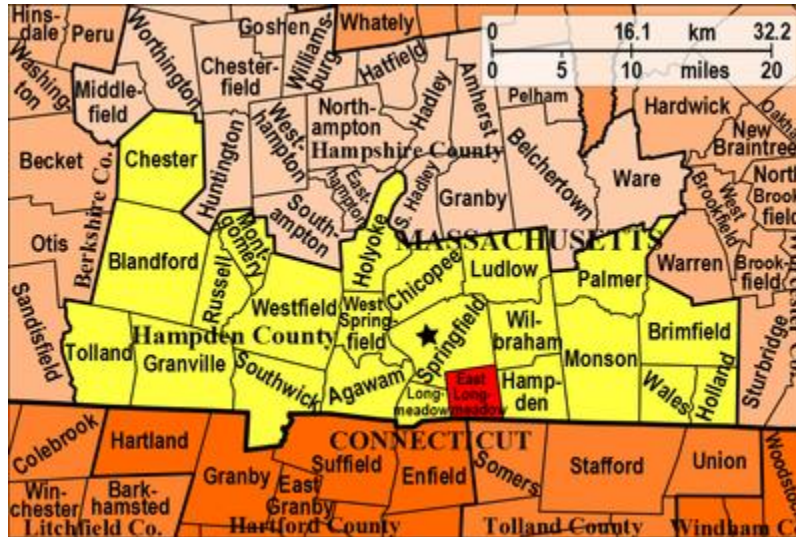


WRHSAC Equity Project – Hampden County, Massachusetts



Overview

This is an assessment of the readily available data for individuals who are likely to be at a higher risk in emergencies in Hampden County, Massachusetts. Hampden County spans 617.0 sq miles of land and is the 6th largest county in Massachusetts by area. The county has a population of around 462,000 as of 2021 with a median age of 39.4 and a median household income of \$57,623. About 60% of the population is White, non-Hispanic/Latino. Hampden County region consists of 23 cities and towns, with the largest being Springfield, the third largest city in the state. Hampden County is home to three military bases, six area hospitals and 34 long-term care facilities.

There is no county government in Massachusetts. Hampden County communities include Agawam, Blandford, Brimfield, Chester, Chicopee, East Longmeadow, Granville, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, Southwick, Springfield, Tolland, W. Springfield, Wales, Westfield, and Wilbraham.

Hampden County Specific Equity Concerns

Hampden County is unique among the four Western MA counties due to its relatively large urban core population in an otherwise mostly rural area, with the potential for the more populated urban areas to strain resources in a significant emergency. Major areas and groups of concern include children in poverty, high injury and premature death rates, violent crime rates, lack of education, language barriers, transportation issues, diverse populations (religious, racial, gender, age), substance use disorder rates, mental health conditions, disabilities, electricity dependent (medical equipment), and chronic diseases especially relating to obesity.

1. **Health status:** Least healthy county in Massachusetts according to the Robert Wood Johnson/University of Wisconsin County Health Rankings with high premature death rates.
2. **Incomes:** High proportion of individuals and households with low incomes compared to the rest of the state.
3. **Lack of home support systems** for elderly, veterans, and children.
4. **Transportation:** Lack of private transportation making evacuation or the ability to access services difficult.
5. **Crime:** High violent crime rates, 1.6 times the Massachusetts average per 100,000 resulting in large numbers of the previously incarcerated who may experience stigma and bias in their communities. In addition, fear of violent crime may cause residents to be reluctant to evacuate to shelters or accept help in emergencies.
6. **Languages:** Over 50 languages spoken at home, including many who do not read in any language. Those who are non-English speaking will likely need additional support with emergency instructions or evacuation procedures.
7. **Health outcomes:** Major health disparities exist between different ethnic and racial populations.
8. **Urban vs. rural:** Large cities and towns next to small, rural communities creating competing priorities, and reduced opportunities for regional collaborations based on shared priorities.
9. **Electricity dependent:** Over 4,500 Medicare clients depend on electricity for medical devices.
10. **Sheer numbers** of individuals who have characteristics that indicate they will likely require additional assistance in emergencies, such as limited English, limited reading, limited resources, lack of private transportation, health and medical issues, mobility issues, and many who may be subject to stigma and bias because of their racial, ethnic, religious, gender or other identity.

Hampden County Specific Hazards, Threats, Concerns, and Vulnerabilities

In addition to the hazards and threats in common in Western MA, the following are specific risk indicators, concerns, and vulnerabilities identified through interviews and other sources for Hampden County in Western MA. In many cases these issues also affect more than one county but were either not mentioned in interviews or did not rise to the top during data analysis.

1. **Extreme weather events** including extreme heat or cold, wind, ice, and major river flooding which could split the county in two and disrupt critical infrastructure and supplies.
2. **Loss of power**, especially prolonged power outages, greatly impact everyone, but especially individuals with medical issues and those with fewer resources and options. Lack of power in times of extreme heat or cold are especially dangerous.
3. **Cybersecurity** gaps that could compromise critical infrastructure, government services, and access to essential information.
4. **Lack of staff** to provide essential services whether due to illness, limited labor pools, or lack of funding.
5. **Pandemic/disease outbreaks** which may no longer be low occurrence events. COVID-19 is the second respiratory pandemic in ten years.

6. **Hazardous spills** along major roads, rail lines, or waterways due to accidents, sabotage, lack of trained staff/maintenance, or weather events.
7. **Sudden influx** of evacuees, immigrants, or refugees with or without resources or with limited English skills or inability to read in any language.
8. **Civil unrest or active shooter** due to fear, stress, protests, riots, lack of resources, mental health issues, and other growing concerns.
9. **High violent crime rate** 1.6 times the Massachusetts average per 100,000.
10. **Large population of non-English speaking individuals** with at least 50 different languages spoken within the county.
11. **Many living in poverty** or otherwise with limited resources, including veterans, children, older adults, and those with medical, health, mobility, or cognitive difficulties.

Selected Risk Indicators of Individuals at Greater Risk in Emergencies (2020)

This chart quantifies the estimated numbers of individuals for selected risk factors and indicators in each county. Note that individuals may be counted in more than one category.

Risk Factor	Hampden
Population 2020**	465,825
Living in Poverty**	79,190
Over 65**	82,451
Over 65 Living Alone*	23,572
No Vehicle*	8,287
Education Lower Than HS Graduate** (over age 25)	64,749
Non-English Speaking at Home** (over age 5)	122,046
Living with One or Two Disabilities*	73,061
Vision Difficulty*	11,973
Hearing Difficulty*	16,038
Self-Care Difficulty* (difficulty dressing, bathing, or getting around inside their home)	17,602
Independent Living Difficulty* (challenges performing activities of daily living or doing errands on their own, such as visiting a doctor's office)	29,341
Cognitive Difficulty*	30,982
Ambulatory Difficulty* (often involves severe difficulty with walking or climbing stairs)	37,340
With a Disability, Under Age 65**	57,296
Long-term Care Residents*	3,858
Households without High-Speed Internet**	73,600
Identifying as Other than White-Alone, Non-Hispanic**	186,330
Affordable Housing Units**** (Risk Indicator; these individuals likely have fewer resources)	15,708
Premature Death Years**** (indicates cumulative Risk; years of potential life lost due to death occurring before age 75, per 100,000)	8,200

*W MA HMCC Hazard Vulnerability Assessment June 2022 – Western MA Health and Medical Coordinating Coalition (region1hmcc.org)

**U.S. Census Bureau QuickFacts: [Hampden County, Massachusetts](#); [Hampshire County, Massachusetts](#); [Franklin County, Massachusetts](#); [Berkshire County, Massachusetts](#); [Massachusetts](#)

***[Low Income Apartments and Section 8 Waiting Lists in Massachusetts \(affordablehousingonline.com\)](http://affordablehousingonline.com)

****[Years of potential life lost before age 75 per 100,000, RWJ County Health Rankings](#)

Hazard Vulnerability Assessments

People settled along streams, rivers and flood plains as these locations provided access to water, transportation, and fertile valleys for crops. Development and climate change have increased flood risks everywhere, but especially in flood prone areas. Western Mass now has longer warm seasons and shorter cold months, though temperature extremes are happening in both seasons, resulting in an increasing number of heat emergencies.

The 2022 Massachusetts Climate Change Assessment notes that the Connecticut River Valley faces a 3.6-degree temperature increase over the next thirty years that will impact infrastructure, crops, outside workers, and individuals without air conditioning. Increased flooding in the Connecticut River basin is also expected to be a major threat to the region. “The 1 percent annual chance river flood could be three times more likely to occur, increasing Connecticut River and other area flood risk” by 2050. The Greater Connecticut River Valley region is “centered around the Connecticut River ... and includes rural towns and urban centers. Many of the most urgent climate impacts are already large concerns in the region (e.g., food security, agriculture, and housing).” Impacts include a reduction in agricultural and food safety and security, damage to buildings, housing and infrastructure, increased costs, power outages, and reduced tax bases ([2022 Massachusetts Climate Change Assessment: Regional Reports](#)).

The 2013 and the 2018 State Hazard Mitigation and Climate Adaptation Plan focus on natural hazards and don’t address pandemics, cybersecurity, or civil unrest which are emerging threats in the county ([SITE INVESTIGATION \(mass.gov\)](#)).

**TABLE 5-1.
2013 HAZARD ASSESSMENT—HAZARDS OF GREATEST CONCERN**

Hazard	Frequency ^b	Severity ^a		Area of Impact	Area of Occurrence
		Likely Level	Potential Worst-Case		
Natural Hazards					
Flood (including Ice Jam)	High	Serious	Catastrophic	Regional	Statewide
Dam Failure	Very low	Extensive	Catastrophic	Local	Regional
Coastal Hazards	High	Serious	Extensive	Regional	Regional
Hurricane/ Tropical Storm	Medium	Serious	Catastrophic	Widespread	Statewide
Nor'easter	High	Minor	Extensive	Widespread	Statewide
Earthquake	Very low	Serious	Catastrophic	Regional	Statewide
Landslide	Low	Minor	Extensive	Local	Statewide
Snow & Blizzard (Severe Winter Weather)	High	Minor	Extensive	Widespread	Statewide
Ice Storm (Severe Winter Weather)	Medium	Minor	Extensive	Regional	Statewide
Wildland Fire	Medium	Minor	Extensive	Local	Regional
Major Urban Fires	Low	Minor	Serious	Isolated	Statewide
Thunderstorm (Severe Weather)	High	Minor	Extensive	Regional	Statewide
High Wind (Severe Weather)	High	Minor	Extensive	Regional	Statewide
Tornado (Severe Weather)	Medium	Serious	Extensive	Local	Statewide
Drought (Severe Weather)	Low	Minor	Serious	Widespread	Statewide
Extreme Temperature (Severe Weather)	Medium	Minor	Serious	Widespread	Statewide
Tsunami	Very low	Extensive	Catastrophic	Widespread	Regional
Non-Natural Hazards of Concern – Not profiled in SHMP but data are available in Annex 1					
Public Health Hazard (epidemic or pandemic)		Extensive	Catastrophic	Widespread	Widespread
Blackout		Minor	Extensive	Widespread	Widespread
Bridge Failure		Minor	Extensive	Local	Regional
Commodity Shortage		Serious	Extensive	Widespread	Widespread
Nuclear Power Station Radiological Release		Serious	Catastrophic	Widespread	Regional
Transportation Accident		Minor	Serious	Isolated	Statewide
Terrorist Related Risk - Not profiled in SHMP - Privileged data					
Active Shooter		Minor	Serious	Isolated	Statewide
Biological Weapon		Serious	Extensive	Local	Statewide
Chemical Weapon		Serious	Extensive	Local	Statewide
Cyber Attack - Data		Serious	Extensive	Widespread	Statewide
Cyber Attack - Infrastructure		Serious	Extensive	Widespread	Statewide
Explosive Device (improvised or vehicle-borne)		Serious	Catastrophic	Widespread	Statewide
Radiological Device		Extensive	Catastrophic	Local	Statewide

a. Two severity ratings were assigned for each hazard: A likely level used in the risk assessment, and a potential worst-case defined for consideration in developing the THRA and mitigation goals and actions.
b. Frequency analysis is not included for non-natural hazards; the criteria are specific for natural hazard frequency and are not transferable. See Annex 1 for details on the non-hazards.

