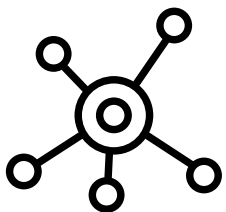


2025–2026

Franklin County and North Quabbin Region Emergency Response Resources Guide for Unhoused Individuals

**November 10, 2025
12th Edition**

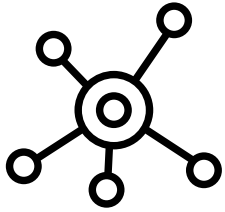


**THE FRANKLIN COUNTY/NORTH QUABBIN
EMERGENCY SERVICES FOR UNHOUSED
INDIVIDUALS TASK FORCE**



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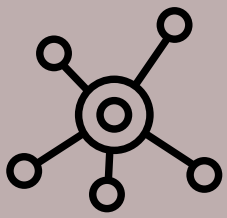
Purpose

This document offers up-to-date information and resources for individuals living in the rough in the 30 communities known as the Franklin County and the North Quabbin Region of Western Massachusetts and for those who wish to support them throughout the year.

It has been prepared by the Opioid Task Force of Franklin County and the North Quabbin on behalf of the Franklin County and North Quabbin Emergency Services for Unhoused Individuals Task Force.

If you have corrections, revisions, or additions to this document, please email info@opioidtaskforce.org. It will be updated monthly.

The Franklin County and North Quabbin Emergency Services for Unhoused Individuals Task Force meets on Zoom on the second Monday of each month from 9:30 am to 10:30 am. Please email info@opioidtaskforce.org if you would like to join this community-based and solution-oriented effort to support our unhoused residents.



A Regional Approach: The HUB Project



The Franklin County and the North Quabbin Region encompass 30 municipalities across nearly 1,000 square miles.

The HUB Project (Humanity, Understanding, and Belonging) was created to expedite emergency services for unhoused individuals across our rural region year-round via four hubs and “anchor agencies.”

These four hubs are centered in:

- Athol
- South County
- Greenfield
- Shelburne

Subsequent pages outline the resources available in each regional “hub” and contact information.

Information on how to access gear and goods by “hub” can be found on page 8.

Mobile outreach services have also been identified, and can be found [here](#) and on page 10.

**Regional
responses to
supporting
unhoused
individuals
year-round.**

West County

Ashfield, Buckland, Charlemont,
Colrain, Hawley, Heath,
Monroe, Rowe, Shelburne

South County

Conway, Deerfield,
Leverett, Shutesbury,
Sunderland, Whately

North/Central County

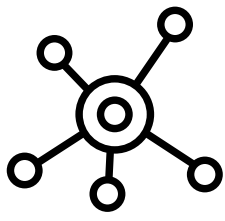
Bernardston, Gill,
Greenfield, Leyden,
Montague, Northfield

East County

(North Quabbin)

Athol, Orange, New Salem,
Warwick, Wendell, Erving,
Petersham, Phillipston, Royalston





Regional Hub – Athol

Athol has identified nine warming centers that can be used during the day for the 2025–2026 winter season. Phone charging and restrooms are available at each site. Please be respectful of the open hours and staff at each location. These warming centers are activated when temperatures reach 20 degrees. Athol has also created an overnight warming center activated from 10 PM to 6 AM by the Athol Fire Chief at the North Quabbin Recovery Center, 416 Main Street, Athol, when temperature thresholds reach 20 degrees, using community volunteers.

Athol Select Board Contact:

Rebecca Bialecki, 978.505.0548, rebeccabialecki@gmail.com.



**01. Athol Area YMCA, 545 Main Street, Athol, MA
978.249.3305, 12 PM – 9 PM, Monday–Saturday.**



**02. Athol Council on Aging, 82 Freedom Street, Athol, MA
978.249.8986, 9 AM – 3 PM, Monday–Friday.**



**03. Athol Public Library, 568 Main Street, Athol, MA
978.249.9515, 9:30 AM – 5 PM, Monday–Saturday.**



**04. North Quabbin Chamber of Commerce, 80 Freedom Street, Athol, MA
978.249.3849, 8:30 AM – 4:30 PM, Monday–Friday.**



**05. North Quabbin Community Coalition, 251 Exchange Street, Athol, MA
978.249.3703, 9 AM – 4 PM, Monday–Thursday,
9 AM – 2 PM, Friday.**



**06. North Quabbin Recovery Center, 416 Main Street, Athol, MA
978.249.4989, 9 AM – 12 PM, Tuesdays, Wednesdays,
Thursdays. Also open 3 PM – 6 PM, Wednesdays.**



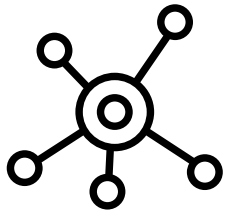
**07. Patch Family Center, 109 Lumber Street, Unit 5, 2nd Floor, Athol, MA
978.249.5070, 9 AM – 5 PM, Monday–Friday.**



**08. Salvation Army of Athol, 107 Ridge Avenue, Athol, MA
978.249. 8111, 9 AM – 12 PM, Monday–Friday.**



**09. Valuing Our Children, 217 Walnut Street, Athol, MA
978.249.8467, 8 AM – 4 PM, Monday–Friday.**



Regional Hub - South County

South County has one identified warming center that can be used during the day when temperatures reach 20 degrees for the 2025-2026 winter season. Phone charging and restrooms are available. Please be respectful of the open hours and staff at each location. No overnight warming center is available.

More locations are hoped to be identified in the coming weeks.



01. Sunderland Public Library, 20 School Street, Sunderland, MA
413.665.2642, Monday 10 AM - 8 PM, Tuesday 1 PM - 8 PM, Wednesday 1 PM - 8 PM, Friday 10 AM - 7 PM, Saturday 10 AM - 5 PM. Closed Thursday and Sunday.



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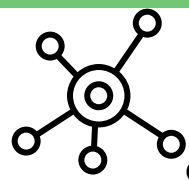
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Regional Hub – Greenfield

Greenfield has identified eight warming centers that can be used during the day for the 2025–2026 winter season. Phone charging and restrooms are available at each site. Please be respectful of the open hours and staff at each location. The City of Greenfield has also created an overnight warming center that will be activated from 7 PM to 7 AM at the Salvation Army, 72 Chapman Street, Greenfield, when temperature thresholds reach 15 degrees, using Western MA Medical Reserve Corps and other community volunteers.

Greenfield Emergency Management Director:

Fire Chief Robert Strahan, 413.774.4323, robert.strahan@greenfield-ma.gov.

Mayor's Office Contact:

Erin Anhalt, Chief of Staff, erin.anhalt@greenfield-ma.gov.



**01. Greenfield City Hall, 14 Court Square, Greenfield, MA
413.772.1500, 8:30 AM – 5 PM, Monday – Friday.**



**02. Greenfield Housing Authority Community Room, 1
Elm Terrace, Greenfield, MA
413.774.2932, 8 AM – 4 PM, Monday – Friday.**



**03. Greenfield Public Library, 412 Main Street, Greenfield, MA
413.772.1544, 9:30 AM – 8 PM, Monday – Wednesday,
9:30 AM – 5 PM, Thursday – Friday, 9:30 AM – 2 PM,
Saturday.**



**04. Jon Zon Community Center, 35 Pleasant Street,
Greenfield, MA
413.772.1517, 9 AM – 4PM, Monday – Friday.**



**05. Oak Courts, Common Room, 7 Oak Courts, Greenfield, MA
413.475.3621, 9 AM – 2 PM, Monday – Friday.**



**06. Salvation Army of Greenfield, 72 Chapman Street,
Greenfield, MA
413.773.3154, 8 AM – 1 PM, Monday – Friday.**



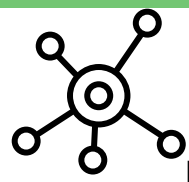
**07. Wildflower Alliance, 20 Chapman Street, Greenfield, MA
413.772.0715, 12:30 PM – 4 PM.
Monday, Wednesday, and Friday.**



**08. CSO, One Arch Place, 2nd Floor, Entrance #2
Greenfield, MA
413.772.6100, 9 AM – 4 PM. Monday – Friday.**

2025 – 2026

FRANKLIN COUNTY AND NORTH QUABBIN REGION WINTER RESPONSE 5
RESOURCES FOR UNHOUSED INDIVIDUALS



Regional Hub – Montague

Montague has identified five warming centers that can be used during the day for the 2025–2026 winter season. Phone charging and restrooms are available at each site. Please be respectful of the open hours and staff at each location.

Montague Emergency Management Director:

John Zellman, emd@montague-ma.gov.

Town Office Contact:

Maureen Pollock, Planning Director, mpollock@montague-ma.gov.



**01. Montague Senior Center, 62 Fifth Street, Turners Falls, MA
413.863.9357, 9 AM – 2 PM, Tuesday–Friday.**



**02. Carnegie Public Library, 201 Avenue A, Turners Falls, MA
413.863.3214, Tuesday, 10 AM – 7 PM, Thursday, 10 AM–
5 PM, Friday, 10 AM – 5 PM, Saturday, 10 AM – 5 PM.**



**03. Millers Falls Library, 23 Bridge Street, Millers Falls, MA
413.659.3801, Tuesday and Thursday, 1 PM – 7 PM.**



**04. Montague Center Library, 17 Center Street, Montague
Center, MA
413.367.2852, Wednesday, 2 PM–7 PM and
Friday, 10 AM – 1 PM**



**05. DCR Great Falls Discovery Center, 2 Avenue A, Turners
Falls, MA
413.863.3221, 10 AM – 4 PM, Tuesday, 10 AM – 6 PM,
Wednesday – Sunday.**



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Regional Hub – West County

West County has three identified warming centers that can be used during the day when temperatures reach 20 degrees for the 2025–2026 winter season. Phone charging and restrooms are available. Please be respectful of the open hours and staff at each location. No overnight warming center is available. More daytime warming center locations are hoped to be identified.

Shelburne Emergency Management Director:
Tom Williams, emd@townofshelburnema.gov.



**01. Trinity Church, 17 Severance Street, Shelburne Falls, MA
413.625.2341, 9 AM – 12 PM, Monday–Thursday.**



**02. The Senior Center, 7 Main Street, Shelburne Falls, MA
413.625.2702 8 AM – 4 PM, Monday–Thursday.**



**03. The Arms Library, 60 Bridge St. (corner of Main St.),
Shelburne Falls, MA
413.625.0306, Monday 10:30 AM–5:30 PM, Wednesday
11 AM – 7 PM, Saturday 10 AM – 3 PM, Sunday 12 PM – 3 PM**



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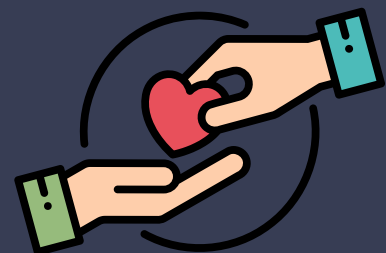


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Gear and Goods Resources

Through funding made available by the Interfaith Council of Franklin County and the Opioid Task Force of Franklin County and the North Quabbin Region, four gear and goods “hubs” have been identified. Items such as tents, sleeping bags, blankets, undergarments, personal hygiene items, gloves, hand warmers, and more can be retrieved for those unhoused in Franklin County and the North Quabbin Region. The four Gear and Goods Hubs are listed below.



West County Hub:

Mary Lyon Foundation

26 Ashfield Road, Shelburne, MA

413.625.2555

Contact: Kristen Tillona-Baker, Executive Director

kbaker@marylyonfoundation.org



North/Central County Hub:

Wildflower Alliance

20 Chapman Street, Greenfield, MA

413.772.0715

Contact: Larry Thomas, Outreach Advocate

Larry@wildfloweralliance.org



South County Hub:

To be determined



East County/North Quabbin Hub:

North Quabbin Community Coalition

251 Exchange Street, Athol, MA

978.249.3703

Contact: Heather Bialecki-Canning, Executive Director

Sarah Collins, Assistant Executive Director

heather@nqcc.org; sarah@nqcc.org

2025 GIVE THE GIFT OF LIVING!

4th Annual Gear and Goods Drive for Unhoused Residents of Franklin County and the North Quabbin Region November 17 - December 22, 2025

Click here for a list of suggested donated items!

You can also donate cash to the Interfaith Council of Franklin County at

<https://app.easytithes.com/App/Form/894d85a3-9b9d-4a88-b2d3-1d2e4fa242c2>

Choose the Opioid Task Force Gear and Goods Campaign in the Fund Drop Down Menu.

Warmth



Due to overwhelming demand, this year's drive primarily focuses on gear that protects people against harsh weather conditions.



