

ADDRESS AND PHONE DIRECTORY · WEST SPRINGFIELD

West Springfield Official Offices Directory 2026

Nothing here works the way it does in the Boston guides: your USCIS office is Lawrence, your biometrics center is probably in Connecticut, your court is uncertain and the hospital is across the river.

SHORT ANSWER

This may be the most important page in the guide, because it is **the opposite of every other Massachusetts guide in this series**. Both town ZIP codes (01089 and 01090) belong to the USCIS **Lawrence Field Office**, not Boston: 280 Merrimack Street, 6th Floor, Suite 610, Lawrence MA 01843, about 106 miles and over two hours by car. Biometrics may be much closer and probably in Connecticut. We cannot tell you for certain which immigration court is yours. **Only your appointment notice decides** where you go.

Immigration: three surprises

OFFICE	ADDRESS · DISTANCE · NOTE
USCIS Lawrence Field Office (the one that serves you)	280 Merrimack Street, 6th Floor, Suite 610, Lawrence MA 01843 · green card and citizenship interviews · about 106 miles from Town Hall, roughly 2 hours 10 minutes without traffic ; the route runs east on the Mass Pike and then north on I-495 · there is no practical train option, Amtrak takes you to Boston and you then transfer to a commuter train, so a round trip means close to four and a half hours in a car. Take a day off for a morning interview and leave room for snow or a crash. There is also a support center in the same building
Hartford ASC (your probable biometrics center)	265 Ellington Road, Suite E, East Hartford, CT 06108 · weekdays 8 a.m. to 4 p.m. · about 24 miles and 35 minutes from Town Hall · this is an inference: the USCIS ZIP-code file gives the town the support-center code XBE, and that code is shared with more than 340 Connecticut ZIP codes assigned to the Hartford field office alongside Hampden, Hampshire and Franklin counties; the file does not give the center an address and the USCIS Springfield page returns "Page Not Found". No USCIS page says "XBE means East Hartford" , so do not go to any center without your notice
USCIS Boston Field Office	John F. Kennedy Federal Building, 15 New Sudbury Street, Room E-160, Boston MA 02203 · interviews for the east of the state · not the West Springfield office

OFFICE	ADDRESS · DISTANCE · NOTE
Boston Asylum Office	John W. McCormack Federal Building, 5 Post Office Square, 14th floor, Boston MA 02109 · 617-574-3600 · five New England states · no in-person information service since April 20, 2026 and no walk-ins · for people coming from western Massachusetts this is also a trip to Boston
USCIS Contact Center	800-375-5283 (TTY 800-767-1833) · choose Lawrence as the office in the processing times tool; choosing Boston shows the wrong timeline: egov.uscis.gov/processing-times · appointments are free and the support centers do not answer case questions

We read the USCIS [ZIP-code file](#) dated August 6, 2026 line by line: on the 01089 and 01090 rows the county is Hampden, the city is West Springfield and the field office code is LAW, meaning Lawrence. All of Hampden, Hampshire and Franklin counties are assigned to Lawrence the same way, while the Cambridge, Newton and Brookline ZIP codes fall to Boston. **Do not assume Albany:** the same file marks the Berkshire County ZIP codes with a separate code (XBI) alongside Albany and Vermont ZIP codes, and Hampden County is not in that group. Attorneys at interviews: since May 18, 2026 attorneys cannot attend field office interviews remotely except in limited cases; given the distance to Lawrence, plan that as soon as you get the appointment.