• Area of Impact (extent of impact on any locality for a particular event):

Research Data and Sources

Figure 1. Selected Hampden County Population Characteristics Contributing to Inequities in Emergencies

Source: [Hampden County Vulnerable Populations Summary Data – Western MA Health and Medical Coordinating Coalition \(region1hmcc.org\)](#)

	No Vehicle		Below Poverty Level		Less than 9th grade education		Over 65 who live alone		No English Spoken		One Disability		Two Disabilities	
	Number of People	% of Population	Number of People	% of Population	Number of People	% of Population	Number of People	% of Population	Number of People	% of Population	Number of People	% of Population	Number of People	% of Population
Agawam	246	1.6	326	1.5	2,219	7.9	1,756	28.6	110	0.4	1,816	6.5	1,709	6.1
Blandford	6	1	36	4	48	4.3	44	16.1	10	0.9	76	6.9	50	4.5
Brimfield	0	0	23	0.9	210	5.8	226	30.7	0	0	390	10.7	117	3.2
Chester	3	0.4	10	0.9	132	9.1	46	15.9	0	0	112	7.6	130	8.8
Chicopee	930	3.5	1,731	4.4	7,562	13.8	3,448	33.9	438	0.8	4,213	7.7	4,579	8.3
E. Longmeadow	51	0.7	213	1.9	751	4.7	1,102	31.2	114	0.7	1,124	7.1	855	5.4
Granville	4	0.4	15	1.2	153	9.2	65	23	0	0	93	5.5	64	3.8
Hampden	34	1.3	38	1	130	2.6	243	18.9	0	0	437	8.6	292	5.7
Holland	10	0.8	14	0.8	131	5	101	21.8	0	0	227	8.6	68	2.6
Holyoke	1,057	6.5	2,475	9.2	11,471	29.3	1,843	32.3	1,369	3.7	2,648	6.7	4,098	10.4
Longmeadow	47	0.6	198	1.8	337	2.2	731	22.2	58	0.4	639	4.1	618	4
Ludlow	207	2	1,222	7.7	1,777	8.7	984	24.7	257	1.3	1,656	8	1,390	6.7
Monson	21	0.4	215	3.3	511	5.9	406	23.3	10	0.1	607	7	397	4.6
Montgomery	0	0	4	0.7	21	2.6	40	27.2	0	0	44	5.5	25	3.1
Palmer	161	2.5	174	2	1,379	11.3	636	32.4	11	0.1	1,076	8.8	713	5.9
Russell	3	0.4	8	0.8	135	9.2	44	19.5	0	0	78	5.3	81	5.5
Southwick	61	1.3	159	2.2	741	7.7	626	29.7	61	0.7	950	9.8	621	6.4
Springfield	4,495	7.4	8,819	9.2	40,102	26.9	6,565	33.9	4,086	2.8	14,225	9.3	14,794	9.6
Tolland	4	1.6	4	0.9	37	7	37	24.5	0	0	30	5.7	33	6.2
Wales	13	1.2	13	0.9	142	6.9	84	26.3	14	0.7	135	6.5	79	3.8

W Springfield	635	4.4	738	3.6	3,227	11.3	1,792	39.3	263	1	2,085	7.3	1,909	6.7
Westfield	187	1	1,118	4.1	2,752	7.2	2,115	29.5	637	1.6	3,060	7.5	3,010	7.3
Wilbraham	112	1.5	297	2.8	394	2.8	638	20.5	119	0.8	862	6	846	5.9
Totals	8,287		17,850		74,362		23,572		7,557		36,583		36,478	

	Vision Difficulty		Self-Care Difficulty		Independent Living Difficulty		Cognitive Difficulty		Hearing Difficulty		Ambulatory Difficulty	
	# of People	% of Pop.	# of People	% of Pop.	# of People	% of Pop.	# of People	% of Pop.	# of People	% of Pop.	# of People	% of Pop.
Agawam	428	1.5	773	2.9	1407	6.2	1282	4.8	805	2.9	1838	6.9
Blandford	18	1.6	22	2.1	23	2.3	61	5.8	48	4.3	53	5
Brimfield	64	1.7	39	1.1	117	4	192	5.6	122	3.3	194	5.6
Chester	28	1.9	67	4.7	119	9.7	82	5.8	77	5.2	129	9.1
Chicopee	1,447	2.6	1,827	3.5	3,555	8.1	3,837	7.3	2,131	3.9	4,558	8.7
E. Longmeadow	264	1.7	348	2.3	664	5.4	711	4.8	587	3.7	968	6.5
Granville	20	1.2	29	1.8	54	4.1	50	3.2	52	3.1	79	5
Hampden	125	2.5	142	2.9	230	5.4	256	5.3	318	6.2	264	5.4
Holland	39	1.5	14	0.6	55	2.7	53	2.1	99	3.8	123	5
Holyoke	1,042	2.7	2,156	5.9	3,360	11.3	3,084	8.4	1,006	2.6	3,600	9.9
Longmeadow	203	1.3	220	1.5	474	4	487	3.3	411	2.6	546	3.7
Ludlow	448	2.2	633	3.2	1,326	8	1,014	5.2	922	4.5	1,484	7.6
Monson	92	1.1	238	2.9	227	3.2	385	4.7	338	3.9	408	4.9
Montgomery	8	1	15	2	18	2.7	17	2.3	30	3.8	29	3.8
Palmer	293	2.4	235	2	543	5.5	748	6.5	514	4.2	716	6.2
Russell	29	2	39	2.9	41	3.6	73	5.3	32	2.2	85	6.2
Southwick	200	2.1	354	3.8	524	6.7	574	6.2	372	3.8	732	8
Springfield	5,380	3.5	7,696	5.4	11,973	10.4	13,560	9.5	4,930	3.2	15,519	10.8
Tolland	12	2.3	7	1.3	24	5.1	32	6.1	15	2.8	16	3
Wales	26	1.2	26	1.3	46	2.9	82	4.2	64	3.1	78	4

W. Springfield	565	2	938	3.5	1,415	6.2	1,496	5.5	821	2.9	2,124	7.9
Westfield	919	2.2	1,337	3.4	2,420	7.2	2,284	5.8	1,826	4.5	3,020	7.7
Wilbraham	323	2.3	447	3.2	726	6.5	622	4.5	518	3.6	777	5.6
Totals	11,973		17,602		29,341		30,982		16,038		37,340	

Figure 2. Heat Vulnerability Indicators

Source: [MA State Hazard Mitigation and Climate Adaptation Plan \(2018\) | Mass.gov](#)

County	Estimated Increase in Average Temperature by 2100 (°F)	General Vulnerability Indicators			Heat Vulnerability Indicators			
		Proportion of Population Aged 65 or Older	Proportion of Population Aged Younger than 5 Years	Proportion of the Population Living Below Poverty Level	Rate of Emergency Room Visits for Heat Stress (per 10,000 residents)	Rate of Hospital Admissions for Heart Attacks (per 10,000 residents)	Rate of Emergency Department Visits for Asthma per 10,000 Residents	Rate of Emergency Department visits for Asthma for Children under age 15 per 10,000 Residents
Barnstable	+6.6°	25%	4%	9%	0.07	3.51	89.1	82.8
Berkshire	+8.3°	19%	5%	13%	0.07	4.39	90.7	82.5
Bristol	+6.5°	14%	6%	13%	0.12	4.41	88.1	97.6
Dukes	+6.9°	16%	5%	12%	NS	3.08	118.9	151.3
Essex	+6.6°	14%	6%	11%	0.10	3.76	76.0	107.7
Franklin	+5.6°	17%	5%	15%	0.13	4.29	68.5	83.7
Hampden	+6.4°	6%	6%	17%	0.11	4.25	120.3	164.8
Hampshire	+7.5°	5%	4%	15%	0.12	3.96	48.0	69.1
Middlesex	+6.2°	13%	6%	8%	0.11	3.56	49.6	76.9
Nantucket	+7°	12%	7%	12%	—	2.84	125.6	155.2
Norfolk	+6.7°	15%	6%	7%	0.10	3.85	48.6	79.0
Plymouth	+6.2°	14%	6%	8%	0.14	4.71	70.8	87.1
Suffolk	+6°	10%	5%	21%	0.16	3.38	122.3	241.7
Worcester	+6.6°	13%	6%	12%	0.09	4.13	76.7	120.4

Sources: U.S. Census Fact Finder n.d.; Massachusetts Environmental Public Health Tracking n.d.; NS = suppressed (number of cases or rate is below reporting threshold)

Cell Service

Unlike most of Massachusetts, cell phone coverage in deep valleys and remote areas is very spotty. Coverage maps don't really tell the story of usable services, especially in emergencies when cell service may be out or overwhelmed. Many people now rely on Wi-Fi based calling at home, though these services are also spotty in rural or remote areas.