**Sleeping Bag
Rated to at
least 0
degrees**

**Winter or
Three-Season
Tent**

Sleeping Pad

**Winter Coats
and Boots**

Chargers

Handwarmers

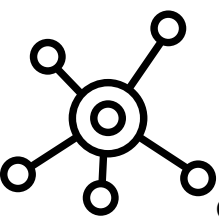
**Wool Socks
Scarves
Gloves**

Blankets



Organized by the Franklin County/North Quabbin Emergency Services for
Unhoused Individuals Task Force

Questions? Email info@opioidtaskforce.org or call 413.775.7475.



How to Stay Warm on Cold Winter Nights if You are Homeless

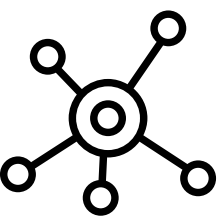
Co-authored by [Dan Bodner](#); Last Updated: October 18, 2025.

During the cold winter months, it can be very difficult to stay warm living on the street. Choosing your clothing and shelter carefully can help. If you don't (or can't) choose to go to a shelter at night, looking for an appropriate place to sleep can also be the difference between staying warm and freezing.

Part 1: Dressing Yourself for Cold

- Dress in layers. The best way to do this is [to] work on collecting your layers year round. Whenever you find a warm winter coat someone else has thrown away, hold on to it. It will come in handy during the winter, and can be used as a pillow or to lay on other times of the year. Think about using a plastic bag over you if you don't have a waterproof layer -- if you get wet, you get cold.[1]
- Use insulation techniques. You can insulate yourself with multiple layers, but if you're still cold, try newspaper. By crumpling it up and stuffing it between layers of clothing, you can create insulating pockets of air that will help keep you warm. You could also try foam pieces or blankets between your clothing, both of which are much warmer than newspaper. Plastic bags also work well. If you have nothing else, dry leaves will even work. Don't use fiberglass insulation (often pink fibers between layers of paper, used in houses). The tiny glass fibers will cut your skin and could cause infection.
- Don't forget your feet. Wear multiple socks on cold nights. Before it gets cold, work on finding boots that cover your whole foot, ankle, and part of your leg. Keeping your feet and lower legs protected from cold wind is essential to staying warm. If you are really cold, you might need to create layers of insulation on your feet, perhaps even including plastic bags. Make sure you go to bed with dry socks on.[2]





How to Stay Warm on Cold Winter Nights if You are Homeless

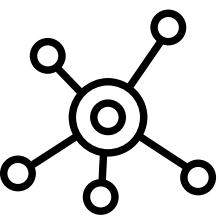
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Part 2: Collecting Supplies

- Stockpile blankets and sleeping bags. Keep an eye out for blankets and sleeping bags during summer and fall that might have been discarded in trash cans, before you really need them. These will be essential when you are sleeping outside, but can also keep you warm in a car or in a more protected shelter. Wrap yourself with blankets and then get into the sleeping bag for maximum warmth.
- Look for a tent if you know you are staying outside. Sometimes people throw tents away with only minor holes or rips -- look at campsites or other places where people have put up tents. Some people don't want to sleep indoors, even when it's freezing. To make sure you have some kind of shelter outside, think about trying to find a tent for yourself. If you can't find one, stringing up blankets from trees can help create a makeshift shelter.
- Find a metallic survival blanket. These are often handed out at the end of a marathon or other long run and then are quickly discarded. Collect a few of these (they are very light and easy to fold up) for winter nights. Cover the torso area of your sleeping bag with the survival blankets.[3]
- Collect plastic bags. You will need to keep your clothing and bedding dry and protected from the elements. Plastic bags of all sizes will help you keep your possessions in good shape, no matter the weather. You can even use them as a liner to help keep your feet warmer (and prevent your boots from getting damp with sweat). Try to find a big one to use as a poncho so your outer layer doesn't get wet in rain or snow.
- Look for a mat that will protect you from the cold ground. Foam pieces are going to be the best. Air mattresses or pads will easily transmit the cold to your body.





How to Stay Warm on Cold Winter Nights if You are Homeless

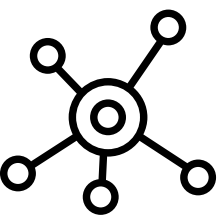
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Part 3: Getting Your Body Warm

- Eat right before bed. Try to get hot food right before you go to sleep. The meal can help you warm up and keep you warm enough to get into bed while your body still has heat. Keep in mind that fattier foods are going to be better for keeping you warm. Try these kinds of foods:[4] Cheese, Canned beans, Cream of Mushroom, or Cream of Chicken Soup
- Go to bed when you're warm. If it's cold outside and you are cold going to bed, you're not going to be able to warm yourself up. Do what it takes to get warm before you get under your blankets or into the sleeping bag. Run around, windmill your arms, do jumping jacks -- any of these could get your body warm enough.[5]
- Keep moving. On particularly cold nights, you might have to stay awake and in motion to stay warm. A body in motion creates heat and will help you keep warm. If this means moving around during the night and resting during the day, that may be a trade-off you will have to make. However, you must be cautious not to overheat and start sweating. When you sweat, you leave moisture trapped in your clothing and on your skin, which can cool you down.
- Don't let your sleeping materials get damp. Wet blankets and sleeping bags in the cold are not going to dry. If you have a sleeping bag, try not to even breathe into it -- it can get it damp quite easily. Package your sleeping materials in plastic bags during the day so that they won't get wet. Also, avoid setting up camp close to water -- it will blow around and get your sleeping materials wet.





How to Stay Warm on Cold Winter Nights if You are Homeless

Co-authored by Dan Bodner; Last Updated: October 18, 2025.

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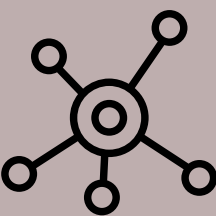
Part 4: Finding Shelter

- Look for a designated winter shelter. In regions where the weather gets extremely cold in the winter, most local governments set up shelters for winter in churches and other community buildings. These are only open on the coldest nights. Look for postings around town that will tell you which buildings are designated.
- Check homeless shelters for [a] room. Homeless shelters typically fill up quickly in the winter months, so if you want to sleep in one for the night, you will probably need to line up early. Many churches and other community organizations operate shelters to help people in need.[6]
- Find alternate shelters. If you are not able to or do not want to go to a shelter, find a good place to sleep. This can include overhangs that will protect you from rain or alleyways that are out of the wind. In extreme circumstances, you may have to find an area that is warm, even if it is not permissible for you to be there; this can include hallways in apartment complexes, subways, public buildings, or even unoccupied housing units. When you sleep at night, be sure it is somewhere warm. Hypothermia can set in while you are sleeping if you lack adequate warmth.



References:

- 1.<https://www.boysscouttrail.com/library/wintercampingtips.asp>
- 2.<https://gearjunkie.com/winter/stay-warm-winter-camping>
- 3.<https://tomsbiketrip.com/8-simple-tricks-to-stay-warmer-when-camping-in-winter/>
- 4.<https://www.chiff.com/a/camping-sleep-warm.htm>
- 5.<https://tomsbiketrip.com/8-simple-tricks-to-stay-warmer-when-camping-in-winter/>
- 6.<https://www.homelessshelterdirectory.org/>



Mobile Outreach Services

The Franklin County and North Quabbin Region do not have a single dedicated team of caseworkers located in a single location that can visit unhoused individuals across our 30 communities.

Instead, several entities have been identified that provide services to those living in the rough or to prevent homelessness. These organizations, what they offer, and their contact information can be viewed [here](#).

Examples of available resources documented in the spreadsheet are listed below.



Entity	Offered Resource	Outcome
Interfaith Council of Franklin County	Provides resources to secure supplies for unhoused individuals and funding to keep people in their homes; application required and reviewed by Board	<ul style="list-style-type: none">Keeps people in their homesSupports basic supplies for those living in the rough, such as tents, blankets, and sleeping bags
Tapestry	Provides harm reduction supplies and street medicine outreach in Greenfield and Montague	<ul style="list-style-type: none">Reduces overdose incidents and treats woundsProvides syringe pick-up services to protect public health
Eliot Street Outreach	Mobile outreach to unhoused individuals living in encampments or in other settings	<ul style="list-style-type: none">Provides linkages to other community resources and servicesAssesses wellness and provides other interventions.
North Quabbin Community Coalition		
Wildflower Alliance		



Emergency Housing Resources

PAGE
1 OF 2

Legal Supports for Housing

Community Legal Aid, Inc.

To apply for legal services, please call 855-252-5342 or apply online here:

www.communitylegal.org

Court Services Center

43 Hope Street, 1st Floor, Greenfield
In person: 8:30am - 1pm; 2pm- 4:30 pm,
Monday-Thursday, 8:30am - 1 pm, Friday
Virtual: Call 1-646-828-7666, enter Meeting
ID 1615261140, Press ##, Monday-Friday,
9am-2pm

Western Housing Court

37 Elm Street, PO Box 559, Springfield
WesternHousingCourt@jud.state.ma.us
413-748-7838

Massachusetts Fair Housing

Assistance with Housing Discrimination
57 Suffolk Street, Holyoke
www.massfairhousing.org
413-539-9796

Shelters for the Unhoused

Arch Place Shelter

Open 24/7 - One Arch Place, Entrance #2,
2nd Floor, Greenfield
*Shelter moved temporarily
www.csoinc.org
413-772-6100

Greenfield Family Inn and Shelter

Closed referral system for families
128 Federal Street, Greenfield
413-774-6382

Shelter for Survivors of Domestic Violence

Safe Passage

Located in Northampton
www.safepass.org/shelter/
413-586-5066 or 888-345-5282
Text "START" to 88788

Womanshelter/Companeras

Located in Holyoke: 413-538-9717
24/7 Crisis Hotline: 413-536-1628

Elizabeth Freeman Center

North Adams, Pittsfield, Great Barrington
www.elizabethfreemancenter.org
24/7 Crisis Hotline: 413-663-7459
866-401-2425

YWCA Western MA

Located in Springfield
<https://www.yvworks.org/>
24/7 Crisis Hotline: 413-733-7100
866-401-2425
DV/Sexual Assault: 800-796-7811
Llamanos/Spanish-800-223-5001

Emergency Short-Term Hotel Stays for Survivors of Domestic Violence

Salasin Project

33 Riddell St, Suite 9, Greenfield
413-774-4307
www.salasinproject.org

New England Learning Center for Women in Transition

Greenfield and Orange
www.nelcwt.org
24/7 Crisis Hotline: 413-772-0806
Toll-free crisis number FC/NQ:
888-249-0806

Youth Services for those Unhoused

Dial/Self Youth and Community Services

Food, Housing, Basic Needs
196 Federal Street, Greenfield
www.dialself.org
413-774-7054 Ext. 4

Sober/Supportive Housing

GAAMHA, Inc.

149 High Street (for men)
22 Cedar Street (for women)
www.gaamha.org
978-632-4574

Jana's Place

Recovery home for women and survivors
of commercial sexual exploitation -
Worcester
Living in Freedom Together
www.safeexitinitiative.org
774-243-6025

Money for Housing

Residential Assistance for Families in Transition (RAFT)

Money for rent and utilities
9am - 4:30pm Monday-Friday
241 Millers Falls Road, Turners Falls
www.fcrhra.org/raft-emergency-assistance/
413-863-9781

Warming Center

Craig's Doors Resource Center

(green trailer behind First Baptist Church)
434 N Pleasant St, Amherst, MA 01002
413-256-0704 Ext. 8
Open 8:30 am to 4:30 pm, M - F.

Housing Availability and General Info

413Cares

Food, Housing, Money, Rent
Assistance, Legal Aid
www.413cares.org

Franklin County Regional Housing and Redevelopment Authority; Housing Consumer Education Center; Family Self Sufficiency Program; Shelburne Housing Authority

241 Millers Falls Road, Turners Falls
www.fcrhra.org
413-863-9781

Montague Housing Authority

41 Sunrise Terrace, Turners Falls
www.montaguehousing.org
413-863-8445

Greenfield Housing Authority

1 Elm Terrace, Greenfield
www.greenfieldhousing.org
413-774-2932

Community Action, Pioneer Valley

www.communityaction.us
393 Main Street, Greenfield
413-475-1570

Athol-Orange Housing Authority

21 Morton Meadows, Athol
www.atholorangehousing.com
978-249-4848

Western Massachusetts Network to End Homelessness

www.westernmasshousingfirst.org

Emergency Assistance for Shelter or Diversion Services for Families

Executive Office of Housing and Livable Communities (EOHLC)

866-584-0653
If found EA eligible families can be referred to shelter or the diversion program (providing they have a safe space to be while looking for housing). Both programs come with the HomeBASE financial program to assist with housing costs.