WHICH IMMIGRATION COURT IS YOURS? THE HONEST ANSWER IS THAT WE DO NOT KNOW

- Massachusetts has two immigration courts, **Boston** (JFK Federal Building, 15 New Sudbury Street, Room 320, public entrance at 125 Cambridge Street, 617-565-3080, about 90 miles) and **Chelmsford** (150 Apollo Drive, Suite 100, 978-497-9000, about 100 miles). A third possibility is in Connecticut: the **Hartford Immigration Court**, Ribicoff Federal Building, 450 Main Street, Suite 628, Hartford CT 06103, 860-240-3881, building 8 a.m. to 4:30 p.m. and filings 8 a.m. to 4 p.m., **about 25 miles away**, four times closer than Boston.
- **Why there is no definite answer:** we read the official page for all three courts and none of them lists the counties it hears. An attorney directory site says all removal cases in Massachusetts are heard in Boston, but because Chelmsford is also an immigration court that claim is not usable. An older EOIR legal aid list assigned Hampden County to Boston, but that list predates the opening of Chelmsford.
- **The practical consequence:** you go to whichever court and courtroom is printed on your Notice to Appear or hearing notice. Setting off for Boston without reading the address on the notice is a real risk, and so is the reverse: assuming Hartford and missing a Boston hearing means a removal order in absentia. Check your case with your A-number on [ACIS](#) or at 1-800-898-7180; the hearing notice is still the official record. Email: Boston.Immigration.Court@usdoj.gov, Chelmsford.Immigration.Court@usdoj.gov and Hartford.Immigration.Court@usdoj.gov.
- **Where ICE is:** the field office is in Burlington (ICE ERO Boston Field Office, 1000 District Avenue, Burlington MA 01803, (781) 359-7500) and that is about two hours from here. The ICE check-in list also shows an address in Hartford (450 Main Street, (860) 240-3012, weekdays 8 a.m. to 3:30 p.m.) but the scope of that entry is written as "the state of Connecticut". Which office handles a check-in for a Hampden County resident is not stated officially; go where your own paperwork says and talk to your attorney first. We found no ICE office in Springfield or West Springfield.
- **I-94 corrections:** the confirmed Massachusetts office is at Logan Airport, Terminal E lower level, Room 500, Boston MA 02128; Monday to Thursday 8 a.m. to 2 p.m., (617) 568-1810, cbp.boston.i94@cbp.dhs.gov. That is about 90 miles from here and the office is open six hours a day. The region's own airport is Bradley in Connecticut; we could not confirm whether there is a deferred inspection desk there, so check the [CBP office list](#) before you go.

THE TOWN HAS NO BYLAW, BUT THERE IS A STATE LAW

- **The town's own bylaw:** we found no welcoming or trust bylaw limiting police cooperation with immigration agencies in West Springfield. We searched the town site, the municipal code headings and the news. That does not prove no such text exists, but it does mean you should not plan around a local protection document of the Cambridge or Springfield kind. The town is governed by a mayor and a Town Council; you can follow the council agenda yourself to see whether a measure has been taken.
- **What we did find rests on a single local news report:** a regional news outlet reported on December 6, 2025, based on documents obtained through a public records request, that West Springfield police signed two memoranda of understanding with ICE's Homeland Security Investigations unit in 2024, one in June and one in November 2024. According to the report, those texts do not give officers civil immigration enforcement authority, so they are not a 287(g) agreement; they are a cross-designation under customs law (Title 19), aimed at investigating customs offenses. Also according to the report, the police chief described it as a one-off, said the department does not do immigration enforcement and said there has been no cooperation since the end of 2024.
- **What we could not verify:** we have not seen the text of the memoranda and we could not confirm whether those agreements were in force in 2026; we found no 2026 update. We also do not offer a view here on whether a customs cross-designation falls inside or outside the limits of the state law, because that is a legal assessment. The position of the Hampden County sheriff could not be verified either.
- **What applies in both cases:** since September 4, 2026 **G.L. c.147 s.64** binds every police department in Massachusetts, West Springfield police and the Hampden County sheriff included: asking about and recording immigration or citizenship status, using state and local resources for federal civil immigration enforcement, reporting a release time, stopping or detaining someone because of their status, and holding anyone past release time solely on a detainer are all barred. From November 3, 2026, **G.L. c.221D** requires a judge-signed warrant for a civil arrest at a courthouse, and because the town has no courthouse of its own that means, concretely for you, the building at 50 State Street in Springfield: the jury summons, a Springfield District Court hearing and a Western Housing Court session all happen there.
- **But:** these laws do **not bind ICE or CBP** and they give you **no private right of action**; the Attorney General enforces them. The PROTECT Act also requires an employer to give written notice to employees within 48 hours of receiving an ICE I-9 audit notice; for readers working in warehousing, logistics, manufacturing, hotels and restaurants here, that is its most direct effect. Do not take a risk in your own case based on local policies, or on the absence of one.

