



Find emergency family shelter

The following information will assist you and your family if you are in crisis and are in need of Massachusetts shelter services.

CONTACT

Emergency Housing Assistance Resource Contact

Phone

(617) 573-1106

THE DETAILS

What you need

Families facing a housing crisis may be deemed eligible if they meet the following criteria:

Be a resident of Massachusetts

Meet the gross income standards for Emergency Assistance

Have needy children under the age of 21, or be pregnant

and the reason for homelessness is one of the following:

No-fault fire, flood, natural disaster, condemnation, or foreclosure

Fleeing domestic violence (current or within past 12 months)

No-fault eviction

Child(ren) are exposed to a substantial health and safety risk

Emergency Assistance applicants must provide all requested verifications within 30 days.

How to find

By phone

To apply for shelter services, please call (866) 584-0653 and speak with a Homeless Coordinator.

There is no application form for emergency services online. You must call for assistance and visit one of the ten locations in Massachusetts.

In person

Apply in person at one of ten locations in Massachusetts

There is no application form for emergency services online. You must call for assistance and visit one of the ten locations in Massachusetts.

Office hours are from 8:00 am - 4:00 pm

Boston – 1010 Massachusetts Avenue - New Market Square

Brockton – 60 Main Street

Chelsea – 80 Everett Avenue, 3rd Floor

Hyannis – 181 North Street

Lawrence – 280 Merrimack Street

Lowell – 131 Davidson Street

New Bedford – 160 West Rodney French Boulevard

Salem – 45 Congress Street, Suite 1176

Springfield – 310 State Street

Worcester – 13 Sudbury Street

You may use the "[Service Provider Locator](#)" to find an office nearest to you where you can apply in person.

Contact

Emergency Housing Assistance Resource Contact

Address

100 Cambridge St, Suite 300, Boston, MA 02114

[directions](#)

Phone

(617) 573-1106

RELATED

[Emergency Housing Assistance Resource Information](#)

Did you find what you were looking for on this webpage? *

Yes No

[SEND FEEDBACK](#)