-



Last Updated February 7, 2025

2025 - 2026

**FRANKLIN COUNTY AND NORTH QUABBIN REGION EMERGENCY
RESOURCES FOR UNHOUSED INDIVIDUALS**



Emergency Needs Information

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OF 2

Basic Needs

Center for Self Reliance

Food, Clothing, Charging, 56 Main Street, Greenfield
Mon/Thurs/Fri: 11am – 4pm; Tues: 11am – 6pm
51 Maple Street, Shelburne Falls, Wed: 11am – 3:30pm
www.communityaction.us/program/food-pantries
413-773-5029

Salvation Army

72 Chapman Street, Greenfield
Mon-Fri 9am – 11am (office/social services)
Showers & laundry by appointment only: 413-773-3154

Greenfield Public Library

Bathrooms, Books, Computer Access, Wi-fi
Mon-Wed: 9:30am – 8pm; Thurs/Fri: 9:30am – 5pm; Sat:
9:30am – 2pm, 412 Main Street, Greenfield
www.greenfieldpubliclibrary.org
413-772-1544

Whitney's Pantry

Personal Care Essentials
Last Monday of the month 4:30pm – 5:30pm
Parish Hall of The Episcopal Church of Saints James and
Andrew; 8 Church St, Greenfield, 413-773-3925

Franklin Area Survival Center

Food, Clothing, Phone Charging
96 4th Street, Turners Falls
Mon-Sat: 10am – 5pm, Food Pantry: 10am –
1:30pm Mon-Fri, 413-863-9549

Crisis (Phone) Services

CSO Crisis Hotline: 413-774-5411

Crisis Text Line: Text HOME to 741741

National Suicide and Crisis Lifeline: 988

Mass 2-1-1: Health/human services hotline

MA Substance Use HELPLINE: 800-327-5050

Transportation

FRTA Access Program

www.frrta.org/getting-around/frrta-access-program/

FRTA Fixed Route Schedule and Map

www.frrta.org/getting-around/schedules-maps/

FRTA Dispatch, 413.773.8090 ext. 103, or
email FRTAaccess@gmail.com

Harm Reduction/Recovery Supports: Check Websites for Current Hours

The RECOVER Project

68 Federal Street, Greenfield
www.recoverproject.org
413-774-5489

Wildflower Alliance

20 Chapman Street, Greenfield
www.wildfloweralliance.org
413-772-0715

North Quabbin Recovery Center

416 Main Street, Athol
www.nqcc.org/nqrc
978-249-4989

Tapestry (Narc/Syringe Access)

Mobile outreach can be arranged by calling or texting
413-221-7722 or 413-475-3377

www.tapestryhealth.org

Opioid Task Force of Franklin County and the North Quabbin Region/CONNECT

www.opioidtaskforce.org/connect/resources

FREE FOOD RESOURCES

Emergency Food 24/7

Blessed Trinity Parish

Deacon John Leary 413-219-2734 or
deaconjohnleary@gmail.com

Mondays

Franklin County Community Meals Program

Mon 4pm – 5:30pm
Our Lady of Peace Church, 7th Street,
Turners Falls
www.fccmp.org

Second Helpings-seated dinner or meal to-go

Mon 4:30pm – 5:30pm; Parish Hall
The Episcopal Church of Saints James and
Andrew
8 Church Street, Greenfield
413-773-3925
www.saintsjamesandandrew.org

Monday and Thursday

The Brick House Food Pantry

Mon 10am – 1pm; Thurs 9am-noon
24 3rd Street, Turners Falls 413-800-2208

Tuesday and Wednesday

Franklin County Community Meals Program

Tues & Wed 4:30pm – 5:30pm
Second Congregational Church, 16 Court
Square, Greenfield – Dine in or meals to-
go

Western Mass Mobile Food Bank

2nd Wed of the month 1:30pm – 2:30pm
7 Oaks Courts, Greenfield

3rd Wed of the month 1:30pm – 2:30pm

62 5th Street, Turners Falls

Wednesday

The Center for Self-Reliance, West County

Wed 11am – 3:30pm
Cowells Gymnasium Basement
51 Maple Street, Shelburne Falls
www.communityaction.us/program/food-pantries

Thursday

Franklin County Community Meals Program

Thurs 4:30pm – 5:15pm
Orange United Methodist Church
104 South Main Street, Orange

Grab-and-Go Meals

Every Thursday 5-6 pm
Holy Trinity Church, 135 Main St., Greenfield
413-773-3311, office@blessedtrinitygreenfield.org

Friday

Free Meals in West County

Fri 6pm Trinity Church
17 Severance Street, Shelburne Falls
413-625-2341

Saturday

Stone Soup Cafe-Free Meals

399 Main Street, Greenfield
RSVPs at 413-422-0020 for delivery
Curbside pickup 12pm – 1:30pm no RSVP needed

Sunday

Sunday Sandwiches

Sun 11:30am – 12:15pm
The Episcopal Church of Saints James and Andrew
8 Church Street, Greenfield
413-773-3925
www.saintsjamesandandrew.org

Food Pantries and Information

Franklin County Food Access

www.bit.ly/FCFoodResourcesList

Contains updated information on food access
resources.

Good Neighbors Food Pantry

3rd Thurs of the month 4pm – 5:30pm
Charlemont Federated Church
175 Main St, Charlemont, 413-339-4294
For emergency food distribution: 413-337-4957

Orange Food Pantry

Thurs 10am – 3pm
118 East Main Street, Orange, 978-544-2149

Salvation Army

72 Chapman Street, Greenfield
Sally's Cafe (Community Feeding Program)
Mon-Fri 8:30am breakfast; 11am lunch
Food Pantry: Mon 9am – 11am

107 Ridge Avenue, Athol, 978-249-8111
Kid's Club Dinner; Thurs 4:30pm
Food Pantry: Tues & Fri 9am – 12pm
Community meal with delivery: Tues 4pm

Hilltown Churches Food Pantry

Every other Tues 3pm – 5pm
29 Main Street, Ashfield, 413-625-0020

Good Neighbor Food Pantry

Sun 11am – 12pm
Last Name: A-K 1st & 3d Sunday, L-Z 2nd & 4th Sunday
Old Town Hall, 6 Center Street, Wendell, 978-544-23775

Our Lady Immaculate Church

Tues 10am – 1:30pm
192 School Street, Athol, 978-249-6790

Community Good Pantry at Athol High School

School Year Hours are 3pm – 5pm
1363 Main Street, Athol (back of AHS)

Athol Senior Center

Brown bags are distributed on the 3rd Wednesday of each
month, 11 – 11:45am, 82 Freedom Street, Athol
Call for eligibility: 978-249-8986

Parish Center of Blessed Trinity Parish

Food Pantry Hours:
Sat. 9am – 12pm, Tue. 12 – 3pm, Thu. 3 – 6pm,
14 Beacon St, Greenfield, 413.773.3311,
pantry@blessedtrinitygreenfield.org













2025 – 2026

FRANKLIN COUNTY AND NORTH QUABBIN REGION EMERGENCY RESOURCES FOR UNHOUSED
INDIVIDUALS

Last Updated February 7, 2025

Wound Care Resource List

Franklin County and North Quabbin Region

Name	Address	Contact	Summary of Services	
Athol				
Tully Walk-In Care Center	81 Reservoir Dr. Athol, MA 01331	 978-248-8558	<ul style="list-style-type: none">Hours: Mon-Fri 8am - 7:30pmSat/Sun 9am - 4:30pm	<ul style="list-style-type: none">Aftercare services providedWeekly follow up visits until wound is healed.Take home supplies provided
Athol Hospital	2033 Main Street Athol, MA 01331	 978-249-3511	<ul style="list-style-type: none">Open 24 hrsEmergency ServicesOn-site care/association with Heywood Hospital Wound Care Center	<ul style="list-style-type: none">Aftercare & follow up visits at Heywood Hospital.Appropriate Wound Care supplies provided
Gardner				
Center For Wound Care and Hyperbaric Medicine at Heywood Hospital	242 Green St. Gardner, MA 01440	 978-669-5690	<ul style="list-style-type: none">Hours: Mon-Fri 8am - 4:30pmAppointment OnlyFriday - Podiatry (Only wounds below the ankle cared for)	<ul style="list-style-type: none">Aftercare services providedPatients have follow up visits on case by case basisEducation on how to clean/dress wounds given
Greenfield				
Baystate Wound Care and Hyperbaric Medicine	48 Sanderson Street Suite 1 Greenfield, MA 01301	 413-773-2441  413-773-2450	<ul style="list-style-type: none">Hours: Mon-Fri 8am - 4:30pmAppointment OnlyEmergency referrals upon request	<ul style="list-style-type: none">Aftercare services providedCase by case follow up visitsEducation on how to clean/dress wounds given
Baystate Franklin Medical Center	164 High Street Greenfield, MA 01301	 413-772-0211	<ul style="list-style-type: none">Open 24hrsOn-site Emergency Wound Care	<ul style="list-style-type: none">Aftercare services & referrals provided for follow up visits.Take home supplies, education on how to clean/dress wounds given
Tapestry Health	40 School St. #6 Greenfield, MA 01301	 413-475-3377	<ul style="list-style-type: none">Hours: Mon-Fri 8:30am - 4:30pmSupported referrals to further care provided	<ul style="list-style-type: none">Info and education on how to clean/dress wounds, take home supplies providedWound Care Clinic, 2nd Friday each month, 10am - 2pm
Western MA Wound Care	63 French King Highway #2 Greenfield, MA 01301	 413-512-5111  413-512-5112	<ul style="list-style-type: none">Hours: Tues, W, Th 830am - 5pmSupported referrals to further care provided	<ul style="list-style-type: none">Info and education on how to clean/dress wounds, take home supplies providedcollaboration with specialists
Cooley Dickinson (Mass General) Convenient Care	489 Bernardston Rd. Greenfield, MA 01301	 413-773-1394	<ul style="list-style-type: none">Hours: Mon-Fri 8am - 4pmEmergency Services	<ul style="list-style-type: none">Aftercare services providedFollow up visits on case by caseTake home supplies given
Turner Falls				
New England Wound Care (NEWcare)	7 Burnham St. Suite 2, Turners Falls, MA 01376	 413-475-3233  413-475-3249	<ul style="list-style-type: none">Hours: Mon-Fri 8am - 4:30pmAppointment OnlyPrivate Office Setting	<ul style="list-style-type: none">Aftercare services providedWeekly follow up visits until wound is healed.Take home supplies given



Wound Care Resource List

Hampshire County

Name	Address	Contact	Summary of Services
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Northampton

Tapestry Health	16 Center St. #415 Northampton, MA 01060	☎ 413-586-0310	<ul style="list-style-type: none"> Hours: Mon-Fri 8:30am - 4:30pm Take home wound care supplies provided Info and education on how to clean/dress wounds Supported referrals to further care provided
Tapestry Mobile Van	Northampton - Call to verify location	☎ 413-309-2151	<ul style="list-style-type: none"> Hours: Thursdays 9am - 11am & 11:30am - 2pm (times may vary) Wound care and medical consult Info and education on how to clean/dress wounds take home wound care supplies provided Supported referrals to further care provided
Cooley Dickinson Hospital	30 Locust St. Northampton, MA 01060	☎ 413-582-2000 🏥 413-773-1398	<ul style="list-style-type: none"> Open 24hrs On-site Emergency Wound Care Aftercare services & referrals provided for follow up visits.
Cooley Dickinson Urgent Care	30 Locust St. Northampton, MA 01060 (located inside hospital)	☎ 413-582-4400 ☎ 413-582-2000	<ul style="list-style-type: none"> Hours: Mon-Fri, 8am-8pm Sat & Sun, 9am-5pm Walk-In Clinic Aftercare services provided Follow up visits on case by case basis Take home supplies given
Baystate Convenient Care	325B King St. Northampton, MA 01060	☎ 413-387-4197 🏥 413-387-4119	<ul style="list-style-type: none"> Hours: Mon-Fri 9am-7pm Sat & Sun 8am - 4pm Walk-In Clinic For extreme cases will refer to Hospital/Emergency Services Follow up visits on case by case basis Take home supplies given

Amherst

Cooley Dickinson Urgent Care	170 University Drive Suite 202 Amherst, MA 01002	☎ 413-582-4400 (option 2) 🏥 413-461-3532	<ul style="list-style-type: none"> Hours: Mon-Fri 8am -8pm Sat & Sun 9am - 5pm Emergency Services Aftercare services provided Take home supplies given and info about how to clean/dress wounds between visits.
Tapestry Mobile Van	Amherst - Call to verify location	☎ 413-309-2151	<ul style="list-style-type: none"> call for up to date hours Wound care and medical consult Information and education on how to clean/dress wounds Take home wound care supplies dispensed.