Figure 3. Cell Service Coverage Information

Source: [Best Cell Phone Coverage in Massachusetts | WhistleOut](#)

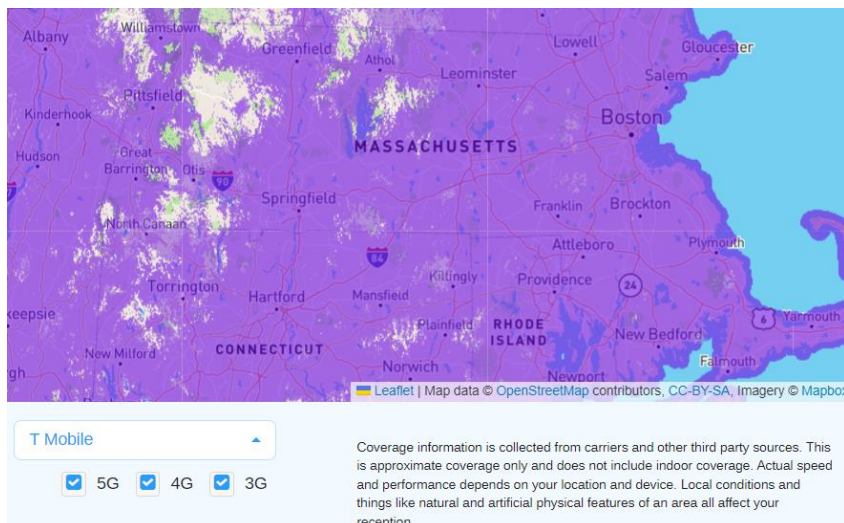
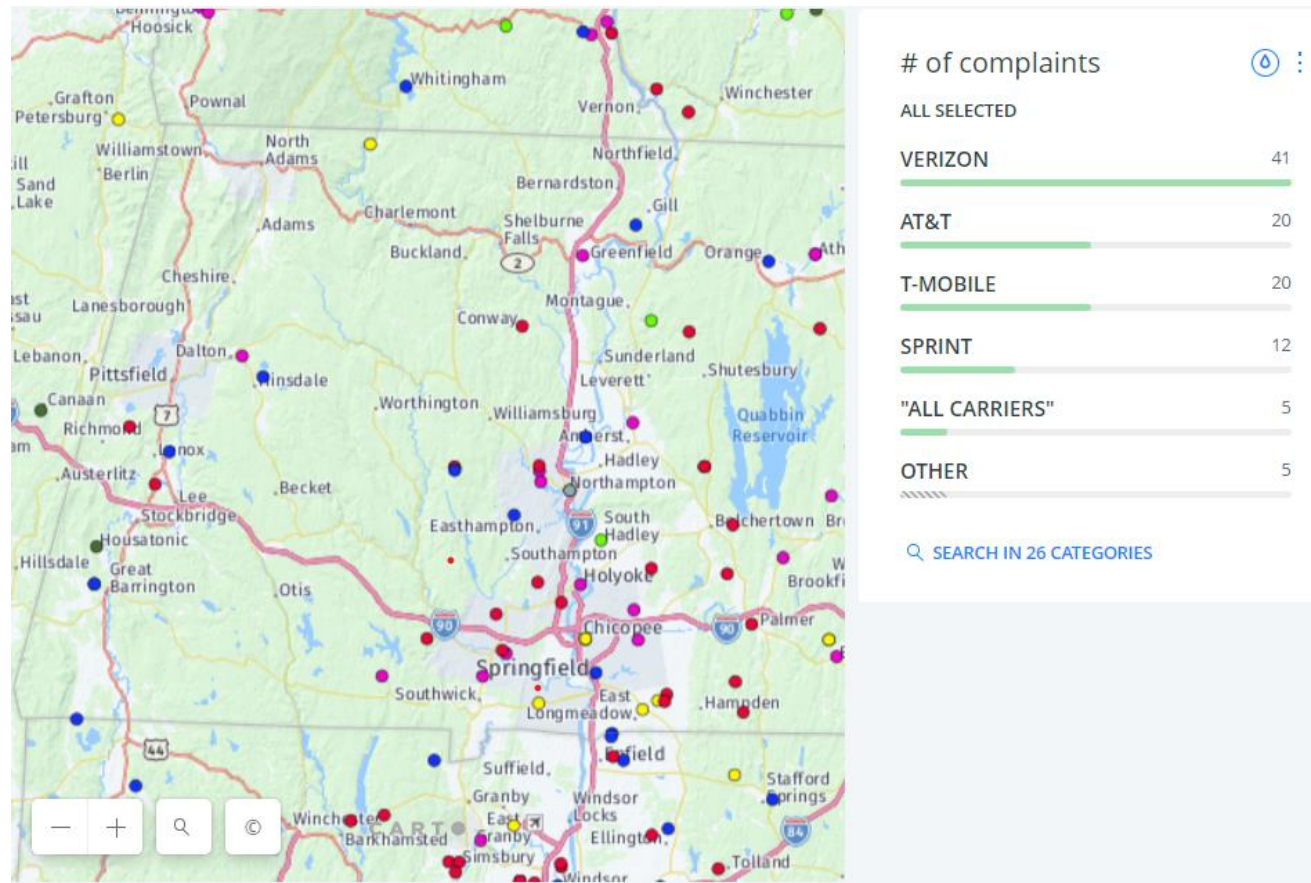


Figure 4. Cell Phone Coverage Complaints

Source: [Massachusetts Cell Phone Coverage Map & Carrier Reviews \(deadcellzones.com\)](https://deadcellzones.com)



Internet Service

While many communities in Western Mass have joined the Wired West initiative to bring fiber and cable to every part of every community, there remain many areas that are underserved, especially in the rural, remote areas often referred to as the “hill towns.” This limits the ability of many to access internet-based services, telehealth, registrations for vaccines, attend remote meetings, or access information in real-time.

Figure 5. Cable Internet Availability in Western Massachusetts

Source: [Cable Internet Availability with Speed and Coverage Analysis | BestNeighborhoods.org](http://BestNeighborhoods.org)

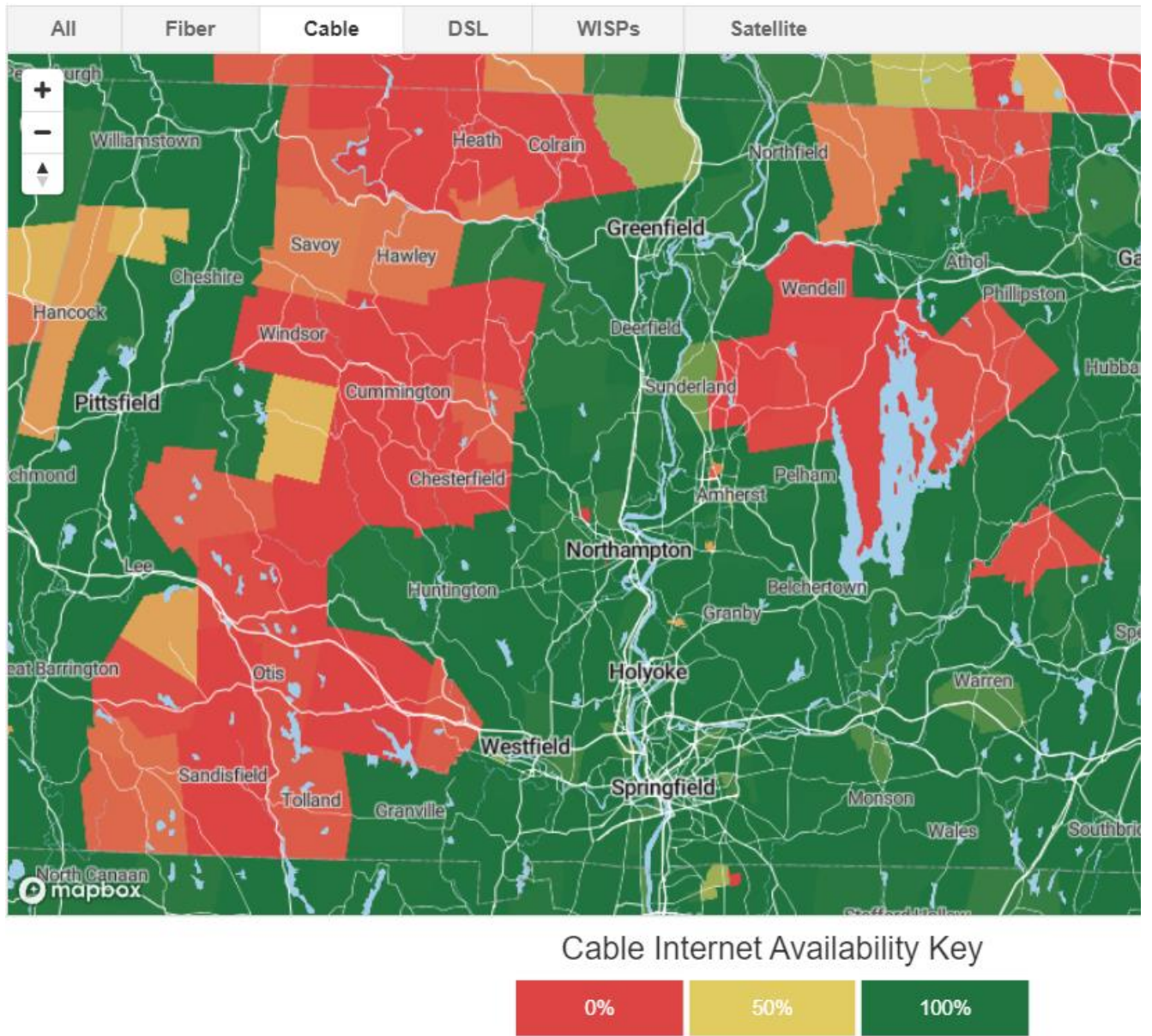
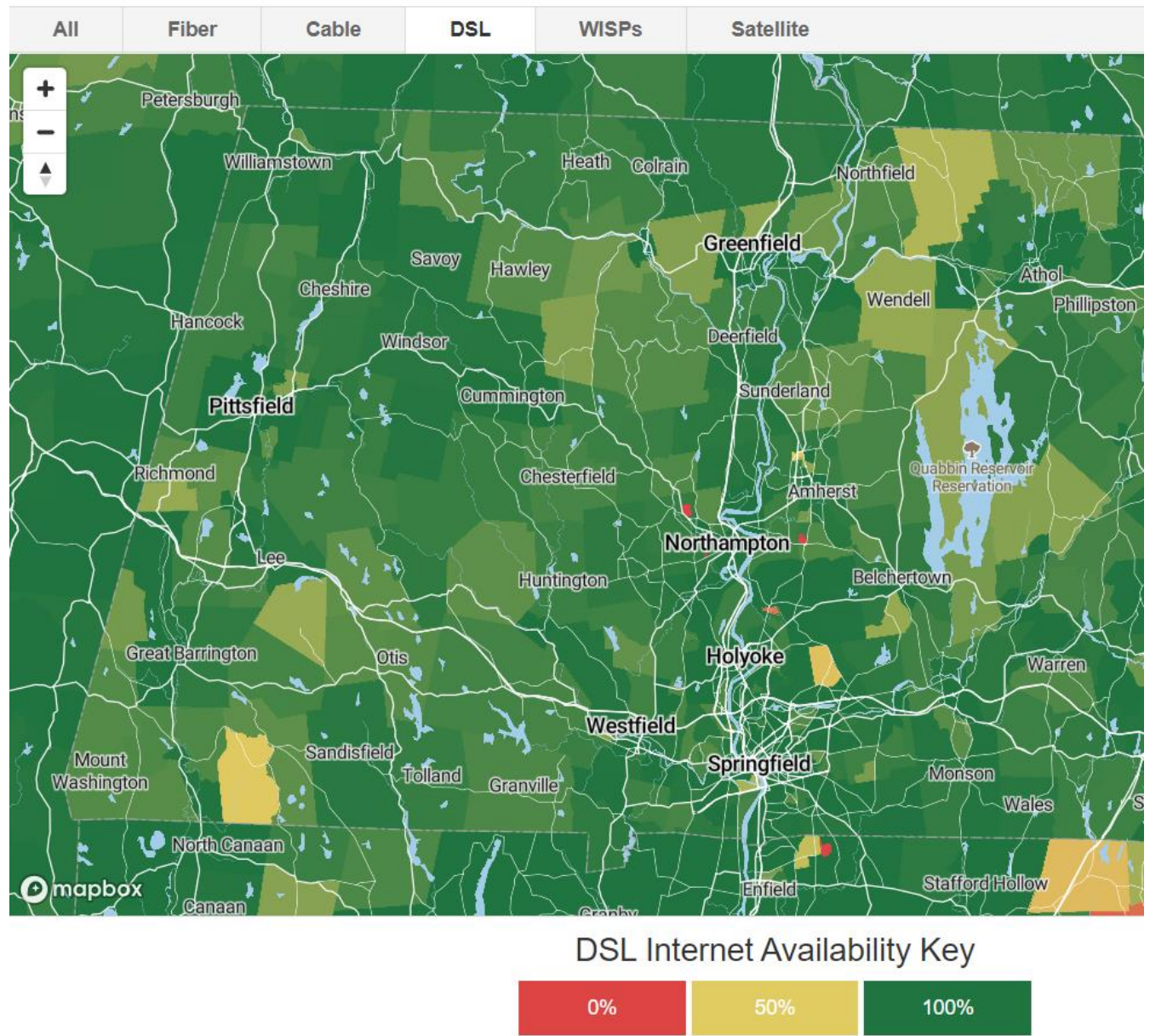