ID, tax and passports

AGENCY	ADDRESS · PHONE · NOTE
RMV	Springfield RMV Service Center, 1250 St. James Avenue, Springfield MA 01104 · weekdays 8 a.m. to 6 p.m., Saturday 9 a.m. to 4 p.m. (by appointment) · license, learner permit and ID work by online appointment, road tests weekdays 9 a.m. to 5 p.m. · 857-368-8000, senior and disability line 857-368-8005, interpreters rtinterpreters@dot.state.ma.us · we found no official information about parking or bus access
SSA	1-800-772-1213 · no office in town; the nearest is the Springfield office across the river (given as 70 Bond Street in our birth certificate section) · confirm the street address and hours through ssa.gov/locator ; your ZIP code decides which office serves you
IRS (ITIN document review)	Good news: Springfield is on the list. Under the IRS list updated on August 24, 2026, the Massachusetts offices that review ITIN documents in person are Boston, Brockton, Fitchburg, Hyannis, Springfield, Woburn and Worcester · by appointment only, 844-545-5640 · confirm the street address when you book or through the IRS office locator · a third-party aggregator says the Springfield office does not review ITIN documents, but the IRS list is what counts
U.S. passport	A first application (DS-11) is in person · the town's own post office accepts applications: West Springfield Post Office, 74 Elm Street, West Springfield MA 01089, (413) 734-2321, by appointment (tools.usps.com/rcas.htm); confirm the facility is still listed at iafdb.travel.state.gov · adult book \$130 plus a \$35 acceptance fee, under 16 \$100 plus \$35, expedited service \$60 more · the Town Clerk does not take passports: the town page lists vital records, marriage intentions, dog licenses, elections and the DBA application, with no passport service · for an emergency the nearest passport agency is in Boston, about 90 miles away

Town departments: most of them at one address

DEPARTMENT	WHERE AND PHONE · WHAT IT DOES
General number	413-495-1891 · there is no 311 and no request tracker; the "How do I?" page sends you to Town Hall, to this number or to the department · the only topic with an online form is blight complaints
Mayor's office	26 Central Street · 413-263-3041 · mayor@tows.org · weekdays 8 a.m. to 4:30 p.m., public hours Tuesday and Thursday noon to 2 p.m. · the town is governed by a mayor and a Town Council
Town Clerk	26 Central Street · 413-263-3012 · vital records (\$10 per copy, ready the following business day), marriage license \$30 (by appointment only), dog licenses, elections, the business certificate (DBA) and the License Commission · department head Otto Frizzell (ofrizzell@tows.org)