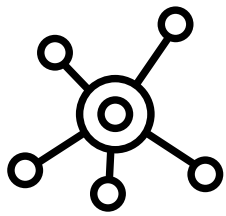
Training Resources

Several training resources are available to those working with unhoused individuals and/or families in Franklin County and the North Quabbin Region.

Those resources are listed below.



Individual/Entity	Offered Trainings	Impact
Erika Hensel, AG's Office Erika.Hensel@mass.gov	<ul style="list-style-type: none">• Harm Reduction• Anti-Stigma• Overdose Prevention & Narcan Training	<ul style="list-style-type: none">• Reduces overdose incidents and stigma• Increases awareness about harm reduction practices
Rachel Katz, Clinical & Support Options 413.588.2716 Rachel.Katz@csoinc.org	<ul style="list-style-type: none">• Harm Reduction• Street Medicine Basics	<ul style="list-style-type: none">• Reduces overdose incidents and treats wounds• Increases awareness about harm reduction practices
Tapestry info@tapestryhealth.org 40 School Street, #6 Greenfield, MA 413.475.3377 8:30 AM – 4:30 PM Call or text 413.221.7722 to arrange delivery of safer supplies	<ul style="list-style-type: none">• Harm Reduction• Overdose Prevention & Narcan Training• Drug Checking	<ul style="list-style-type: none">• Reduces overdose incidents• Increases awareness about harm reduction practices



Disclaimer

This document is intended for informational purposes and the convenience of its users. Errors and omissions are inadvertent. For more information about the Opioid Task Force's Disclaimer and Endorsement Policy, click [here](#).

Contact Information

This document will be revised monthly and made available on the Opioid Task Force for Franklin County and the North Quabbin Region's website, which can be found [here](#).

For specific changes to the overall document, contact Debra McLaughlin. For changes about the Emergency Services Resources, contact Cathi Emery. For changes about Wound Care Resources, contact Kristen Cuddy-Pease.



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debmc@opioidtaskforce.org



Kristen Cuddy-Pease

Program Associate, Opioid Task Force of Franklin County and the North Quabbin Region

413.775.7474

kristen@opioidtaskforce.org

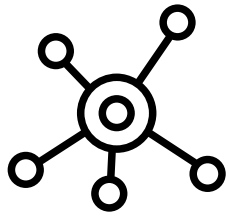


Cathi Emery

Office and Data Manager, Opioid Task Force of Franklin County and the North Quabbin Region

413.775.7474

cathi@opioidtaskforce.org



Acknowledgements

This plan is dedicated to those who are surviving individual, systemic, and institutional trauma, racism, or classism that have resulted in them becoming unhoused or housing insecure. May their resilience and stories inspire us to respect their dignity while offering meaningful assistance.

With appreciation to members of the Franklin County and North Quabbin Emergency Services for Unhoused Individuals Task Force for their steadfast dedication to addressing the needs of those living in the rough.

With thanks to the following individuals and entities for contributing content to this document.

- 64 participants of the four virtual 2022 Weaving the Safety Net for Unhoused Individuals Listening Sessions held on May 11, May 16, May 23, and May 24, 2022.
- Michele LaFleur of the Three County Continuum of Care for data about the unhoused in our region.
- Dan Nietzsche of the Franklin County Regional Council of Governments for sharing insights and expertise regarding emergency preparedness.
- Cathi Emery and Kristen Cuddy-Pease for their diligent efforts to document regional emergency and wound care resources.

**Debra McLaughlin,
Coordinator**

**Kristen Cuddy-Pease,
Program Associate**

**Cathi Emery
Office & Data Manager**

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info@opioidtaskforce.org



Appendices

Additional resources are noted below.

Resource 1 **Three County Continuum of Care (CoC) Point-In-Time Count Data**

- County data breakdown
- County regional counts

Resource 2 **2022 Weaving a Safety Net for Unhoused Individuals Listening Sessions Summary**

- Basic human needs
- Housing
- Sheltering
- Coordination

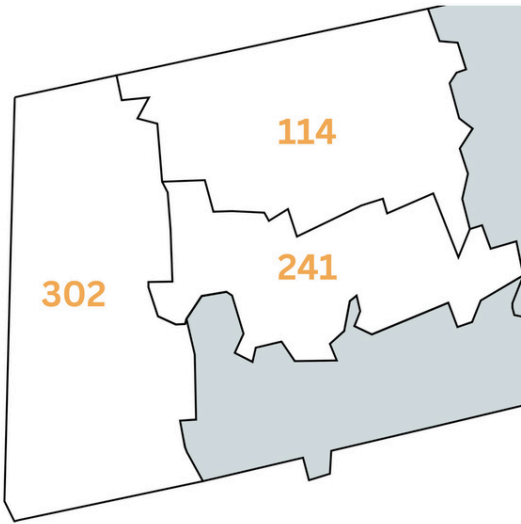
Resource 3 **June 2024 Franklin County Cooling Center Listing**

- Access the listing [here](#).

Three County Continuum of Care 2023 & 2024 Point-in-Time Data by County

2023 PIT

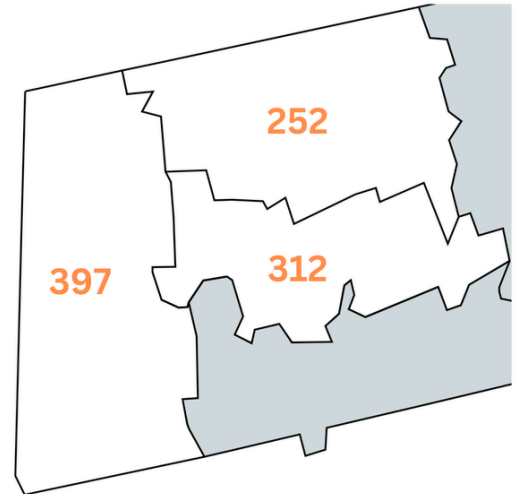
County Breakdown



Of those experiencing homelessness in the Three County region, **622** were experiencing homelessness per the HUD definition of being in shelter or literally outside and **39** people were experiencing homelessness not under HUD's definition. This includes people who were couch surfing or doubled up, living at a hotel or motel paid for with their own funds, and people in institutional facilities who otherwise do not have a place to stay.

2024 PIT

County Breakdown



Of those counted experiencing homelessness in the Three County region, **961** were experiencing homelessness per the HUD definition of being in shelter or literally outside and **68** people were experiencing homelessness not under HUD's definition. This includes people who were couch surfing or doubled up, living at a hotel or motel paid for with their own funds, and people in institutional facilities who otherwise do not have a place to stay.

4

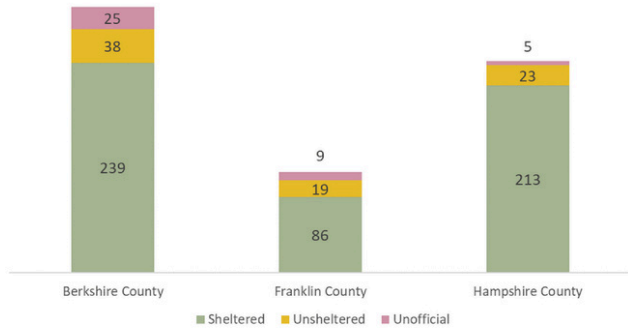
The number of those experiencing homelessness has more than doubled between 2023 and 2004 in Franklin County. We suspect this figure is much higher as the Point-In-Time Count is conducted primarily in Montague and Greenfield. It does not include Athol or other communities in the North Quabbin region located in Worcester County.

Source: [Three County Continuum of Care \(CoC\)](#)

Three County Continuum of Care 2023 Point-in-Time Regional Counts Data by County

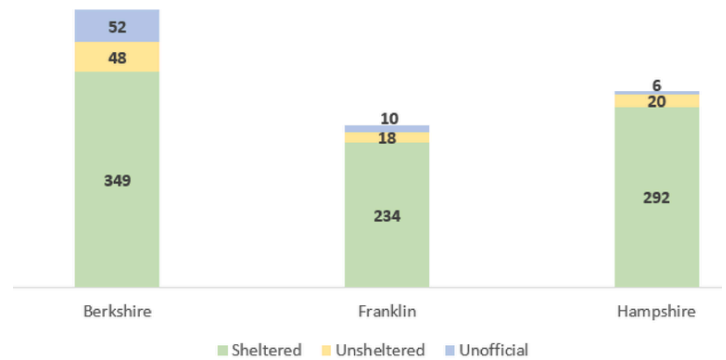
Regional Counts

Three County CoC Persons Experiencing Homelessness by County
January 25th, 2023

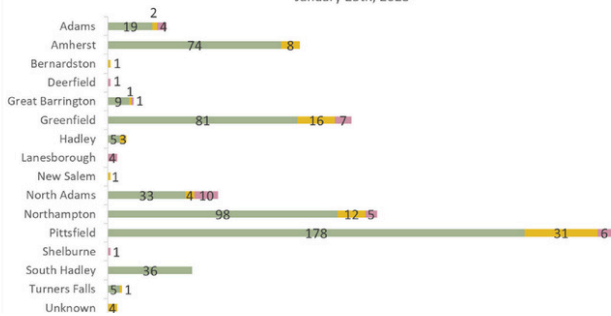


Regional Counts

Three County CoC Persons Experiencing Homelessness by County
January 31, 2024



Three County CoC Persons Experiencing Homelessness by Town
January 25th, 2023



Source: Three County Continuum of Care (CoC)

2024 GIVE THE GIFT OF LIVING!

3rd Annual Gear and Goods Drive for Unhoused Residents of Franklin County and the North Quabbin Region November 22 - December 22, 2024

Click [here](#) for a list of suggested donated items!

You can also donate cash to the Interfaith Council of Franklin County at

<https://app.easytithe.com/App/Form/894d85a3-9b9d-4a88-b2d3-1d2e4fa242c2>

Choose the Opioid Task Force Gear and Goods Campaign in the Fund Drop Down Menu.

Warmth



Due to overwhelming demand, this year's drive focuses only on new outdoor gear that protects people against harsh weather conditions.



Sleeping Bag
Rated to at
least 0
degrees

**Winter or
Three-Season
Tent**

Sleeping Pad

Blanket



Organized by the Franklin County/North Quabbin Emergency Services for Unhoused Individuals Task Force

Questions? Email info@opioidtaskforce.org or call 413.775.7475.

2025 - 2026

FRANKLIN COUNTY AND NORTH QUABBIN REGION EMERGENCY
RESOURCES FOR UNHOUSED INDIVIDUALS



2024 3rd Annual Gear and Goods Drive Report

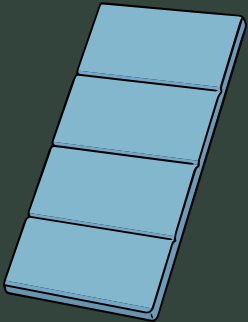
As of February 10, 2025, the following items and funds have been donated through the 3rd Annual Gear and Goods Drive. All gear has been distributed.



Funds:
\$2,075.00



Tents: 26
Sleeping Bags: 23



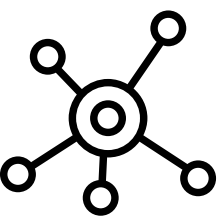
Sleeping Pads: 27



Blankets: 3

2025 - 2026

FRANKLIN COUNTY AND NORTH QUABBIN REGION EMERGENCY
RESOURCES FOR UNHOUSED INDIVIDUALS



Tips to Stay Cool in Hot Weather

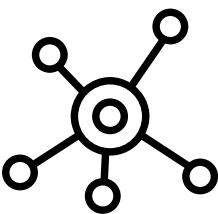
Courtesy of the City of Greenfield, below are some tips to stay cool during hot weather.

Individuals can find cooling centers in other communities by calling 211. Everyone is urged to take steps to prevent heat-related illnesses and injuries, including:

- Never leave children or pets alone in a closed vehicle. Even with the windows cracked open, interior temperatures can rise almost 20°F within 10 minutes.
- Slow down and avoid strenuous activity.
- Wear lightweight, loose-fitting, light-colored clothing. Light colors reflect heat and sunlight and help maintain normal body temperature.
- Drink plenty of water — even if you are not thirsty. Avoid alcoholic beverages and liquids high in sugar or caffeine. If your doctor generally limits the amount of fluid you drink, ask how much you should drink during hot weather.
- Stay indoors as much as possible and limit exposure to the sun. Do not leave pets outside for extended periods of time.
- If you must be outdoors, limit your outdoor activity to the morning and evening hours. Try to rest often in shady areas so your body temperature can recover. Use sunscreen with a high SPF and wear a wide-brimmed hat.
- Eat light, well-balanced meals.