Figure 6. DSL Availability in Western Massachusetts

Source: [DSL Internet Availability with Speed and Coverage Analysis | BestNeighborhood.org](https://www.bestneighborhood.org/DSL-Internet-Availability-with-Speed-and-Coverage-Analysis)



Hazardous Materials and Waste Sites

Hampden County has a significant number of known hazardous material sites spread throughout the county, dozens of them located in areas subject to flooding.

Figure 7. Hazardous Waste Sites

Source: [Massachusetts Toxics Users and Climate Vulnerability Factors gen 1 \(arcgis.com\)](#)

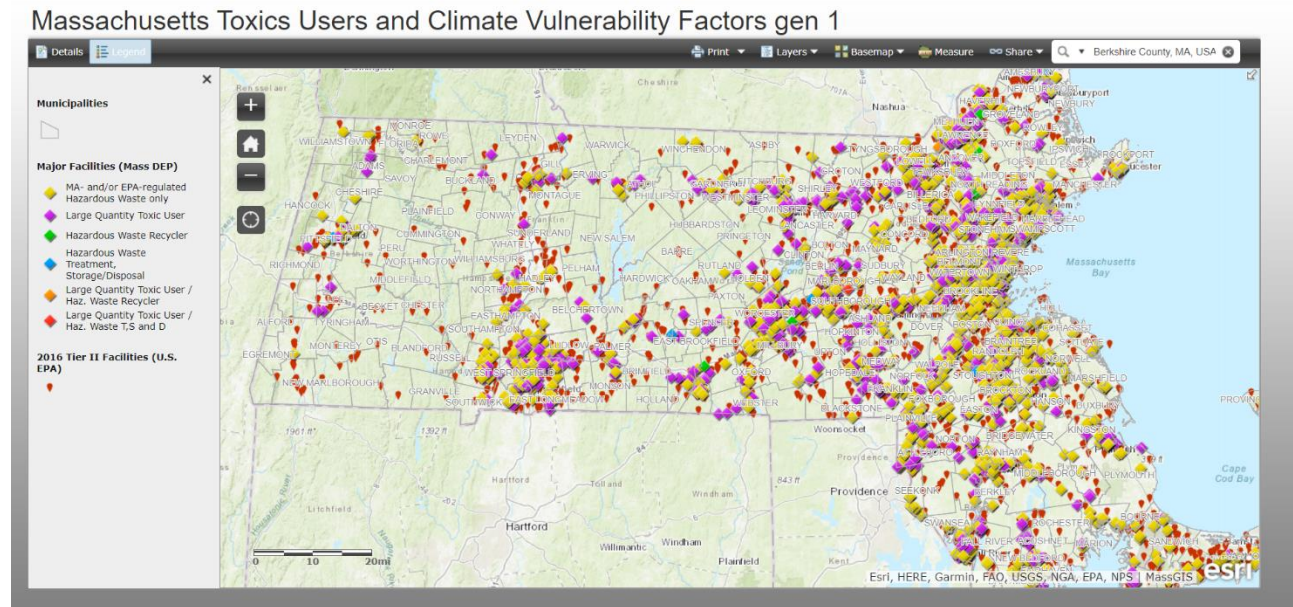


Figure 8. MassDEP Tier Classified Oil and/or Hazardous Material Sites

Source: <https://www.mass.gov/files/images/massgis/datalayers/c21e.png>

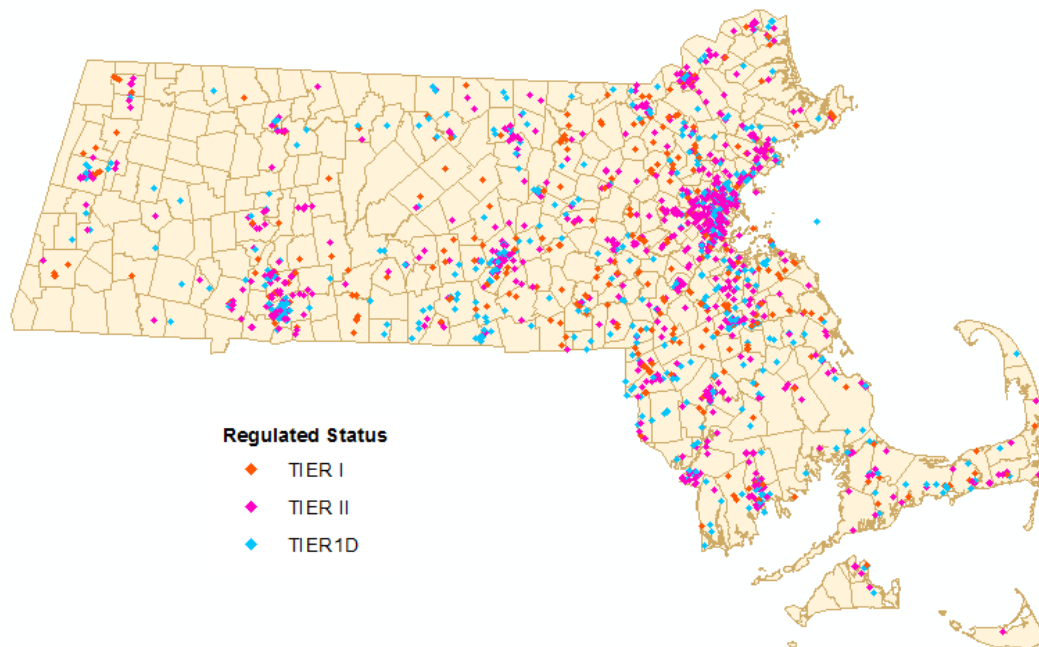
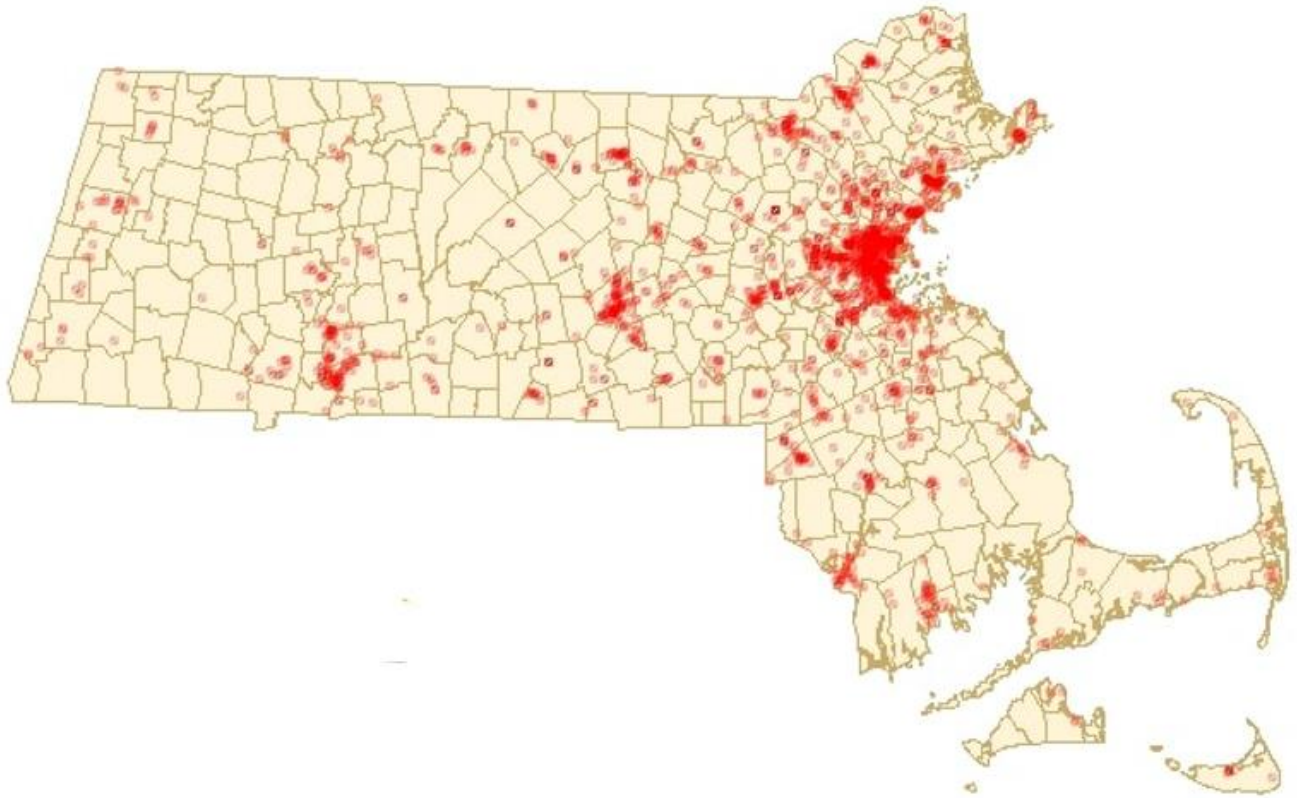