DEPARTMENT	WHERE AND PHONE · WHAT IT DOES
Collector/Treasurer	26 Central Street Suite 9 · 413-263-3006 · all_collector@tows.org · weekdays 8 a.m. to 4:30 p.m. · property tax, personal property tax, motor vehicle excise and the water bill; online payment through UniPay · overdue accounts go to the deputy collectors, 781-944-8504 · municipal lien certificate \$25 to \$150, three to five business days
Assessors	26 Central Street · 413-263-3050 · all_Assessor@tows.org · weekdays 8 a.m. to 4:30 p.m. · valuations, exemptions and excise abatements · FY2026 residential rate \$14.02, commercial about \$29.59 · no residential exemption is described
Building Department	Town Hall 2nd floor, 26 Central Street · 413-263-3059 · weekdays 8 a.m. to 4:30 p.m. · Building Commissioner Jay Steup · an online form for housing condition complaints, and certificate of occupancy work
Health Department	26 Central Street · 413-263-3206 · allhealth@tows.org · Director of Public Health Timothy Rivers · health permits, property complaint forms and a \$10 tuberculin skin test Monday and Tuesday 2 to 4 p.m., registration 413-263-3207 · heat, hot water, damp, mold and pests fall under the State Sanitary Code, so this department works with Building
Public Works and water	26 Central Street Suite 17 · 413-263-3242 · weekdays 8 a.m. to 4:30 p.m. · water division (Deputy Director of Water Michael O'Connell) 413-263-3230 · service applications are processed on Tuesdays and Thursdays , dpwpermits@tows.org · sewer and stormwater sit in the same department
Police and emergency	Police non-emergency 413-263-3210 (26 Central Street), and 911 in a life-threatening emergency · the fire headquarters is at 44 Van Deene Avenue · Emergency Management 413-732-2650 · for alerts, text TOWS to 888777
Park and Recreation	26 Central Street · 413-263-3284 · parkandrec@tows.org · financial help for families with program fees (proof of residency, household composition and income are asked for)
West Springfield Public Library	200 Park Street, West Springfield MA 01089 · 413-736-4561 · Monday to Wednesday 9 a.m. to 9 p.m., Thursday to Saturday 9 to 5, closed Sunday (hours vary by season) · the card is free and open to every Massachusetts resident aged 5 and up, and no SSN is asked for · it works across the whole CW MARS network · an ESOL page for adults, Transparent Language Online, museum passes and a "Library of Things" · the site can be viewed in English and Arabic, with no Turkish

On language access we have to be honest: we read the mayor's office, police, Town Clerk, health and "How do I?" pages one by one and found no program, office or interpreter statement for immigrants or refugees on the town pages. There is no structure here of the kind Cambridge has in its Commission on Immigrant Rights, and we could not confirm whether the town has a translation or interpreter line. The practical upshot: ask for an interpreter by phone when you call a department, go with an English-speaking companion if you can, and note who you spoke to each time. The nearest free door to learning English is the library's ESOL page and the state literacy hotline (1-800-447-8844).

Schools

AGENCY	ADDRESS · PHONE · NOTE
West Springfield Public Schools	Central office 11 Central Street · 413-263-3289 · you are not in the Springfield district · the schools: John Ashley, John R. Fausey, Memorial, Philip G. Coburn, Tatham, West Springfield Middle, West Springfield High, and Cowing Early Childhood for preschool
Central Enrollment	413-263-3388 · centralenroll@wsps.org · registrar Triny Vargas (tvargas@wsps.org) · registration online through PowerSchool, in-person work by appointment · sources conflict over whether the appointment is at 11 Central Street or 26 Central Street, so call and confirm
Multilingual Learner Education	Director Sharlene DeSteph (desteph@wsps.org) · 413-495-1750 or 413-495-1855 · Family Liaison Morad Majjad (mmajjad@wsps.org) speaks Arabic, Spanish and French; Turkish is not on the list · the registration and department pages are translated into Spanish and traditional Chinese, with no Turkish · the screening does not block enrollment and interpreter access is available
Homelessness (McKinney-Vento)	Educational Stability Coordinator Jill Fijal · 413-263-3289

Health

AGENCY	ADDRESS · PHONE · NOTE
Baystate Medical Center	759 Chestnut Street, Springfield MA 01199 · 413-794-0000 · 24 hours · in its own words a 780-bed independent academic medical center and the only Level 1 trauma center in the region , with Baystate Children's Hospital and the Wesson Women and Infants' Unit inside it · free parking around the clock · financial counselors 413-794-2452 : a 100 percent discount on emergency or medically necessary care at or below 150 percent of the poverty level, and a discount between 151 and 300 percent; the application form is also at hospital registration offices and in the emergency departments · the policy may ask for citizenship, identity and "immigration status for non-citizens" documents for the state application
Baystate neighborhood health centers	Brightwood Health Center, 380 Plainfield Street, Springfield MA 01107, 413-794-4458 (Monday and Friday 8 a.m. to 5 p.m., Tuesday to Thursday 8 a.m. to 8 p.m.) · Mason Square Neighborhood Health Center, 11 Wilbraham Road, Springfield MA 01109, 413-794-3710 · their own pages mention no fee or discount schedule , only that you will get an appointment even if insurance is a problem; if you go there, go through the financial assistance process
Mercy Medical Center emergency department	271 Carew Street, Springfield MA 01104 · 413-748-9670 or 413-748-9602 · 24 hours · 38 treatment rooms, designated a Primary Stroke Services Hospital, with a separate four-bed behavioral health unit · this came from a search result, so confirm the hours and phone · we could not read the financial assistance policy , so call the financial counseling department when the bill arrives