For more tips to stay cool during hot weather, check out this unlocked article from the New York Times, [here](https://www.nytimes.com/article/excessive-heat-stay-cool.html?unlocked_article_code=1.RE8.ao2q.gY3G4e4-H9vU&smid=url-share) or https://www.nytimes.com/article/excessive-heat-stay-cool.html?unlocked_article_code=1.RE8.ao2q.gY3G4e4-H9vU&smid=url-share.



Regional Hub – North Quabbin

Athol and the North Quabbin Region have identified ten cooling centers that can be used during the day during heat emergencies. Phone charging and restrooms are available at each site. Please be respectful of the open hours and staff at each location. Athol cooling centers are activated when heat advisories have been announced or temperatures reach 85 degrees. No overnight cooling centers exist.

Athol Select Board Contact:

Rebecca Bialecki, 978.505.0548, rebeccabialecki@gmail.com.



**01. Athol Area YMCA, 545 Main Street, Athol, MA
978.249.3305, 12 PM – 9 PM, Monday–Saturday.**



**02. Athol Council on Aging, 82 Freedom Street, Athol, MA
978.249.8986, 9 AM – 3 PM, Monday–Friday.**



**03. Athol Public Library, 568 Main Street, Athol, MA
978.249.9515, 9:30 AM – 5 PM, Monday–Saturday.**



**04. North Quabbin Chamber of Commerce, 80 Freedom Street, Athol, MA
978.249.3849, 8:30 AM – 4:30 PM, Monday–Friday.**



**05. North Quabbin Community Coalition, 251 Exchange Street, Athol, MA
978.249.3703, 9 AM – 4 PM, Monday–Thursday,
9 AM – 2 PM, Friday.**



**06. North Quabbin Recovery Center, 416 Main Street, Athol, MA
978.249.4989, 9 AM – 12 PM, Tuesdays, Wednesdays,
Thursdays. Also open 3 PM – 6 PM, Wednesdays.**



**07. Valuing Our Children, 217 Walnut Street, Athol, MA
978.249.8467, 8 AM – 4 PM, Monday–Friday.**



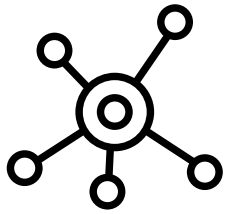
**08. Erving Public Library, 2 Care Drive, Erving, MA
413.423.3348, Monday, 10 AM–4 PM, Tuesday–Thursday,
12 PM – 6 PM, through July 3, 2025**



**09. Edith Wheeler Memorial Library, 49 East Main Street, Orange, MA, 978.544.2495
Monday and Tuesday 10 AM–6 PM, Wednesday and
Thursday 1 PM–8 PM, Saturday 10 AM–2 PM**



**10. Wendell Library, 7 Wendell Depot Rd, Wendell, MA,
978.544.3559, Tuesday 2 PM–7 PM, Wednesday
10 AM–5 PM, Friday 1 PM–5PM, Saturday 10 AM–3 PM**



Regional Hub - South County

South County has five identified cooling centers that can be used during heat emergencies. Phone charging and restrooms are available. Please be respectful of the open hours and staff at each location. No overnight cooling centers are available.



- 01. Sunderland Public Library, 20 School Street, Sunderland, MA**
413.665.2642, Thursdays, 10 AM-5 PM, starting July 10th



- 02. South County Senior Center, 22 Amherst Road, Sunderland, MA**
413. 665.2141, Monday-Friday, 9:30 AM-4:30 PM
(Extended hours for the week of June 23, 2025, due to heat emergency)



- 03. Whately Public/S. White Dickinson Memorial Library, 4 Sandy Lane, South Deerfield, MA**
413.665.4400, Monday, 10 AM-5 PM, Tuesday/Wednesday, 1 PM-8 PM, Saturday 10 AM-3 PM



- 04. Deerfield Town Hall, 8 Conway Street, South Deerfield, MA**
413.665.1400, Monday-Friday, 9 AM-4 PM
(Open during declared heat emergencies)



- 05. Leverett Public Library, 75 Montague Rd, Leverett, MA, 413.548.9220**
Tuesday 3 PM- 8 PM, Wednesday, and Saturday 10 AM-3 PM, Thursday 1 PM-6 PM



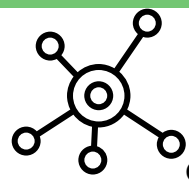
06.



07.



08.



Regional Hub – Greenfield

Greenfield has identified eight cooling centers that can be used during the day for heat emergencies. Phone charging and restrooms are available at each site. Please be respectful of the open hours and staff at each location.

No overnight cooling centers are available.

Greenfield Emergency Management Director:

Fire Chief Robert Strahan, 413.774.4323, robert.strahan@greenfield-ma.gov.

Mayor's Office Contact:

Erin Anhalt, Chief of Staff, erin.anhalt@greenfield-ma.gov.



**01. Greenfield City Hall, 14 Court Square, Greenfield, MA
413.772.1500, 8:30 AM–5 PM, Monday–Friday.**



**02. Greenfield Housing Authority Community Room, 1
Elm Terrace, Greenfield, MA
413.774.2932, 8 AM–4 PM, Monday–Friday.**



**03. Greenfield Public Library, 412 Main Street, Greenfield, MA
413.772.1544, 9:30 AM–8 PM, Monday–Wednesday,
9:30 AM–5 PM, Thursday–Friday, 9:30 AM–2 PM,
Saturday.**



**04. Jon Zon Community Center, 35 Pleasant Street,
Greenfield, MA
413.772.1517, 9 AM–4PM, Monday–Friday.**



**05. Oak Courts, Common Room, 7 Oak Courts, Greenfield, MA
413.475.3621, 9 AM–2 PM, Monday–Friday.**



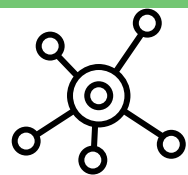
**06. Salvation Army of Greenfield, 72 Chapman Street,
Greenfield, MA
413.773.3154, 8 AM–1 PM, Monday – Friday. NOTE:
Awaiting confirmation of this cooling location.**



**07. Wildflower Alliance, 20 Chapman Street, Greenfield, MA
413.772.0715, 12:30 PM–4 PM.
Monday, Wednesday, and Friday.**



**08. CSO, One Arch Place, 2nd Floor, Entrance #2
Greenfield, MA
413.772.6100, 9 AM–4 PM. Monday – Friday.**



Regional Hub – North/ Central County

North/Central County has identified nine cooling centers that can be used during heat emergencies. Phone charging and restrooms are available at each site. Please be respectful of the open hours and staff at each location. No overnight cooling centers are available.

Montague Emergency Management Director:

John Zellman, emd@montague-ma.gov.

Montague Town Office Contact:

Maureen Pollock, Planning Director, mpollock@montague-ma.gov.



01. Montague Senior Center, 62 Fifth Street, Turners Falls, MA 413.863.9357, 9 AM–2 PM, Monday–Friday.



02. Carnegie Public Library, 201 Avenue A, Turners Falls, MA 413.863.3214, Monday– Wednesday, 10 AM–7 PM, Thursday–Saturday, 10 AM–5 PM.



03. Millers Falls Library, 23 Bridge Street, Millers Falls, MA 413.659.3801, Tuesday and Thursday, 1 PM–7 PM.



04. Montague Center Library, 17 Center Street, Montague Center, MA 413.367.2852, Monday and Wednesday, 2 PM–7 PM, and Friday, 10 AM–1 PM



05. DCR Great Falls Discovery Center, 2 Avenue A, Turners Falls, MA 413.863.3221, 10 AM–4 PM, Tuesday, 10 AM–6 PM, Wednesday–Sunday



06. Bernardston Senior Center, 20 Church St., Bernardston MA 413.648.5413, Monday 1 PM–5:30 PM, Tuesday–Thursday, 9 AM–3 PM, Friday, 9 AM–1 PM



07. Cushman Library, 28 Church St, Bernardston, MA, 413.648.5402 Monday 2 PM–6 PM, Wednesday 10 AM–7:30 PM, Saturday 10 AM–3:30 PM



08. Slate Memorial Library, 332 Main Rd, Gill, MA, 413.863. 2591 Tuesday 2 PM–6 PM, Wednesday 3:30 PM–7:30 PM, Thursday 2 PM–8 PM, Saturday 10 AM–2 PM



09. Robertson Memorial Library, 849 Greenfield Rd, Leyden, MA, 413.773.9334, Monday and Wednesday 1 PM–6 PM, Saturday 10 AM–12 PM

2025 – 2026

FRANKLIN COUNTY AND NORTH QUABBIN REGION EMERGENCY
RESOURCES FOR UNHOUSED INDIVIDUALS

Regional Hub – West County

West County has five identified cooling centers that can be used during heat emergencies. Phone charging and restrooms are available. Please be respectful of the open hours and staff at each location. No overnight cooling centers are available.

Shelburne Emergency Management Director:
Tom Williams, emd@townofshelburnema.gov.



**01. Trinity Church, 17 Severance Street, Shelburne Falls, MA
413.625.2341, 9 AM–12 PM, Monday–Thursday.**



**02. The Senior Center, 7 Main Street, Shelburne Falls, MA
413.625.2702 8 AM–4 PM, Monday–Thursday.**



**03. The Arms Library, 60 Bridge St. (corner of Main St.),
Shelburne Falls, MA
413.625.0306, Monday 10:30 AM–5:30 PM, Wednesday
11 AM–7 PM, Saturday 10 AM–3 PM, Sunday 12 PM–3 PM**



**04. Charlemont Federated Church, 175 Main Street,
Charlemont, MA
413.339.4294, Tuesday and Wednesday on 6/24 and 6/25.
Please call for hours.**



**05. Heath Town Hall, 18 Jacobs Road, Heath, MA
413.337.4934, 6/23, Monday, 2 PM–7 PM, and 6/24,
Tuesday, 1 PM – 4 PM. Wheelchair accessible, pets in a
crate or leashed are welcomed.**



06.



07.



08.

WEAVING A SAFETY NET

Creating a Vision for Emergency Shelter Services for
Unhoused Individuals in Franklin County and the
North Quabbin Region

Your Input is Needed!



Artwork: Annie Parkinson



Artwork: Annie Parkinson



Artwork: Annie Parkinson



Artwork: Annie Parkinson

1

WEST COUNTY VISIONING SESSION, WEDNESDAY, MAY 11, 2022, 3:30 PM - 4:30 PM

Join us for this virtual session here:

<https://bit.ly/3Lpy9Vr>

2

NORTH/CENTRAL COUNTY VISIONING SESSION, MONDAY, MAY 16, 2022, 11:00 AM - 12 NOON

Join us for this virtual session here:

<https://bit.ly/3MwsNbd>

3

SOUTH COUNTY VISIONING SESSION, MONDAY, MAY 23, 2022, 1:00 PM - 2:00 PM

Join us for this virtual session here:

<https://bit.ly/3rUMCAY>

4

NORTH QUABBIN/EAST COUNTY VISIONING SESSION, TUESDAY, MAY 24, 2022, 5:30 PM - 6:30 PM

Join us for this hybrid meeting to be held at
Athol Town Hall, 584 Main Street, Athol, MA.