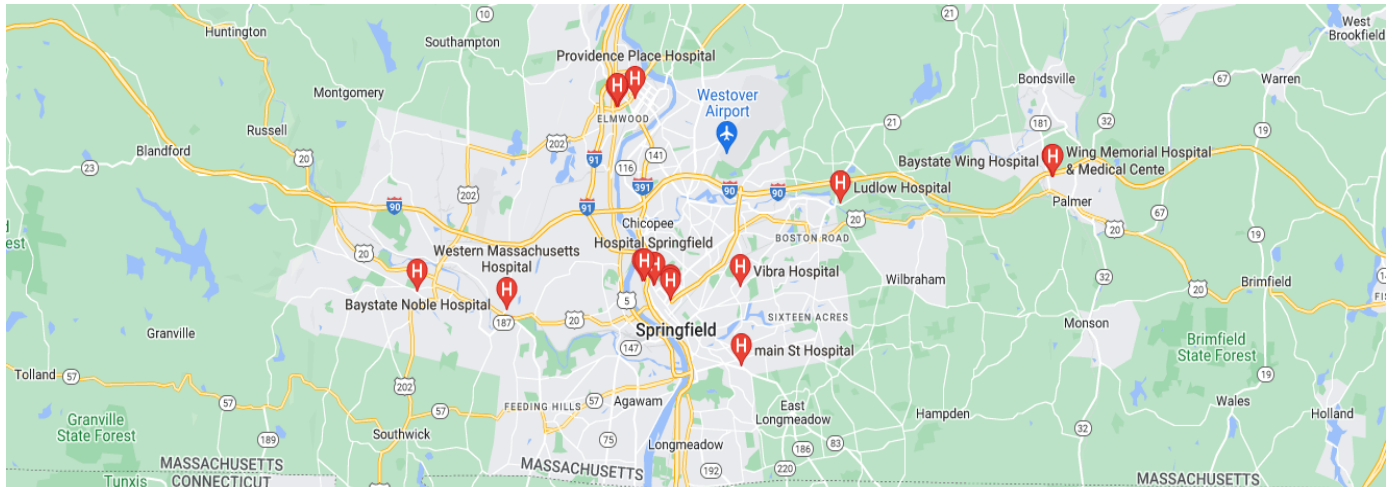
Figure 9. MassDEP Oil and/or Hazardous Material Sites with Activity and Use Limitations

Source: [aul.jpg \(609x382\) \(mass.gov\)](#)



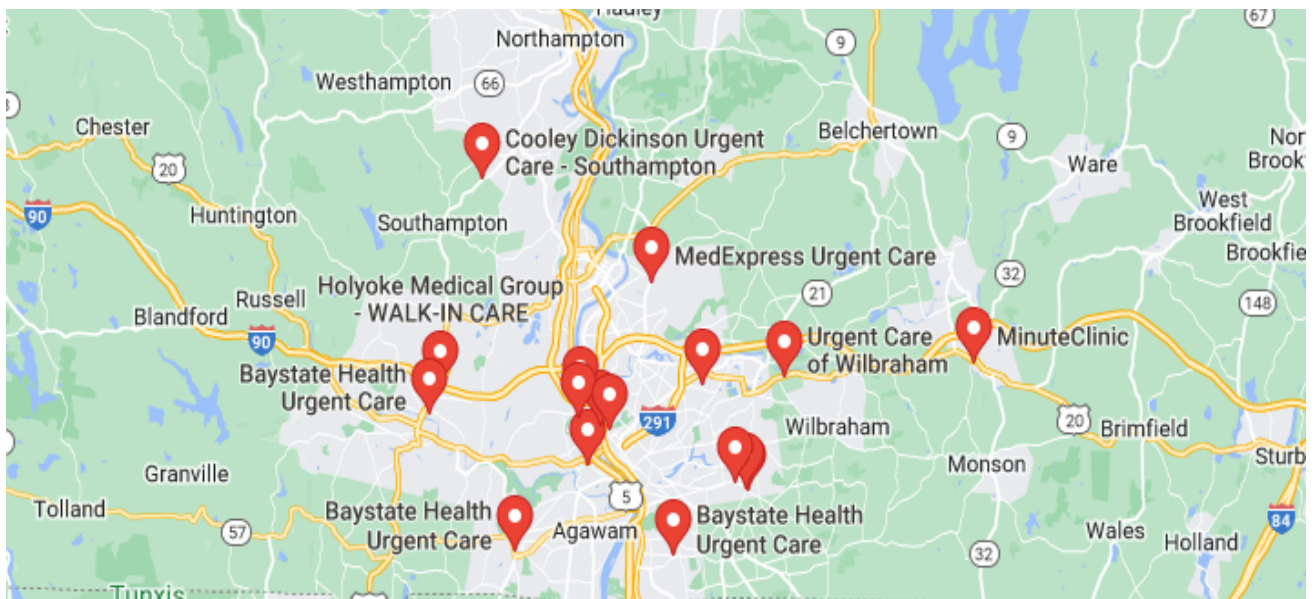
Medical Resources

Figure 10. Area Hospitals – Map



- Baystate Medical Center
- Baystate Wing Hospital
- Baystate Noble Hospital
- Mercy Hospital
- Holyoke Medical Center
- Shriners Hospital

Figure 11. Area Urgent Care – Map



Baystate Medical CHNA Priorities and Needs

Source: [Community Health Needs Assessment \(webdamdb.com\)](http://webdamdb.com)

Priorities: Hampden County continues to experience many of the same prioritized health needs identified in the 2019 CHNA. The COVID-19 pandemic exacerbated many of the existing inequities related to these needs. The prioritized health needs for the communities served by Baystate Medical are:

Social and economic factors or “determinants” that influence health:

- Lack of resources to meet basic needs (Baystate Medical focus area – deeper dive)
- Workforce development (Baystate Medical focus area – deeper dive)
- Violence and trauma (Baystate Medical focus area – deeper dive)
- Environmental exposures and climate crisis

Barriers to healthcare access:

- Availability of providers and telehealth

Other barriers: Health behaviors and outcomes:

- Youth mental health (regional focus area – deeper dive)
- Mental health and substance use
- Chronic diseases and other health outcomes

Baystate Medical CHNA Summary of Priority Focus Areas

Source: [Baystate Medical Strategic Implementation Plan SIP 20202022web.pdf](http://webdamdb.com)

More health education that is informed by cultural differences and free from implicit bias and stigma associated with mental health, substance use disorders and incarceration.

- Lower levels of education contribute to unemployment, the ability to earn a livable wage, and many health outcomes.
- In the communities of Springfield, Chicopee, Holyoke, and Ludlow, over 20% of eligible individuals do not have a high school diploma.
- Only 27% of Hampden County residents have a bachelor’s degree or higher compared to the Massachusetts proportion of 42%.
- Segregation of lower income students of color into underfunded schools continues today.
- In Massachusetts, 12% of students nearing the end of mandatory schooling (generally about 15 years old) scored at the lowest level of financial literacy as measured by the Program for International Student Assessment.

Violence and trauma: Personal and community safety were elevated as a concern in Hampden County.

- About 13% of all sexual assaults in the state occurred in western Massachusetts.
- Springfield Police found that 67% of all assault arrests in 2014 were domestic violence assaults.
- Crime rates are high, with violent crime rates in Hampden County almost 60% higher than that of the state.
- Youth bullying was also identified as a concern, particularly of children with disabilities, and LGBTQ+ (lesbian, gay, bi-sexual, transgender, queer, and questioning) persons.

Transportation

Source: [Emergency Preparedness Planning Tool \(region1hmcc.org\)](https://region1hmcc.org);

Source: [Baystate Medical Strategic Implementation Plan SIP 20202022web.pdf](#)

According to the Western Mass HMCC, approximately 8,287 people were identified as having no vehicles. Transportation and access to medical care are of concern. In the Springfield area, there are approximately 23% of residents reporting not having access to vehicles. Additionally, around 8.6% of residents have ambulatory disabilities. Pioneer Valley Regional Transit Authority (PVTA) and Southeastern Regional Transit Authority (SRTA) together provide the Pioneer Valley, as well as 10 communities in the southeastern area with public transportation.

Substance Use Disorders

Source: [Baystate Medical Strategic Implementation Plan SIP 20202022web.pdf](#)

- Substance use disorders overall, including alcohol and opioid use, were of particular concern.
- Opioid use disorder, which has been declared a public health emergency in Massachusetts, is impacting Hampden County residents with fatality rates higher than (nearly double) that of the state.
- Tobacco use remains high with an estimated 24% of adults that smoke in Springfield.
- Youth substance use is also an issue with 7% of Springfield 8th grade students reporting drinking alcohol or using marijuana in the past 30 days.
- Vaping is now an emerging concern for youth with 19% of Springfield students reporting that they have tried vaping.

Food Insecurity

Source: [Baystate Medical Strategic Implementation Plan SIP 20202022web.pdf](#)

Decisions about how infrastructure is developed impacts transportation choices and access to healthy food, among other determinants. Private sector and economic development investments have led to parts of Hampden County being considered food deserts, which are areas where people with low incomes have limited access to grocery stores.

- Large portions of Springfield and parts of Chicopee, Holyoke, Ludlow, Monson, West Springfield, and Westfield have rates of food insecurity greater than 15%, and for many Springfield neighborhoods over 20%.
- Nearly 23% of all Springfield households and 14% of Hampden County residents report not having any access to a vehicle.
- Among Springfield residents lacking access to a vehicle, 23% report regularly using public transportation to travel to work, while 14% reported carpooling. The Pioneer Valley Transit Authority which operates buses in Springfield and across the Pioneer Valley, reports that the majority of its customers – over 62% – are people of color.

Financial Security

Source: [Baystate Medical Strategic Implementation Plan SIP 20202022web.pdf](#)

- Historically, redlining lending practices, racial discrimination related to mortgage acquisition in the GI bill, and higher incidence of predatory lending in communities of color have denied Black and Latino communities the ability to create stability and

generational wealth via home ownership. Only 39% of the Black population and 23% of the Latino population of Hampden County owns their home.

- Financial literacy is having the skills and knowledge to manage personal finances so that a person can fulfill their goals. It includes the knowledge to understand financial choices and the ability to make informed judgments and take effective actions, such as planning for the future, spending wisely, saving for retirement, paying for a child’s education, and managing challenges associated with life events like a job loss.


Safety and Crime









Source: [Baystate Medical Strategic Implementation Plan SIP 20202022web.pdf](#)








- The Springfield 2017 Youth Health Survey found that 43% of students had experienced aggressive (threatening) behavior from their significant other and 29% had experienced physical abuse from their significant other.
- The 2017 Springfield Youth Health Survey indicated that 32% of Springfield 8th grade students were bullied in the past year. Students with disabilities are two to three times more likely to be bullied than nondisabled students.
- An analysis of gun violence done by the City of Springfield Police Department found that total incidents involving guns have decreased by 17% over a 5-year period (2013-2017), with robbery with a gun decreasing the most (26%). However, murder with a gun increased by 20%.
- In the Springfield Area Service Access Point where elder abuse and neglect files are reported, there were 2,438 intakes completed in 2018, up from 1,401 in 2014.

