

Emergency (Police, Fire, or Ambulance)

Call 911 and/or push 1 or 2 panic buttons in house for police

Massachusetts State Police: 584-3000

Help with transportation 1 (800) 323-4673 (New Hope)

Note: All area codes are 413 unless otherwise noted

Crisis Intervention

For people who need psychiatric counseling, hospitalization, or who are suicidal or homicidal

Emergency Services (Service Net)	Northampton	586-5555 or 800-322-0424
Mt. Tom Mental Health Center	Holyoke	536-2251 or 800-437-5922
Consortium Emergency Services	Springfield	
Psychiatric Emergency Services	Springfield	
Clinical & Support Options, Crisis Services	Florence	586-5555

<u>Domestic Violence Shelters:</u>	<u>Hotline</u>	<u>Business Line</u>
Safelink (multilingual services)	877-785-2020	(Mass. Statewide Shelter Hotline)
Safe Passage (Northampton)	586-5066	586-1125
National Domestic Violence Hotline	800-799-7233	
Womanshelter/Companeras (Holyoke)	536-1628	538-9717
YWCA (Springfield)	733-7100	732-3121
New Beginnings (Westfield)	733-7100	562-5739
Elizabeth Freeman (Pittsfield)	443-0089	499-2425
NELCWIT (Greenfield)	772-0806	772-0871

General Resource Referral Service

Community Resources & Help 800-339-7779

Mass 2-1-1

871-211-MASS(6277)

Hospitals

1. Cooley Dickinson Hospital	Northampton	582-2000
2. Baystate Medical Center	Springfield	794-0000

Rape Crisis Hotlines

Center for Women and Community	Amherst	545-0800
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Department of Transitional Assistance – DTA

Holyoke	552-5400
Springfield	858-1000 (Liberty St.)

Homeless Shelters: Closed (only accept referrals from welfare dept.)

Jessie's House	Amherst	658-0060
Prospect Street Shelter	Springfield	737-5518
Loreto House & others (only referrals from hospitals)	Holyoke	533-5909

Homeless Shelters: Open (take referrals directly from individuals)

Grove Street Inn	Northampton	586-6001
Interfaith Emergency Shelter (43 Center St.)	Northampton	585-1300
Greenfield Family Inn	Greenfield	774-6382
Worthington House (women only)	Springfield	732-3069
Worthington House (men only)	Springfield	732-3069
The Samaritan Inn	Westfield	568-3122
Groundworks Drop-In & Shelter	Brattleboro, VT	802-257-0066

	Chicopee	598-0099
	Palmer	283-8916
5. Pioneer Valley Legal Associates	Springfield	781-0402
6. Mass. Commission Against Discrimination		739-2145
7. Visitation Center YWCA	Springfield	732-3121
8. Community Legal Aid	Northampton	584-4034

Counseling Services

1. Center for Women and Community	Amherst	545-0883/545-0800
2. CIRCA	Northampton	586-6471
3. Casa Latina	Northampton	586-1569
4. Service Net	Northampton	584-7329
5. Psychological Services Center	Amherst	545-0041
7. The Cooley Dickinson Hospital - Partial Hospitalization Program	Northampton	586-8550
8. Child and Family Services - Franklin and Hampshire Counties	Greenfield	774-6252
9. Pioneer Valley Warm Line (for people with mental illness but not in crisis)		747-8658 (Wed-Sun 6pm-12am)
10. CHD Outpatient Behavioral Health Services	Greenfield	774-6252

Children's and Parenting Counseling

Goodstart Programs	MSPCC	532-9446
Kid's Net	MSPCC	532-9446
River Valley Counseling Center	Holyoke	540-1234
Child Guidance Clinic	Springfield	732-7419

Child & Family Services	Springfield	452-3200
Child & Family Services	Greenfield	774-6252
Community Action Family Center	Greenfield	475-1555

Parents' Hotline/Support Group Info

Parents' Stress Hotline	800-632-8188 (24 Hour)
Covenant House/Nine Line	800-999-9999 (24 Hour, parent support + any type of crisis)
Girls & Boys Town National Hotline	800-448-3000 (24 Hour, for you and parents in crisis)
Parents Helping Parents	800-882-1250 (9-5, support group referrals)

Abuse Reporting Hotlines

National Child Abuse Hotline		800-422-4453 (24 Hour)
Child Abuse – Dept. of Children & Families	Greenfield	775-5000
	Holyoke	493-2600
	Springfield	452-3200
Child at Risk Hotline		800-792-5200 (24 Hour)
Elder Abuse Hotline		800-922-2275 (24 Hour)
Persons with Disabilities Abuse Hotline		800-426-9009 (24 Hour)

Latina Resources

Gandara Mental Health	Springfield	736-8328
Casa Latina	Northampton	586-1569
Nueva Esperanza	Holyoke	533-9442

Elder Services

Highland Valley Elder Services	Northampton	586-2000
Cooley Hospice of Hampshire County	Northampton	584-1060
Social Security (OASDI)	Hotline	800-772-1213

Emergency Energy Money

Salvation Army	Springfield	733-1518
Western Mass Electric Company Offices		800-286-2828
Mass-Save		800-632-8300

Phone & Internet Cost Reductions

- **Lifeline:** Massachusetts telephone customers who are receiving financial assistance through SNAP, SSI, Medicaid, Federal Public Housing, Veteran Pensions & Survivor's Benefit, Income Below Federal Poverty guideline, Bureau of Indian Affairs TANF, Food Distribution on Indian Reservations (FDPIR), HEAD Start can also cut monthly telephone costs by \$9.50. Monthly internet discounts are also available.
- **Tribal Link-Up:** For individuals eligible for one of the above but also living on a Native American reservation.