You can also join virtually here:

<https://bit.ly/3KqZJ3b>

**CAN'T MAKE IT? FEEL OUT THIS SURVEY BELOW TO SHARE
YOUR IDEAS AND THOUGHTS!**

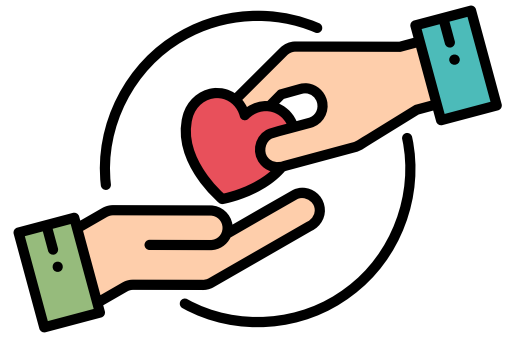
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**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

West County

Basic Human Needs

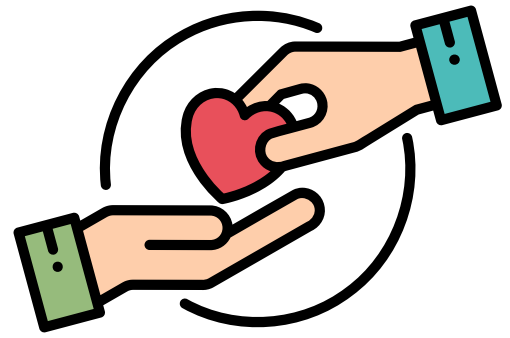


Health Services Needed	Food/M meal Services Needed	Other Desired Services
Mobile dental services, more accessible for individuals without transportation	Transportation or delivery services to bring food to vulnerable populations and those that don't have transportation readily available	Love in a Backpack: Backpacks for individuals recently released from incarceration [basic hygiene supplies]
Mental health services	Connect service-learning students with food delivery community projects? Health promotion?	Training for law enforcement & social service providers discussing issues related to unhoused individuals [collaborating with UMass Nursing students?]
More safe places for people to stay if you have behavioral health or physical health ailments.	A better way to publicize food/meal services that are available	More nurses and care coordinators who help ensure people aren't falling through the cracks
More connected community supports		More behavioral health counselors available
Mental health workers connected with law enforcement officers -- accompanying each other on calls		Transportation to shelters, particularly if you have physical ailments that prevent you from driving
Connection to Wellness on Wheels [WOW] bus		Support groups for those currently or previously affected by being unhoused
		Housing/care navigator who has lived experience

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

West County

Sheltering - Part 1

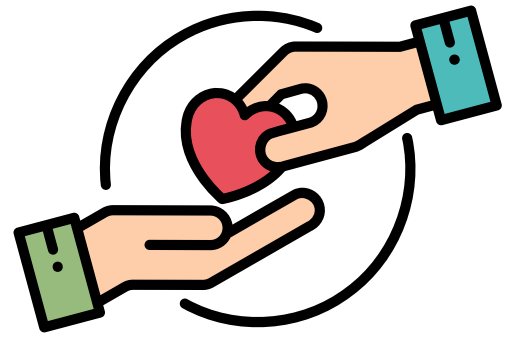


How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Setting up multiple centers with coordinators linking people not just to open beds, but the right open beds, taking into account trauma history and life-styles	Trinity Church in Shelburne Falls may have done something like this	Farm or other informal housing options that will provide shelter in exchange for work
First offer public transportation up in the hill towns so individuals can access shelter	Three season camping ground to support homeless individuals	What are current drop-in/day centers that folks are using? Churches, libraries, senior centers, community centers?
Instead of putting a shelter in an urban center, put it on a farm with robust transportation to drug courts, unemployment etc. A different look than normal shelters, and more trauma informed.	Analysis of rules/regs that make it more possible for rural areas to provide support to unhoused individuals [e.g. mixed use].	Offer a day drop-in center to get hygiene supplies food pantry bus passes, etc.
Continued - Post prison release, unemployment/under-employment, medical crises etc. And it seems that there should be shelters that focus on those issues, including ones for 18-24 year olds/chronic homeless.	Provide transportation to shelters or overflow shelter options in other areas.	Find a way to decentralize and destigmatize people without homes, incentivize public spaces [businesses, community spaces] to welcome folks to use their space.

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

West County

Sheltering - Part 2

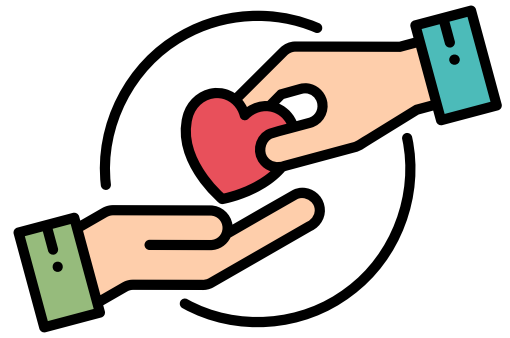


How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
I believe there are people in the area who are in abusive situations but nowhere else to go.	Assess those informal helping networks and/or individuals that provide safe spaces for unhoused individuals in West County - a series of "safe houses"?	Connect to existing mobile outreach services to places in the Hilltowns?
Assess if there is a regional entity/property that could have an engagement center for unhoused individuals so they can check mail, get a shower, etc.	Analyze existing spaces (e.g. farms) that could play this role versus creating a space that needs more financial support, staffing, etc.	Church offering wet/line up shelter, having a certain time to be in and out each day and on a first come first serve basis even if actively using drugs.
I was thinking about shelter, and it just feels too generic and all-encompassing. With the exception of maybe chronic homeless individuals, most fall under substance abuse.	Inventory what is available to support unhoused individuals in the Hilltowns.	Make sure that current de facto spaces are well connected to resources/services/shelter services.
What is the current state of homelessness in west county? are people camping out or couch surfing? are there particular areas in west county that have a number of folks who are homeless?		Engagement Center...look at the Drug Court/Treehouse Foundation model as a way to work in a trauma-informed way with unhoused individuals

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

West County

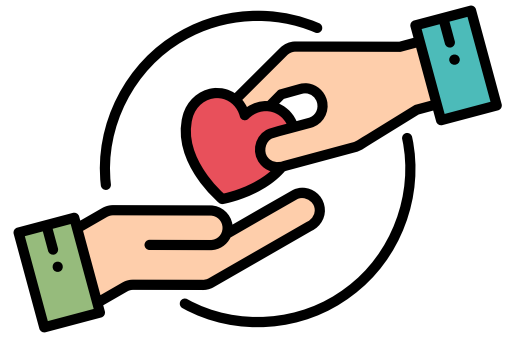
Sheltering - Part 3



How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Ensure transportation to any shelter location developed, as well as making it in a central location.		Churches, libraries, not in use schools.
low-cost camping ground in West County to help support those in needs of shelter.		Access to information about existing services/info is limited for those "informal helping networks" such as libraries.
It seems very hard to imagine a year-round shelter in west county given population size and funding. I wonder if there could be a robust outreach and transportation system to help folks get to shelters in Greenfield or other areas.		
Create a 24/7 wet, lineup shelter somewhere in the hill towns that can be accessible with public transportation.		

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

West County Housing

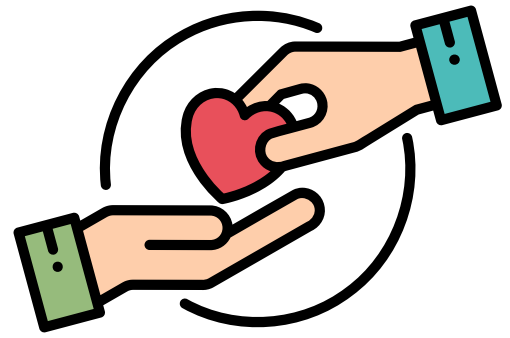


Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
Funds to support positions to help people do this work	Case management and follow up after placing unhoused individuals to help with transition and stability for long term housing	More affordable housing
Transportation to shelter in Greenfield	Substance use and mental health services integrated into supportive housing	Multiple conversations with Private landlords education and incentives to house individuals
Home sharing		Fast track or prioritization for folks in need of rapid housing
Case management		Access to multiple services that support them once they are housed
Coordination of services between agencies to make a more managed and cohesive rapid housing		
Tents and other necessary supplies for those living unsheltered		
Relationships with landlords for folks who are seeking permanent housing from transitional housing		

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

West County

Coordination - Part 1

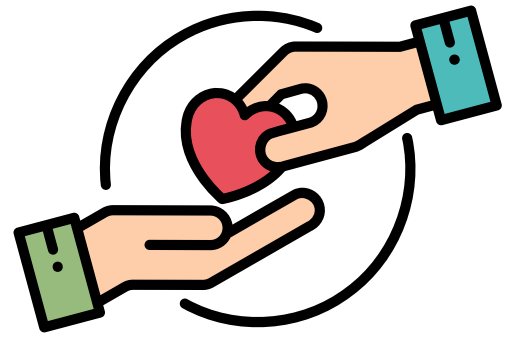


How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Clear knowledge of what services exist and who provides them could help reduce gaps in care	a 1-800# for immediate response
People may not come forward due to feelings of shame. Centralized supports [hotline] could lessen these feelings.	Introducing the conversation is a first step to better supporting people. Acknowledging the realities in root causes of becoming unhoused and making sure folks know of resources for prevention as well as intervention [shelter etc]
Incentive programs for landlords to preserve tenancy at the state level... tax write offs for folks who have had the same tenant for 5 yr etc.... dreaming!	for those who become unhoused: we need more coordination for the access to shelter and immediate safety-planning.
Theme: Meeting people where they're at	A "HUB" /Resource center/access to showers and sanitation/lockers

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

West County

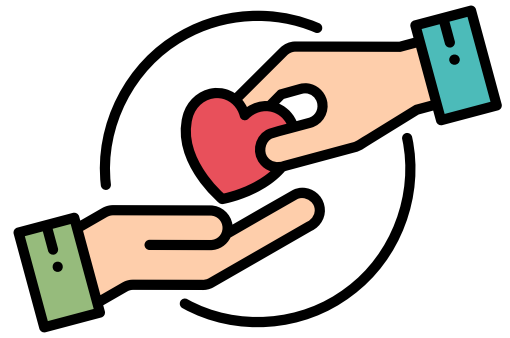
Coordination - Part 2



How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Bringing services to where people are instead of expecting them to search	triage services training for outreach workers
trainings for housing authority staff re: Trauma informed care	Creating safe places in the community where people can feel safe talking about the things that might cause them to become unhoused
prevention services and more awareness of what those services are.	Theme: prevention
one stop shops to access services to effect/support the needs of maintaining housing for those at risk of losing their housing	increased housing production
outreach to landlords re: equity	Compile a list of advocates
Brainstorming around the role of EMS/911, however, they have had past frustrations. Need accountability around answering the phone	increased shelter beds and population specific shelters

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

West County Coordination - Part 3

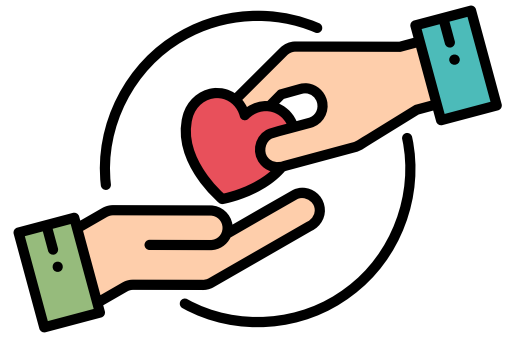


How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
increased mental health services	--> CSP: Community Support People [located in CHD, CSO, ServiceNet, etc]. Help make calls, develop & follow person-driven plan
increasing the number of mobile outreach services to provide access to resources that may exist... fuel assistance, RAFT, other funding	Prevention first -- education, similar to how we teach people to engage with advocates when DCF is involved to create a plan. Normalize (ugh, shouldn't be normal) the conversation about housing challenges.
Could outreach happen via text?	
Coordinate with the new behavioral health reform project	
Jan. of 2023 - new reform will include hotline	
Post hotline in public spaces	

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

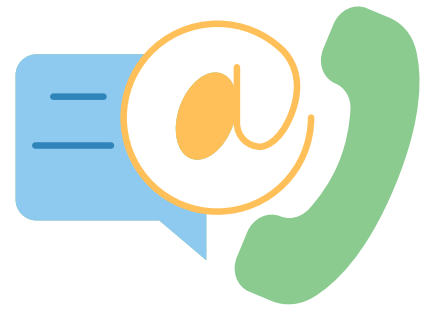
West County

Coordination - Part 4



How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Conversation also touched upon Harm Reduction services	
Also related: spoke about mobile units	
Note: when looking at West County, the conversation is not as robust as it could be; stigma around SUD is alive and well	
Related to SafeHavens, why don't we expand or move past the DMH diagnoses? Or, why don't we offer something similar with re-entry	

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

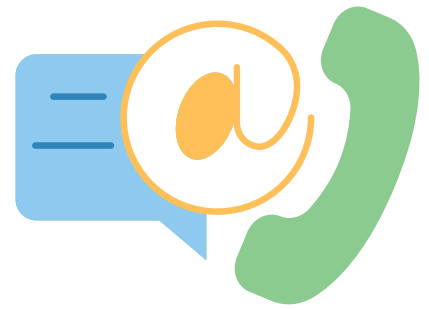


North/Central County

Basic Human Needs - Part 1

Health Services Needed	Food/Meal Services Needed	Other Desired Services
A pool of funds for basic things like DTA may already exist [interfaith council \$] but not coordinated in a way that people know how to access it. This will also help if the CHW were involved as they would know all this.	Connect to Love in a Backpack	Self-secured bin on rollers with individual lock/keys [e.g. Tuff Totes?]
Proper hygienic services [nails cut, etc.]	Information re: how to actually take in nutrition while accessing services.	Self-inflatable sleeping pad [pool pad]
Wound care	Add narcan to the list of things available at the comfort stations.	Storage space for clothing without needing to rent a big space. Just a locked closet for each person?
\$ for basic things like getting their ID	Everyone should have a reusable water bottle, filters, toothbrush, tampons, etc., for women.	chamois towel -- quick drying towel
Create a list of eye/dental exams and places for unhoused individuals [e.g. Baystate Franklin Medical Center, CHCFC-Greenfield/Orange]	Ability to spend time at the CSAs where HIP is available -- access to fresh food but also able to be involved in growing/harvesting food.	Repair workshops for people living in the rough?