Figure 12. County Health Rankings: Hampden County

Source: [Hampden County, Massachusetts | County Health Rankings & Roadmaps](#)

Health Outcomes				
Length of Life		Hampden (HA) County	Massachusetts	United States
Premature Death		8,200	5,700	7,300
Quality of Life		Hampden (HA) County	Massachusetts	United States
Poor or Fair Health		20%	13%	17%
Poor Physical Health Days		4.2	3.4	3.9
Poor Mental Health Days		4.8	4.2	4.5
Low Birthweight		8%	7%	8%
Additional Health Outcomes (not included in overall ranking)		Hampden (HA) County	Massachusetts	United States
COVID-19 Age-Adjusted Mortality		116	100	85
Life Expectancy		77.4	80.2	78.5
Premature Age-Adjusted Mortality		390	290	360

Child Mortality		40	30	50
Infant Mortality		5	4	6
Frequent Physical Distress		13%	10%	12%
Frequent Mental Distress		15%	13%	14%
Diabetes Prevalence		10%	7%	9%
HIV Prevalence		501	355	378
Health Factors				
Health Behaviors		Hampden (HA) County	Massachusetts	United States
Adult Smoking		18%	12%	16%
Adult Obesity		30%	25%	32%
Food Environment Index		8.3	9.3	7.8
Physical Inactivity		32%	26%	26%
Access to Exercise Opportunities		90%	89%	80%
Excessive Drinking		20%	22%	20%
Alcohol-Impaired Driving Deaths		34%	31%	27%
Sexually Transmitted Infections		617.7	458.8	551.0
Teen Births		18	8	19
Additional Health Behaviors (not included in overall ranking)		Hampden (HA) County	Massachusetts	United States
Food Insecurity		11%	8%	11%
Limited Access to Healthy Foods		5%	4%	6%
Drug Overdose Deaths		49	33	23
Motor Vehicle Crash Deaths		9	6	12
Insufficient Sleep		36%	34%	35%
Clinical Care		Hampden (HA) County	Massachusetts	United States
Uninsured		4%	4%	11%
Primary Care Physicians		1,490:1	960:1	1,310:1
Dentists		1,090:1	930:1	1,400:1
Mental Health Providers		100:1	140:1	350:1
Preventable Hospital Stays		4,558	4,202	3,767
Mammography Screening		50%	54%	43%
Flu Vaccinations		53%	56%	48%
Additional Clinical Care (not included in overall ranking)		Hampden (HA) County	Massachusetts	United States

Uninsured Adults		5%	4%	13%
Uninsured Children		2%	2%	6%
Other Primary Care Providers		560:1	670:1	870:1
Social & Economic Factors		Hampden (HA) County	Massachusetts	United States
High School Completion		86%	91%	89%
Some College		60%	74%	67%
Unemployment		10.4%	8.9%	8.1%
Children in Poverty		20%	11%	16%
Income Inequality		5.5	5.4	4.9
Children in Single-Parent Households		36%	24%	25%
Social Associations		8.7	9.4	9.2
Violent Crime		616	384	386
Injury Deaths		87	71	76
Additional Social & Economic Factors (not included in overall ranking)		Hampden (HA) County	Massachusetts	United States
High School Graduation		83%	88%	86%
Disconnected Youth		10%	5%	7%
Reading Scores		3.1	3.4	3.1
Math Scores		3.0	3.2	3.0
School Segregation		0.27	0.26	0.25
School Funding Adequacy		\$5,767	\$6,474	\$741
Gender Pay Gap		0.85	0.81	0.81
Median Household Income		\$61,600	\$87,300	\$67,300
Living Wage		\$45.75	\$52.84	\$38.11
Children Eligible for Free or Reduced Price Lunch				52%
Residential Segregation - Black/White		57	63	63
Residential Segregation - Non-White/White		44	47	46
Child Care Cost Burden		45%	39%	25%
Child Care Centers		7	8	6
Homicides		5	2	6
Suicides		10	9	14
Firearm Fatalities		8	4	12
Juvenile Arrests				19
Physical Environment		Hampden (HA) County	Massachusetts	United States
Air Pollution - Particulate Matter		4.8	6.3	7.5

Drinking Water Violations		Yes		
Severe Housing Problems		18%	17%	17%
Driving Alone to Work		81%	68%	75%
Long Commute - Driving Alone		28%	44%	37%
Additional Physical Environment (not included in overall ranking)		Hampden (HA) County	Massachusetts	United States
Traffic Volume		855	1,434	395
Homeownership		62%	63%	64%
Severe Housing Cost Burden		16%	16%	14%
Broadband Access		82%	88%	85%

Note: Blank values reflect unreliable or missing data.

Figure 13. Percentage of Individuals Fully Vaccinated for COVID-19 within Each Race/Ethnic Group by County of Resident Address, as of 9/15/22

	American Indian/Alaska Native	Asian	Black	Hispanic/Latino(a)	Multi	Native Hawaiian/Pacific Islander	White	Total**
Berkshire	56%	71%	63%	62%	36%	*	75%	74%
Franklin	51%	78%	65%	54%	31%	*	74%	74%
Hampden	58%	70%	59%	50%	49%	>95%	70%	67%
Hampshire	52%	49%	52%	48%	38%	>95%	73%	71%
Massachusetts	53%	76%	73%	66%	60%	>95%	77%	78%

Notes: * Vaccination figures are suppressed where less than 30 persons are included for privacy. Doses without address records are not included. Percentage is calculated as cumulative first doses of Moderna and Pfizer administered and reported plus the cumulative doses of Janssen/Johnson & Johnson doses administered, divided by the population in the county and the race/ethnicity category

** The total percentage of people vaccinated in each county and statewide includes a percentage of individuals whose race/ethnicity is unknown or does not fit into the listed categories that ranges from 5-6% in the counties of western MA. This includes responses that do not fit into the listed categories, nonresponses, "prefer not to say", and records from selected providers whose software does not allow them to collect race and ethnicity data.

Source: Weekly COVID-19 Municipality Vaccination Report – September 15, 2022 <https://www.mass.gov/info-details/massachusetts-covid-19-vaccination-data-and>

Figures 14-18. Findings from Covid Community Impact Survey

Much of this data suggest the impact of location and access to services/resources on health and mental health outcomes.

Source: [COVID-19 Community Impact Survey Data Dashboard | mass.gov](https://www.mass.gov/info-details/covid-19-community-impact-survey-data-dashboard)

Figure 14

Housing: Are you worried about paying your mortgage, rent, or utilities in the next few weeks?

Percent Answering "Yes" by County

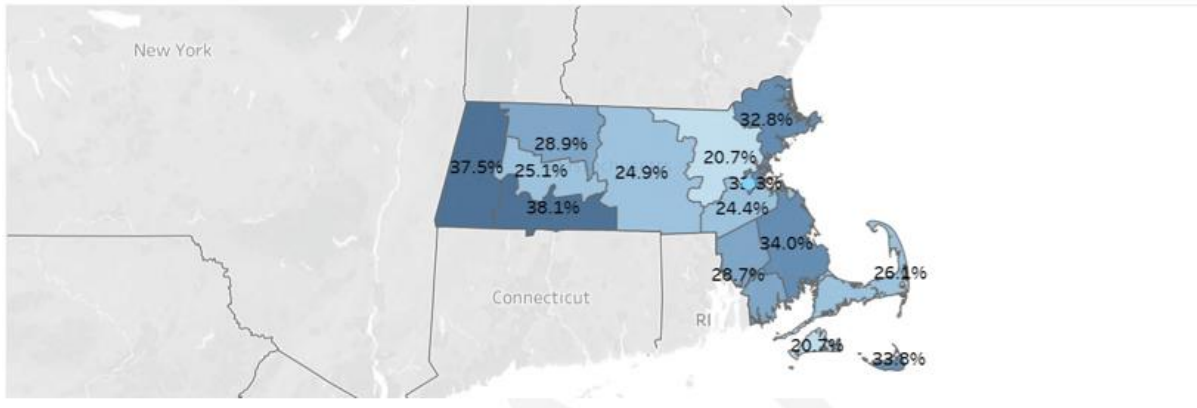


Figure 15

Housing: Are you worried that you may have to move out of where you live in the next few months?

Percent Answering "Yes" by County

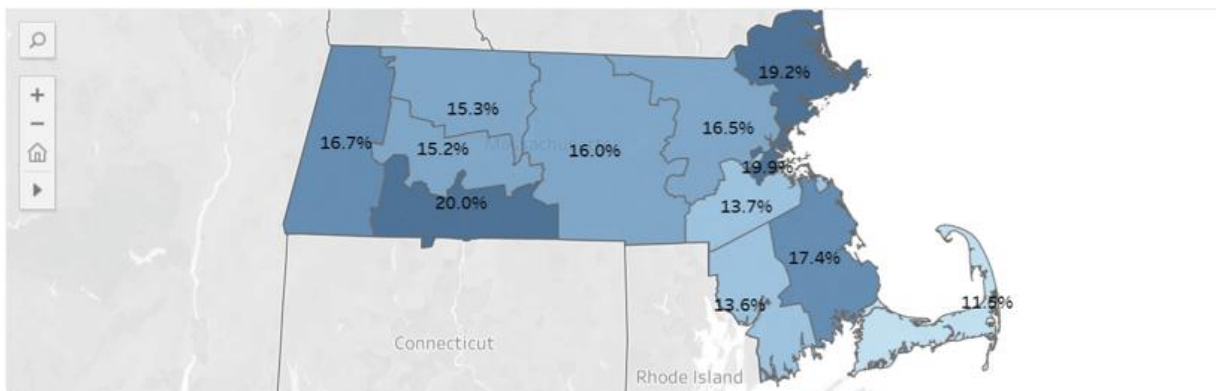


Figure 16

Substance Use: During the past 30 days, have you drunk any alcohol?

Percent Answering "Yes" by County

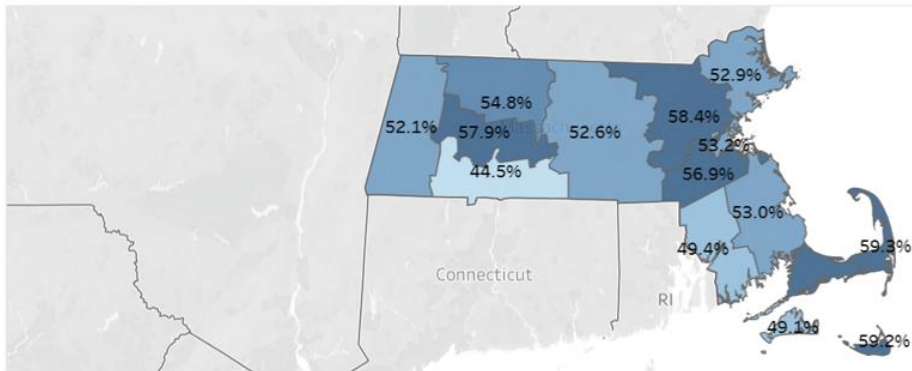


Figure 17

Mental Health: In the past month, have you had any PTSD-like reactions to things you have seen, heard, or experienced related to the COVID-19 outbreak?

