Holyoke, Springfield, Pittsfield, and Greenfield, and also offer additional online and phone resources. They provide a variety of online support groups and events including LGBTQ+ support groups and resources.

Strands for Trans

<https://strandsfortrans.org/>

Strands for Trans provides a user-added database of LGBTQ+ and specifically Trans and Nonbinary friendly hair salons, barbers, beauty parlors, and more.

Refuge Restrooms

<https://www.refugerestrooms.org/>

Refuge Restrooms is a Trans led web application that seeks to provide safe restroom access for transgender, intersex, and gender nonconforming individuals. Users can search for restrooms by proximity to a search location, add new restroom listings, as well as comment and rate existing listings.

PFLAG East Longmeadow

<https://pflageastlongmeadow.org/>

PFLAG East Longmeadow is a local chapter of the nation's first and largest organization dedicated to supporting, educating, and advocating for LGBTQ+ people and those who love them. They provide resources to LGBTQ+ individuals and allies, and host online monthly meetings on the 2nd Wednesday of each month at 7:30PM.

Immigration Resources

Springfield

Immigrant Community Development Center

(413) 291 – 9020 | 299 Carew St Suite 134, Springfield, MA 01104 | <https://www.icdcservices.org/>

Hours: Monday – Friday 9:30AM – 4:30PM

ICDC is a non-profit organization committed to immigrant and refugee engagement and success. They host programs for both youths and adults and provide training and education regarding civics and social services, social justice and the court system, college application, employment opportunities, rideshares, and more.

West Springfield

Ascentria Care Alliance

(413) 787 – 0725 | 425 Union St, West Springfield, MA 01089 |

<https://www.ascentria.org/service/services-for-new-americans/>

Hours: Monday – Friday 9:00AM – 5:00PM

ACA provides assistance to refugees, asylum seekers, and other immigrants in central and western Massachusetts. They offer workforce development, interpretation and translation, legal assistance, education services, housing assistance, and more.

Massachusetts

MIRA Coalition

(617) 350 – 5480 | 69 Canal St, 3rd Floor, Boston, MA 02114 | <https://miracoalition.org/>

Hours: Monday – Thursday 9:00AM – 5:00PM | Friday 9:00AM – 2:00PM

The MIRA Coalition aims to advocate for the wellbeing and advancement of immigrants in Massachusetts. They offer a variety of resources and factsheets about topics including travel tips, checking your case status with various agencies, back to school resources for families and educators, legal support, and more. They also offer an immigration helpline offering information about the immigration process, how to file an application, information about immigrants' rights, and more.

Hotlines

Immigration Hotline by MIRA Coalition

(508) 293 – 1871 | <https://miracoalition.org/>

The helpline operates as a non-emergency service and provides information about the immigration process, how to file an application, information about immigrants' rights, and more.

Library Services

Libraries offer a wide variety of services to their communities, including but not limited to informational services, assistance applying for benefits, technology support, and more. Each library has their own unique offerings. Visit your local library to find out more.

Westfield

Westfield Athenaeum

(413) 568 – 7833 | 6 Elm St, Westfield, MA 01085 | <https://www.westath.org/>

Hours: Monday – Thursday 9:00AM – 8:00PM | Friday – Saturday 9:00AM 5:00PM

The library offers a wide variety of events including ESL classes, social events, art classes, music classes, book clubs, support groups, fitness classes, wellness classes, kids and teens events, holiday celebrations, and more. They also offer museum passes, a tool and technology loan program, art gallery, historical exhibit, seed library, space for event hosting, and more.

West Springfield

West Springfield Public Library

(413) 736 – 4561 | 200 Park St, West Springfield, MA 01089 | <https://www.wspl.org/Home>

Hours: Monday – Wednesday 9:00AM – 9:00PM | Thursday – Saturday 9:00AM – 5:00PM

The library offers a wide variety of events including ESL classes, social events, art classes, music classes, book clubs, and teens events, holiday celebrations, and more. They also offer museum passes, a tool and technology loan program, art gallery, benefits counseling, support applying for government assistance, space for event hosting, and more.

Agawam

Agawam Public Library

(413) 789 – 1550 | 750 Cooper St, Agawam, MA 01001 | <https://www.agawamlibrary.org/>

Hours: Monday – Thursday 9:00AM – 9:00PM | Friday – Saturday 9:00AM – 5:00PM

The library offers a wide variety of events including social events, art classes, music classes, book clubs, fitness classes, wellness classes, kids and teens events, holiday celebrations, and more. They also offer museum passes, art gallery, benefits counseling, support applying for government assistance, space for event hosting, and more.

Southwick

Southwick Public Library

(413) 569 – 1221 | 95 Feeding Hills Rd, Southwick, MA 01077 |

<https://www.southwickma.org/southwick-public-library#/events/>

Hours: Monday – Tuesday 10:00AM – 8:00PM | Wednesday 1:00PM – 8:00PM | Thursday – Friday
10:00AM – 5:00PM

The library offers a wide variety of events including social events, art classes, music classes, book clubs, fitness classes, kids and teens events, holiday celebrations, and more. They also offer museum passes, a tool and technology loan program, art gallery, seed library, and more.

Other Resources

The following resources may be utilized to help fulfill needs that were not already addressed in previous sections.

Hotlines

United Way of Pioneer Valley/211

211 or (877) 211 – 6277

Hours: 24/7

211 is an information services support line connecting individuals with resources on food security, utility assistance, domestic violence, behavioral health, transportation, runaway assistance, and youth homelessness.

Online

413cares

<https://www.413cares.org/>

413cares is an online information services database connecting individuals with resources on access to food, housing, mental health support, substance use support, legal support, immigration, elder services, veterans services, LGBTQ+ supports, cooling and warming centers, and more.

FindHelp

<https://findhelp.org/>

FindHelp is an online information services database connecting individuals with resources on food pantries and meal programs, housing, financial assistance, health care, and more.