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

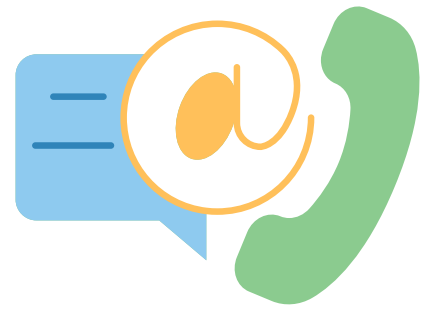


North/Central County

Basic Human Needs - Part 2

Health Services Needed	Food/Meal Services Needed	Other Desired Services
Barriers to accessing basic human needs initially, as basic computer skills are needed to access basic needs services [e.g. digital equity].	Create a basic needs kit - water bottle, Narcan, weather resistant wallet card of resources, hand sanitizer, Dial soap, masks, check on best ways to distribute socks, underwear, toothpaste	Laundry services
Basic skills training for self advocacy	Tablets for mobile outreach workers who can offer support/resources in real time.	What about a relationship with a camp ground? Is it possible to have supportive camping sites? Basic needs could be addressed by the supports onsite?
Inventory where physicals can be done [e.g. SUD Clinic, CHCFC, and Bridge Primary Care [Dr. Singer]	Help with signing up for food stamps	Pop-up clothing shop - twice a year? Spring/Fall
This is why the CHW role is so essential. People need to be assessed for a whole series of needs.	Info kiosks located at comfort stations	Free clothing - seasonal and reliable clothing for living in the rough.
Translators for basic communication	Compile list of meals/food for unhoused individuals	Tent and sleeping bag repair kits
Offer haircuts one day a month, shave, shampoo...	Check to see if there is an app where mobile outreach services could be tracked	Birthday kits [e.g. for individuals and/their child] - cupcake

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

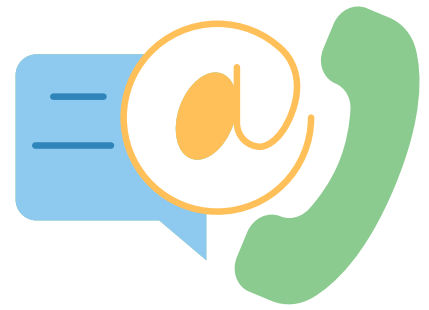


North/Central County

Basic Human Needs - Part 3

Health Services Needed	Food/M meal Services Needed	Other Desired Services
	Snack & water stations located around town. Another reason how a CHW who is mobile could support this by refilling stations.	Needs for their pet
	I don't think enough people know that people can take multiple meals at a time.	Haircuts, shaves, shampoos, etc.
	Lack of prep kitchen for unhoused individuals	Reliable luggage, storage for clothing.
	What snacks/water are provided by mobile outreach workers?	First aid kit [include Narcan]
	Transportation to food pantries and community meals	Places to check mail, get devices charged.
		Pop-up shops [ICE HOUSE] where unhoused individuals could sell their goods

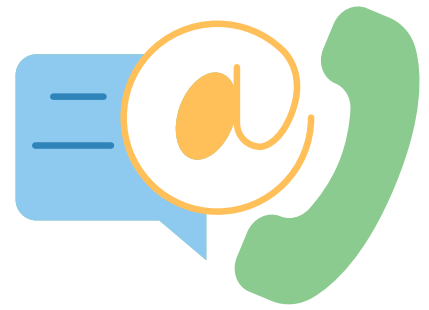
**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



North/Central County Sheltering - Part 1

How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Incentives for staffing shelter programs... sign on bonuses, support for staying in the job long term	Related to all three questions: Staffing is an issue across the board	From discussion: A shelter is a place meant to sleep [more residential]. A cooling or warming center denotes it is not a space to sleep, it is a place without beds
a year-round emergency shelter exists in Greenfield... could it be expanded to include more beds?	Collaboration across agencies will lead to best outcomes for folks. This is related to capacity as well, but this piece is important because no 1 shelter can do address all of this	Important to pay attention to the challenges that come in summer/intense heat, just as much as we do in the winter with the cold
Community Support/Awareness/Collaborations	Securing funding and finding an appropriate space is the biggest barrier	it seems like an overnight warming center can be an effective nightly overflow option...
how can transportation be provided to people in areas outside of Greenfield to be able to get to a shelter or a safe place to stay?	Common theme: capacity building. Analogy shared around resettlement of refugees. You have people step up in unexpected ways. Shared sense of responsibility	How do we triage people who are not allowed in these spaces? Esp. those who have changed lifestyles and these past behaviors are from a long time ago
Need variety of sheltering options with various levels of support	On other slide as well, but need plan for triaging folks who are not "allowed"/on black list from services	Space identified, CERT team to be activated to oversee, providers lined up for collaboration ahead of time

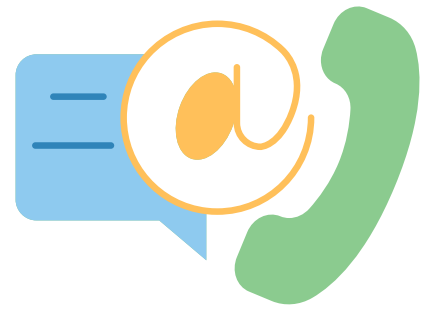
**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



North/Central County Sheltering - Part 2

How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
[Implement] multiple shelter models	This "list" is longer than people realize	Find a location large enough to provide laundry, shower, dining, other resource providers, etc.
Collaborative systems to help shelter provide transportation, food, education, financial literacy, access to training for living wage employment, advocacy/navigation services	On staffing, common theme of interagency - we're seeing [staffing] issues with SUD/ODU treatment centers too	Re: emergency shelters when widespread lack of electricity. Someone who was homeless said: "so, its an emergency when people don't have electricity in their house, but its NOT when people don't have a house"
More providers/partners	Again, how do we *share* ownership? This is too big for one agency	How can we look at other regions/cities and learn from them [i.e. churches that are able to open up]
Shelter brick and mortar with more beds, campground options to expand in summer months	How do we build capacity? Similar to fundraising efforts... have volunteer chain ready to go	
In house support (case management,) to support with long term goals, onsite therapeutic support, staffing with incentives to maintain consistency to help with building professional relationships and engagement	Sheltering should not be seen as an end-point. Need the connection to housing so that more space can be opened up when folks transition out	

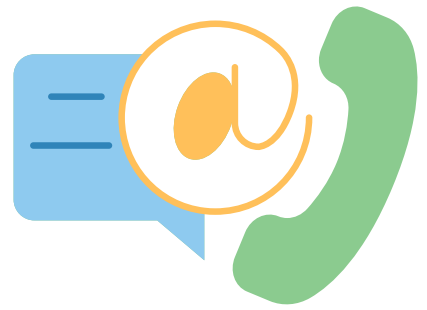
2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



North/Central County Sheltering - Part 3

How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Wells St: in winter, using a nightly model	Emergency Planning in municipalities exist... Can this same response be ready/utilized? Note: CERT Teams [certified emergency response team]	
Ex: "Barrack" spaces & bedroom models, 'motel' models, nightly models,	Survivors have been place on no-rent lists, and this is due to behaviors not by them...	
We need to set a standard that community partners & stakeholders contribute to the establishment and maintenance of sheltering options.	Need more capacity at both ends of the sheltering spectrum including the overflow capacity and the low threshold housing side so everyone who needs a shelter can get in and also move on.	
what is the 24/7/365 triage/diversion system to help folks who need shelter?	Choice is important. People should be able to choose their preferred service --> relates back to needing multiple different models and emphasis on low-threshold	
Expand the Well St. shelter... physical space/larger property? Add on-site case management	Takeaway for all kinds of sheltering: multiple agencies collaboration	

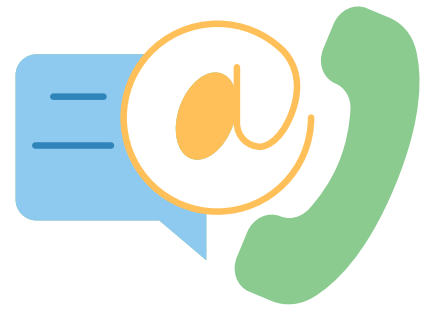
2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



North/Central County Sheltering - Part 4

How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Need a model with daytime structure or availability		
what is the overflow plan for the shelter in Greenfield? where can someone be safe tonight if the shelter is full?		

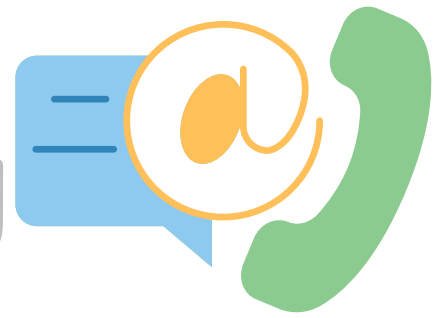
**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



North/Central County Housing - Part 1

Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
Integrated short-term housing services with SUD services	More Permanent supportive housing options, more apartments available in that category	Move to Brattleboro or another area where housing first models are progressing
Transitional housing services for all ages, not only for specific age brackets	Longer expiration date for vouchers as it takes a while to find a housing solution	Housing First models allow for stable environments for individuals that struggle with BH/MH concerns
Provide more beds for young adults, as well as older adults	Communication regarding how to seek financial assistance with first, last and security [i.e. publicizing about RAFT]	Housing first models in Massachusetts
Hotel vouchers while waiting for more permanent housing	Although housing navigators are a great resource, it is a challenge if there's no housing available regardless of the position	Quick fix to housing inventory: tiny houses, pallet houses, shipping containers
Transitional housing supports for individuals not ready for a sober housing solution	More housing supports close to resources and the community hub	Not limiting access to housing supports....regardless of a person's active drug use or other elements of their life
Specialized housing services for those with mental illness to improve ability to succeed in the long term	Discrimination/stigma with individuals who have vouchers	Large acreage for housing options and ways for people to build on the land

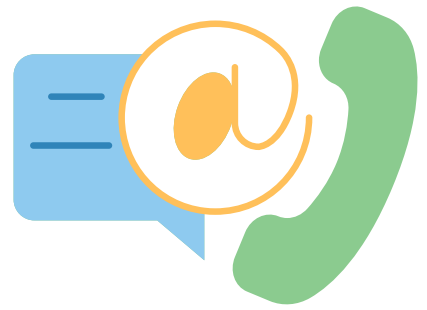
2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



North/Central County Housing - Part 2

Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
Intermediate solution until an individual can find more permanent housing....with housing navigator supports?	Affordable housing units	Holding legislators accountable for developing permanent solutions for this
	Rent control!	Changing the language around housing first and the stigma associated with it
	Competition of multiple applicants for one property/apartment	Using the post office system and PO Box options to be used for physical addresses for job applications
	Locked in rental prices particularly those with vouchers so that there's less gap for individuals to pay	Showcasing success stories of housing first programs
	Barrier of moving into a new place: first, last and security [3x monthly rent]	
	Providing people with resources and support to transition out of supportive housing, to rise above a level of poverty [i.e. adequate career training, transportation]	

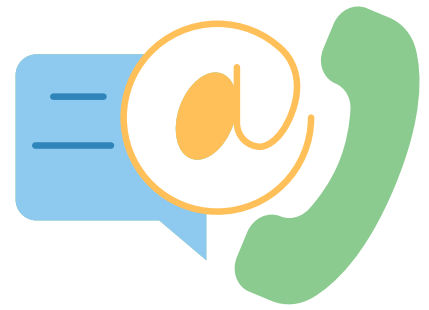
2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



North/Central County Housing - Part 3

Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
	Wrap around supports to secure transportation, employment, education, etc. to better their position	