Percent Answering "3+ Reactions" by County

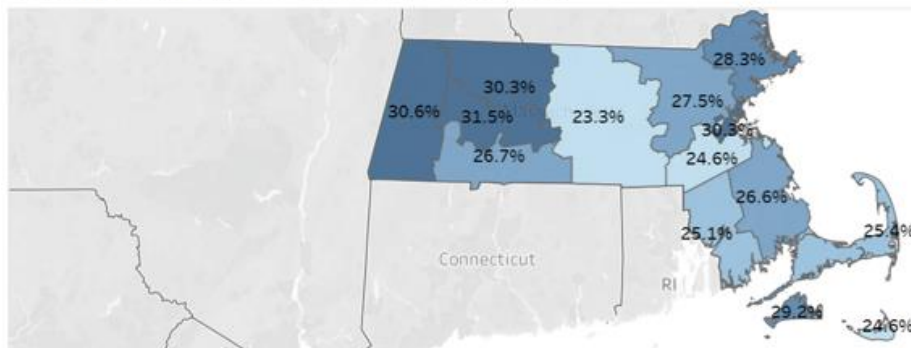


Figure 18

COVID-19: Did you ever get tested for COVID-19?

Percent Answering "No" by County

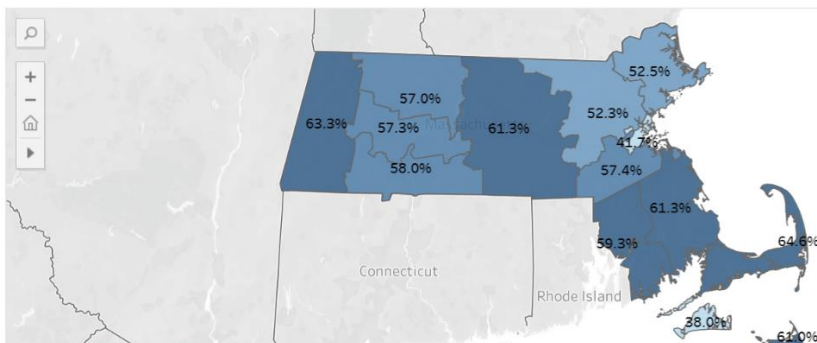


Figure 19. Electricity Dependent Medicare Beneficiaries, by Town

Source: [HHS emPOWER Map](#)

Geographic Area	Town	Beneficiaries	Electricity-Dependent
01001	Agawam	4,198	149
01008	Blandford	379	11
01010	Brimfield	991	43
01011	Chester	406	13
01013	Chicopee	4,992	228
01020	Chicopee	7,745	371
01022	Chicopee	827	27
01028	East Longmeadow	3,952	105
01030	Feeding Hills/Agawam	2,982	112
01034	Granville, Tolland	486	14
01036	Hampden	1,419	35
01040	Holyoke	8,425	429
01056	Ludlow	5,394	165
01057	Monson	2,098	57
01069	Palmer	2,225	72
01071	Russel	353	14
01077	Southwick	2,391	73
01080	Three Rivers, Palmer	459	20
01081	Wales	438	17
01085	Westfield, Montgomery	9,258	289
01089	West Springfield	6,361	250
01095	Wilbraham	3,581	97
01103	Springfield	1,183	70
01104	Springfield	5,190	383
01105	Springfield	2,317	192
01106	Springfield	3,634	71
01107	Springfield	2,118	189
01108	Springfield	4,323	221
01109	Springfield	5,465	345
01118	Springfield	3,202	131
01119	Springfield	2,802	121
01128	Springfield	712	31

Geographic Area	Town	Beneficiaries	Electricity-Dependent
01129	Springfield	1,799	75
01151	Indian Orchard, Springfield	1,497	88
01521	Holland, Fiskdale	571	20
	<i>Totals</i>	<i>104,173</i>	<i>4,528</i>

County Resources

Source: WMHCC from the Office of Preparedness and Emergency Management 2022

Ambulance Services

Action Ambulance

257 Race St
Holyoke MA 01040
413-425-9506
Paramedic Level

Agawam Fire Department

800 Main Street
Agawam, MA 01001
(413) 786-0657
Paramedic Level

American Medical Response

595 Cottage Street
Springfield, MA 01104
(413) 846-6100
Paramedic Level

Chapin Ambulance

53 Ramah Circle Agawam MA
(413) 209-8913
Basic Level

Chicopee Fire Department

80 Church Street
Chicopee, MA 01020
(413) 594-1630
Basic Level

East Longmeadow Fire Department

150 Somers Road
East Longmeadow MA 01028
413-525-5430
Paramedic Level

Granville Ambulance

P.O. Box 247
Granville, MA 01034
(413) 357-8572
Basic Level

Holyoke Fire Department

600 High Street
Holyoke, MA 01040
(413) 534-2250
Basic Level (Class V)

Longmeadow Fire Dept.

44 Williams Street
Longmeadow, MA 01106
(413) 567-3358
Paramedic Level

Ludlow Fire Department

574 Center Street
Ludlow, MA 01056
(413) 583-8332
Paramedic Level

Monson Fire Department

200 Main Street
Monson, MA 01057
(413) 267-3132
Paramedic Level

National Ambulance Service

425 St. James Street
Springfield, MA 01109
(413) 736-0092
Paramedic Level

Palmer Ambulance Service

4 Shearer Street Extension

Palmer, MA 01069

(413) 283-2983

Paramedic Level

Pioneer Valley EMS

441 Hampden

Chicopee MA

508-799-5999

Paramedic Level

RAM Ambulance

77 Myron St

West Springfield MA 01089

413-304-2020

Paramedic Level

Riverside Park Enterprise

1623 Main Street

Agawam, MA 01001

(413) 786-9300

Paramedic Level

Southwick Fire Dept.

15 Depot Street

Southwick, MA 01077

(413) 569-6363

Basic Level

West Springfield Fire Dept.

44 Van Deene Avenue

West Springfield, MA 01089

(413) 732-2650

Paramedic Level

Westfield Fire Dept.

34 Broad Street

Westfield, MA 01085

(413) 572-6330

Paramedic Level

Wilbraham Fire Dept.

2770 Boston Road

Wilbraham, MA 01095

(413) 596-3122

Paramedic Level

Fire Departments

104th Fighter Wing Barnes Air National Guard Fire And Rescue-Dod

175 Falcon Drive Westfield, MA

104th Fw Barnes Ang Fire - Rescue

175 Falcon Drive Westfield, MA

Agawam Fire Department - Headquarters

800 Main Street Agawam, MA

Agawam Fire Department Station 2

1200 Springfield Street Agawam, MA

Blandford Fire Department

93 Main Street Blandford, MA

Bondsville Fire Department

3174 Main Street Bondsville, MA

Bondsville Fire Department

122 South Main Street Palmer, MA

Brimfield Fire Department

34 Wales Road Brimfield, MA

Chester Fire Department - Headquarters

300 U.s. 20 Chester, MA

Chester Fire Department Station 2

268 Bromley Road Chester, MA

Chester Fire Department Station 3

North Chester Road Chester, MA

Chicopee Fire Department Headquarters

80 Church Street Chicopee, MA

Chicopee Fire Department Station 3

96 Cabot Street Chicopee, MA

Chicopee Fire Department Station 4

654 Burnett Road Chicopee, MA

Chicopee Fire Department Station 5

580 Chicopee Street Chicopee, MA

Chicopee Fire Department Station 7

739 Grattan Street Chicopee, MA

Chicopee Fire Department Station 8

900 James Street Chicopee, MA

East Longmeadow Fire Department - Headquarters

150 Somers Road East Longmeadow, MA

Granville Fire Department - West Granville Fire House

1765 Main Road Granville, MA

Granville Fire Department and Ambulance

709 Main Road Granville, MA

Hampden Fire Department

19 North Road Hampden, MA

Hampden Volunteer Fire Department

North Road Hampden, MA

Holland Fire Department - Headquarters

7 Sturbridge Road Holland, MA

Holyoke Fire Department - Headquarters

600 High Street Holyoke, MA

Holyoke Fire Department Station 3

1579 Northampton Street Holyoke, MA

Holyoke Fire Department Station 5

33 Whiting Farms Road Holyoke, MA

Holyoke Fire Department Station 6

640 Homestead Avenue Holyoke, MA

Longmeadow Fire Department

44 Williams Street Longmeadow, MA

Ludlow Fire Department

574 Center Street Ludlow, MA

Ludlow Fire Department

475 Center Street Ludlow, MA

Monson Fire Department

200 Main Street Monson, MA

Montgomery Fire Department

154 Main Road Montgomery, MA

Palmer Fire Department - Headquarters

12 Walnut Street Palmer, MA

Russell Fire Department1

65 Main Street Russell, MA

Russell Fire Department Headquarters

162 Main Street Russell, MA

Russell Fire Department Station 2

250 General Knox Road Russell, MA

Southwick Fire Department

15 Depot Street Southwick, MA

Springfield Fire Department - Headquarters

605 Worthington Street Springfield, MA

Springfield Fire Department Station 10

2729 Main Street Springfield, MA

Springfield Fire Department Station 12 - 16 Acres

1265 Parker Street Springfield, MA

Springfield Fire Department Station 16 - Massreco

14 Massreco Street Springfield, MA

Springfield Fire Department Station 3

173 Oakland Street Springfield, MA

Springfield Fire Department Station 5

15 Odessa Street Springfield, MA

Springfield Fire Department Station 8

33 Eastern Avenue Springfield, MA

Springfield Fire Department Station 9

1212 Carew Street Springfield, MA

Three Rivers Fire Department

50 Springfield Street Palmer, MA

Tolland Fire Department - Headquarters

162 Colebrook River Road Tolland, MA

Wales Fire Department

Hegan Street Wales, MA

Wales Fire Department - Headquarters

1 Hegan Road Wales, MA

West Springfield Fire Department Station 1

44 Van Deene Avenue West Springfield, MA

West Springfield Fire Department Station 2

1338 Westfield Street West Springfield, MA

West Springfield Fire Department Station 3

68 Morgan Road West Springfield, MA

Westfield Fire Department - Headquarters

34 Broad Street Westfield, MA

Westfield Fire Department Station 2

366 Little River Road Westfield, MA

Westfield Fire Department Station 3

129 Southampton Road Westfield, MA

Westover Air Reserve Base Fire Department-Dod

Jenkins Street Chicopee, MA

Wilbraham Fire Department - Headquarters

2770 Boston Road Wilbraham, MA

Wilbraham Fire Department Station 2

6 Woodland Dell Road Wilbraham, MA

Community Services

United Way of Pioneer Valley

Community Action Pioneer Valley

Springfield Partners for Community Action

South Holyoke Safe Neighborhood Initiative

[All Inclusive Support System Program \(AISS\)](#)

736 State St, Springfield, MA 01109

Phone: 413-750-2067

Notes: Assists formerly incarcerated people in all aspects of their lives as they transition from incarceration into the community. Offers case management, transportation, groups, mental health counseling, education and employment training services.

[BH JI \(Behavioral Health Justice Involved\)](#): BH-JI is funded by MassHealth and is a partnership-based program designed to help men and women bridge the gap between jail and their return to the community, and to help those in the community access the supports they need. Eligible participants have been in custody within the last 12 months and/or are on probation or parole, and have a substance use disorder and/or a mental health disorder. A Re-Entry navigator is assigned to participants. This is a voluntary outpatient program, though a referral can be made by probation or parole. [Open Sky](#) is the community partner for Hampden County.

Contact Amy Thebeau, Project Coordinator

Open Sky Community Services

4 Mann St, Worcester, MA 01602

Office: (508) 755-0333

Cell: 774-232-0640

Fax: 508-755-7641

[Open Door Social Services](#)

287 State Street, Middle Floor, Springfield, MA 01105

Ph: (413) 737-7062

Fax: (413) 746-2297

Open Pantry's Open Door Social Services program provides case management, housing search assistance, medical, mental health, and substance abuse referrals for homeless people living in area shelters, on the streets, or temporarily doubled up with friends or relatives.

[ROCA Springfield](#)

384 High Street, Holyoke, MA 01040

Phone: 413-437-7714

Email: holyoke@rocainc.com

Serving young men and young moms from Springfield, West Springfield, Holyoke and Chicopee. The Young Men's Program (17-24yo): designed to help high-risk young men leave streets and gangs and go to work.

The Young Mothers Program (16-24yo): helps high-risk young mothers get out of violence and poverty, go to work and care for their children.

[Valley Opportunity Council](#)

Phone: 413-552-1554

Offers: Energy Assistance, Food & Nutrition, Early Education, Adult Programs, Youth Programs, Housing, Community Outreach

[Food Pantries/Food Assistance](#)

[The Food Bank of Western Massachusetts](#) distributes a variety of food to our member agencies throughout western Massachusetts, which consist of food pantries, meal sites, shelters, childcare centers, and other food assistance programs. PDFs of food assistance programs for [Hampden County](#)

[Bethany Food Pantry](#)

Bethany Assembly of God

580 Main Street, Agawam, MA

Phone: (413) 789-2930

Hours: Mon & Fri: 1pm-3pm, 1st Tuesday of the month: 6pm-8pm, Last Saturday of the month: 9am-12noon

Notes: Bring ID and a piece of mail to verify address but no residence requirements

[Huntington Food Pantry](#)

Pioneer Valley Assembly Of God

63 Old Chester Road, Huntington, MA

Phone Number: 413-667-3196

Email: huntingtonfoodpantry@gmail.com

Hours: Thursdays 9:00 A.M. - 5:00 P.M.

Notes: No appointment necessary

[Our Community Pantry](#)

220 College Highway, Southwick, MA

Phone: (413) 569-9876

Hours: Mon 3-5, Tues 10-12, Wed 10-12, Thurs 5-6

Notes: Food is distributed based on family size; bring proof of Residence (current ID with the correct address, registration, a rental agreement, or a utility bill showing your name will be accepted); proof of Income; date of birth for all household members.

[Our Community Table \(Soup Kitchen\)](#)

101 Meadow Street, Westfield, MA 01086

Phone: (413) 572-9147

Meals served: Sunday – Friday: 4:45pm-5:30pm.; No meals served on Saturdays.

[Parish Cupboard](#)

1023 Main Street, West Springfield, MA

Phone:(413) 734-7969

Email: ParishCupboard@aol.com

Hours: Monday-Friday: 9:00am – 11:15am; Hot Lunch program: 11:20am – 12:30pm (Residents of West Springfield and Agawam only)

Notes: Emergency Food/Pantry is for residents of West Springfield, Agawam, and Feeding Hills ONLY. Bring in a current bill or piece of mail that has their name, address and date. They may come in once a month and must bring a new piece of mail every visit.

St. Vincent De Paul Charitable Society

30 Bartlett Street, Westfield, MA

Phone: (413) 562-5620

Phone: (413) 568-5619

Hours: By appointment Wednesday and Friday at 3pm.

Notes: Meal Delivery HOMEBOUND SENIORS ONLY: 3rd Saturday Home Delivery (Registration required) Call 413-562-5477

[Westfield Food Pantry](#)

101 Meadow St # 1, Westfield, MA 01085

Phone: (413) 572-0802

Hours Open: Mon. & Tue. 10 a.m. – 12 noon; Thursday 5:30-6:30 p.m.; Friday 10 a.m. – 12 noon

Notes: For Westfield residents only

[WIC Chicopee](#)

35 Mr. Carmel Avenue, 2nd Floor, Chicopee, MA 01013

Phone: (413) 612-0214

[WIC Holyoke](#)

300 High Street, 1st Floor, Holyoke, MA 01040

Phone: (413) 534-2460

[WIC Ludlow](#)

14 Chestnut Place, Ludlow, MA 01056

Phone: (413) 589-1551

[WIC Westfield](#)

70 Court St Ste 10A, Westfield

Phone: (413) 568-1007

Website:

Hours: Monday – Tuesday 8:30 am-4:30 pm; Thursday – Friday: 8:30 am-4:30 pm

[Emergency Services Programs](#)

[Behavioral Health Network](#)

417 Liberty Street, Entrance B, Springfield, MA (walk-in)

Phone: 413-733-6661 (Springfield)

Phone: 413- 568-6386 (Westfield)

24-hour access number: 1-800-437-5922

Note: If possible, best to call ahead to make an appointment to decrease wait time at the clinic.

Towns Served: Agawam, Belchertown, Blandford, Bondsville, Chester, Chicopee, East Longmeadow, Granby, Granville, Hampden, Holyoke, Huntington, Indian Orchard, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, South Hadley, Southampton, Southwick, Springfield, Thorndike, Three Rivers, Tolland, Ware, Westfield, West Springfield, Wilbraham.

Shelters/Transitional Housing

Transitional Housing Families/Men & Women

Broderick House

56 Cabot St., Holyoke, MA 01040

Phone: 413-534-7610

Office hours: Monday-Friday 8:30am-4pm

Notes: 14 families in a 37 room multi-service, low-income sober living facility; shared common areas, own rooms.

Must apply, have 6 months sobriety , 9 months to move in, show ability to pay rent, vouchers welcome; Basic food and accommodations, life-training skills, counseling, and assistance in finding safe and affordable housing.

Emergency Shelters for Women

Worthington House/Friends of the Homeless

755 Worthington St., Springfield, MA 01105

Phone: 413-732-3069 Emergency overnight shelter for single women 18 or older; Spanish-speaking

Open daily from 4:30pm – 8:30am

Walk-in Day Center: 503 Worthington Street, open from 8:30am to 4:00pm

Health Services for the Homeless located here

Offers services for homeless, including case management, substance abuse and mental health counseling, advocacy, 3 meals/day, clothing; Restrictions: Sobriety; 9pm curfew

New Beginnings Women's Shelter

Phone: 413-562-5739

Transitional Shelters/Housing for Women

Housing and Economic Resources for Women (HER)

1035-1037 Dwight St., Holyoke, MA 01041

Phone: 413-534-5083

Notes: HER, Inc. owns an apartment building in Holyoke that includes a transitional housing for homeless teen mothers and a rooming house in Northampton.

Samaritan Inn

7 Free St., Westfield, MA

Phone: 413-568-3122

Fax: 413-568-3118

Notes: Men & Women shelter (different dorms for each). It is a three-month shelter; phone

intake, can schedule from them to come in later that day. Don't hold beds. Any medications and/or diagnoses they need documentation, prefer to have a bio-psychosocial on the candidate. Once admitted to the shelter works with a case manager.

Curfew: 8pm; sober living environment; can't be under the influence of drugs and alcohol; will be discharged. They have a program within the shelter for people coming from detox, stay is 60 days, can't work, goal to get them into longer term residential treatment.

Emergency Shelters for Men

Springfield Rescue Mission
148 Taylor St., Springfield,
413-732-0808

Hours: 4:00PM – 8:00AM Mon-Sat; staff off on Sunday

Notes: Emergency overnight shelter for single men 18 or older; Spanish speaking; can call at 8am to reserve a bed for the evening, line up starts at 3pm, admission at 4pm; 43 beds; has showers, evening meals, beds with linens, and breakfast before leaving the next morning

Worthington House/Friends of the Homeless
769 Worthington St., Springfield, MA 01105
Phone: 413-734-3310

Hours: Open at 5:30p.m.

Notes: Emergency overnight shelter for single men 18 or older; Beds are assigned as they become available. There is usually a waiting list for beds and floor space is limited. All check-ins must be completed by 8p.m. unless special arrangements have been made (employer's letter, medical emergency, etc.).

Transitional Shelters/Housing for Men

Loreto House
Transitional House for Homeless
51 Hamilton St., Holyoke, MA 01040
Phone: 413-533-5909

Director Rose Flores does application and intakes 4-6 week wait list

Hours: Monday – Friday 8:00am – 4:00pm

Notes: For men, 18-month transitional housing program for men in recovery from the traumas of addiction and/or homelessness. There are 30 beds. Offers basic food, shelter, access to medical care (nurse comes every Thursday), various support services dealing with addictions, housing & employment search, life/survival skills, job preparation assistance, and other educational opportunities.

Samaritan Inn
7 Free St., Westfield, MA
Phone: 413-568-3122
Fax: 413-568-3118

Curfew: 8pm; sober living environment; can't be under the influence of drugs and alcohol; will be discharged.

Notes: Men & Women shelter (different dorms for each). It is a three-month shelter; phone intake, can schedule from them to come in later that day. Don't hold beds. Any medications and/or diagnoses they need documentation, prefer to have a bio-psychosocial on the candidate. Once admitted to the shelter works with a case manager. They have a program within the shelter for people coming from detox, stay is 60 days, can't work, goal to get them into longer term residential treatment.

Springfield Rescue Mission
10 Mill Street, Springfield MA

Notes: For men, 12-month sober-living faith-based program; there is an application process, don't take methadone or Suboxone, up to 60 beds, no wait list currently; first few weeks orientation, classes, pastor classes; 3 meals/day; Roll-call for every meal, curfew; medical services by Healthcare for the Homeless comes in a few times/week.

Elder Services

Age and Dementia Friendly Springfield

Massachusetts Healthy Aging Collaborative

WestMass Eldercare

Agawam Council on Aging - 413-821-0605

East Longmeadow Council on Aging - 413-525-5436

Longmeadow Council on Aging - 413-565-4150

Monson Council on Aging - 413-267-4121

West Springfield Council on Aging - 413-263-3264

Greater Springfield Senior Services Meals on Wheels 413-781-8800