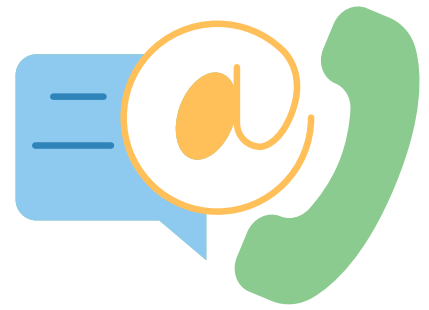
2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



North/Central County Coordination - Part 1

How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Increased communication to recognize early warning signs/intervene early	"What to do when you don't know the answer"
Can intervene before it is too late	Meet people where they are at
Trainings/resources for first time homeowners and how to be a good tenant	No wrong door~system having a working understanding of how to access supports/what other programs offer so connections happen
Can create a space where people feel comfortable to ask for help when things get tough	Slow down and invest in relationships to have actual conversations with folx
Folx know the system is hard to navigate and tell their stories numerous times	Difficult conversations between providers
Provide follow-up for folx after they've been in contact with a case manager/navigator	Expand on the circle of orgs/agencies considered partners [schools, arts programs, libraries, senior centers]
Barriers to sharing information between agencies	Creating a space that people feel safe talking about what is going on so they can be helped properly
Loss of housing is a symptom of other needs	Varying immigration statuses
Prevent folx from slipping through the cracks between service providers	Training for staff

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



North/Central County Coordination - Part 2

How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Confidentiality and privacy	Recognize additional barriers experienced with language access, immigration status, new arrivals, etc.
Able to focus efforts on prevention, early warning signs, early connections to financial or other resources to preserve housing or relocate without experiencing homelessness	Presence of trauma and careful of triggering folx
Can help focus on prevention	Language and technology barriers

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

South County

Basic Human Needs – Part 1



Health Services Needed	Food/M meal Services Needed	Other Desired Services
Transportation systems nights, weekends, reliable etc for health services	Find out how extensive Saturday meal delivery can be for South County communities by Stone Soup Cafe	"Catch-all" for drop-in services, laptop/wifi, rest/relax, shower, laundry, coffee
In general, I'm not sure what medical services are available in South County except for the Cooley Dickinson clinic and rehab place in South Deerfield	CISA has an updated list/map of HIP vendors	School nurses as connecting points for families
FRCOG public health nurses have open clinics in some towns, including in Conway [part of 16-town health district?]	I am not aware of any food pantries in South County	The Conway mall at the dump has free clothing and other items in a shed that is staffed by a town administrator.
It's unclear what health services exist for unhoused individuals in South County. Mobile outreach services appear to be limited there.	FCCMP Meal Site in South County perhaps	Perhaps for older adults, the Senior Center could provide an entry point to find out about services. What could other entry points be for services in Conway?
We know best about who to be worried about and what their needs are by their calling 911 and engaging with them there.	Mobile food bank	SUD treatment options [related to health]

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

South County

Basic Human Needs – Part 2



Health Services Needed	Food/M meal Services Needed	Other Desired Services
Local Church goer support one another trying to access health services	Churches in south Deerfield have put together meals to go. Not sure exact details.	Where do people go to get help from? How can they be identified?
does the South County Senior Center in S. Deerfield offer health services...? of course, that would only be for older adults	Ashfield is considered West County, not South County...	Harm reduction center
not sure which towns FRCOG public health nurses serve...	in terms of free community meals or from pantries, Stone Soup delivers to some towns... and I think the Center for Self-Reliance Food Pantry in Greenfield delivers to some towns	
Transportation to medical services in other parts of western Mass is always an issue... especially for folks who are in Conway, Whately, in the hills...	Sunderland is served by the Amherst Survival Center, not sure if they have delivery	
Health Center	again, transportation to access food is a key issue...	
Leveraging Senior Center for aging population	Public meals and pantry in Ashfield	
	Atlas Farm is a MAJOR SNAP/HIP vendor for the area	

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

South County

Sheltering - Part 1



How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Consider housing sharing models (e.g. one family into two-family, shared housing in exchange for goods/services.)	Seasonal sheltering should be set-up identifying before the extreme weather is already occurring (both summer & winter)	It sounds like South County Senior Center has a cooling shelter and is utilizing churches as well
It's telling that there are so few people here from South County.	Educating & building relationships with hotel staff/operators	Emergency shelter planning in towns is required (e.g. events that knock out power, etc.). What constitutes a need for an emergency shelter? How often are communities required to review the plan?
Provide support for first-time landlords and extensive case management for tenants who need more support.	Libraries in the region? Churches? Do an assessment. Unclear what is possible and who could operate it.	Need for Human capacity to assist at the cooling/ warming shelter
Consider supportive housing system for those who are "housing rich" and want to age in place in exchange for services that allow them to age in place while providing supportive services to those who need services		Municipal planning to operate pop-up shelter - what are the criteria to trigger this? Check also with the FRCOG?

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

South County

Sheltering – Part 2



How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
it is impractical to consider a brick/mortar shelter in South County. We need to make sure anyone in need in South County can get connected to/transportation		
Housing prevention? Focus on vulnerable residents who may have lost housing and are couch surfing....		
Outreach services would be important to provide to unhoused residents of this region.		

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

South County Housing



Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
Approaching apartment building owners/landlords [several in Sunderland]	Lack of supportive housing options in South County...	
Hotel Warren South Deerfield - apts. upstairs... SROs?	Shutesbury - Habitat for Humanity House?	
Senior Housing in sunderland is also on a lottery application.	Two options in Leverett for first time ownership low-moderate category.	
Senior housing exists in Sunderland.	Habitat for Humanity - Conway	
Private subsidized housing in Deerfield? Check with Alyssa LaRose		

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

South County

Coordination - Part 1



How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Targeted outreach from FCRHRA, also related to housing	What is needed to keep people in their houses?
Hiring people with lived experience of being residents of the area of concern as CHWs -- meeting with people in spaces where they feel most comfortable and assess for needs.	Need to be the homelessness services coordinator for x geography.... have it by "hub"?
Housing Navigators are super important especially when helping when issues rise before becoming unhoused	
These towns have a newsletter, the Current, as a place to announce what's available.	
Coordination of services crucial and ensuring they are connected to informal helping networks.	
If each town supported a small portion of the FTE of CHWs to support their towns.	
Continued efforts and education about Landlord rights and responsibilities and Tenant rights and responsibilities	

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

South County

Coordination – Part 2



How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
More supports for homeowners who struggle to pay their property taxes, especially for those whose homes are paid off.	
Examine different municipalities' approaches to or could get funding to help homeowners who have failures such as their septic tank, electrical, etc.	
Create a regional fund?	
More support for homeowners who cannot afford upkeep so their homes can be habitable and not condemned.	

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary

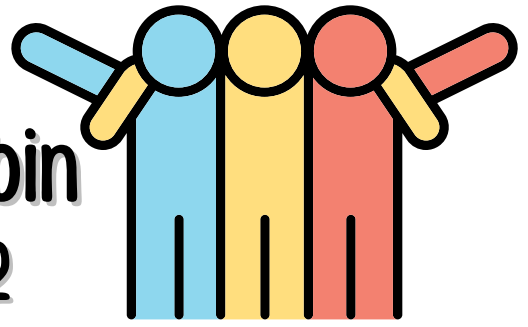


East County/North Quabbin

Basic Human Needs – Part 1

Health Services Needed	Food/M meal Services Needed	Other Desired Services
Transportation to services		
Communication: Don't have phones. Where do you charge your phone?		
We have FCHC but still barriers to become a patient		
Food options change everyday		
No system to connect the services together		
Barriers - making appointment times. Hard to get to on time especially without transportation		
Could help to have a mobile van		
Stigma & shame limit access - outreach teams may be able to help		
Everything cost money - hard to buy basic needs		
Lack of address can impact insurance		
Homeless camps in woods [ticks, other biting bugs]		
Tick bites need to be treated, can be dangerous if untreated		
Lack of running water can cause other health concerns		
Working toward drop in shelter		

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**

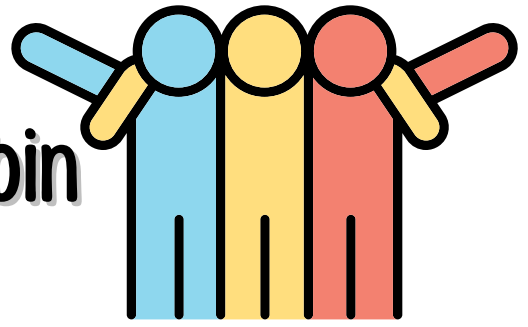


East County/North Quabbin

Basic Human Needs – Part 2

Health Services Needed	Food/M meal Services Needed	Other Desired Services
No shelter services available locally		
Domestic violence		
Substance use		
DialSelf - cleaning kits hygiene		
Drop in Orange for young adults up to 25 but by appointment only		
Connecting with municipalities - Board of Health, Police Departments, public health agents, first responders, EMTs, can help connect		

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



East County/North Quabbin Sheltering - Part 1

How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Charging stations around NQ to charge phones and gather		
Drop in center with shower, bathroom, laundry, and a place to go and breathe [to be offered year round]		
Not everyone can afford monthly memberships		
Need for short term shelter		
Toilets, shower, food		
Family shelter was hard to fund		
Own state policy and regulations and make it impossible to do, need help from legislators to help with these barriers		
Some can pay to stay at inn but not close to town as it's hard to get to		
Folks with lowest income will not qualify for housing		
Short term transitional housing that can help connect to other resources		
Ellen Bigalow housing in the works		
Continuum shelter to transitional to housing		
Some small departments may be able to help connect to this type of model [hub and spoke model]		
Vacant buildings - 3 or 4 drop in centers is it more cost effective rather than a shelter		

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



East County/North Quabbin Sheltering – Part 2

How Best to Create a Year-Round Shelter	How Best to Create a Seasonal Shelter	How Best to Create a Day/Warming/Cooling Shelter
Entity to hold the contract to run a program like this or shelter		
Closing of Orange House concerning		
Athol/Orange family inn create from a need that hasn't gone away		
Provide support to those locally rather than ship them in		
Be able to have a place to refer to and outreach		
Until we have a provider who does housing and shelter specialty, it will not happen		

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



East County/North Quabbin Housing - Part 1

Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
What do we have? Services for hotels? Tents?		
130 nights Jan through April in Orange/extreme temp use		
Habitat for Humanity/small		
Start supporting themselves		
Families who have jobs and can't find housing still		
Have income but still not available/don't qualify		
No rental properties available/cost		
Are they local? Near stores?		
More available: drives cost/demand down		
Public needs to show up and fight for housing/zoning board meetings		
Because different than what we have always seen we say "no"		
Who really believes in us? Not just when money is gone. One agency/from here - stay here		
What comes next?		
The system has a big black hole for transition programs		

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



East County/North Quabbin Housing - Part 2

Short-Term or Transitional Housing Services Needed	Supportive Housing Services Needed	How Unhoused Individuals Could Be Rapidly Rehoused
	Elderly/lack in Athol	
	If not lucky enough then at a loss	
	More transitional/more long term	
	Want to stay - sell big house and then where?	
	Strapping up boots isn't happening anymore	
	Illegal room renting/money making not helping	
	If shut down - still no where better, causing medical issues	
	Pipes bursting/heating costs	
	Resources to put someone up	
	Pushing on landlords	

2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary



East County/North Quabbin Coordination - Part 1

How Increased Coordination of Systemic Services Could Prevent Someone From Being Unhoused	How Services Could Be Triaged to Prevent Someone From Becoming Unhoused or Better Support Individuals If They Are Unhoused
Municipalities	
Doing outreach to those for not becoming unhoused [CORI, rent help, credit check, food, paying whole check]	
Need funding for the primary prevention source	
Safe space/community space	
Some informal at places in community - allow it	
Places to pick up basic needs	
System that supports the helpers - living wage	
Various applications/help filling them out with someone all at once	
Place to store important documents	
Car living [Moved regularly/more private owned spots, loading dock, Emergency Department]	
Tenting [agreements with local law enforcement, high turnover, secret but not]	
Scamming - paid to live in foreclosed houses	
Navigators in the ER [come in, then what]	

**2022 Weaving a Safety Net for Unhoused
Individuals Listening Sessions Summary**



East County/North Quabbin Coordination - Part 2

**How Increased Coordination of Systemic
Services Could Prevent Someone From Being
Unhoused**

**How Services Could Be Triageed to Prevent
Someone From Becoming Unhoused or Better
Support Individuals If They Are Unhoused**

Turned heads, it will not go away [the underbelly the public doesn't see]

\$400 house - continue to brush under the rug

Sleeping near business, near cameras

Navigators in the ER [come in, then what]