AGENCY	ADDRESS · PHONE · NOTE
The town's Health Department	26 Central Street · 413-263-3206 · allhealth@towns.org · weekdays 8 a.m. to 4:30 p.m. · the only service with a published price is the \$10 tuberculin skin test (Monday and Tuesday 2 to 4 p.m., cash or check, registration online or 413-263-3207); that test can be one of the documents asked for by a school or some employers · we found no flu clinic on the department page
Sliding fee, not free	Caring Health Center, 1049 Main Street, Springfield MA 01103, 413-739-1100 (medical weekdays 8 a.m. to 6 p.m., Saturday 9 to 3; dental weekdays 8:30 to 5; pharmacy weekdays 8:30 to 5:30; also 473-477 Sumner Avenue and 1235 Boston Road, no branch in West Springfield) · Chicopee Health Center, 505 Front Street, Chicopee MA 01013, 413-420-2222 (the nearest branch to the town) · Holyoke Health Center, 230 Maple Street, Holyoke MA 01040, 413-420-2200, billing 413-420-2855 · Planned Parenthood, 3550 Main Street, Suite 201, Springfield, 1-800-258-4448, walk-ins accepted · the Springfield Technical Community College dental hygiene clinic, 413-755-4900
Free	The state Behavioral Health Help Line 833-773-2445 , free and confidential, no insurance required, phone, text and chat around the clock · crisis line 988 · the City of Springfield vaccine clinics (nothing anywhere says residents from outside the city are accepted, so call and ask)
MassHealth, Health Safety Net, Health Connector	MassHealth 800-841-2900 · Health Safety Net is not a card, you ask for it at the registration desk · Health Connector 1-877-623-6765, open enrollment October 23, 2026 to January 23, 2027

Hampden County, the apostille and Türkiye-related

AGENCY	ADDRESS · PHONE · NOTE
The courthouse: 50 State Street	50 State Street, Springfield MA 01103 · the town has no courthouse of its own: under the state court pages, the Springfield District Court serves Longmeadow, Springfield and West Springfield, and the Springfield session of the Western Housing Court also covers the town · trial jurors go to the 4th floor at 8 a.m. and grand jurors to the 3rd floor at 9 a.m. · these lines come from search summaries, so rely on what your summons says · roughly 10 minutes by car once you cross the river
Hampden County jury line	(413) 748-7950 · you call after 3 p.m. the day before your service date; the same number also carries the weather and emergency recording after 7 a.m. on the day · we took this number from a search summary, so compare it with the one on your summons
Office of Jury Commissioner	560 Harrison Avenue, Suite 600, Boston MA 02118 · 1-800-THE-JURY (1-800-843-5879) · jurorhelp@jud.state.ma.us, fax (617) 422-5869 · noncitizens can receive a summons and must answer it , sending an alien card number, visa status or a copy of a passport. Knowing failure to comply is an offense carrying a fine of up to \$2,000

AGENCY	ADDRESS · PHONE · NOTE
Secretary of the Commonwealth, apostille	Commissions Section, One Ashburton Place, Room 1719, Boston MA 02108 · \$6 per document · phone 617-727-2836 · good news: the Commonwealth keeps a western regional office in Springfield , so you may be able to avoid the 90-mile trip to Boston; but we could not verify that office's address or turnaround, because the official page states that regional offices exist without giving addresses. Call the Commissions Section before you set out · there is also a mail route: 2 to 3 weeks after the package arrives, with a check payable to the Commonwealth of Massachusetts and a prepaid return envelope, no credit cards · only the signature of a Massachusetts notary, justice of the peace, city or town clerk, court clerk or the Registrar of Vital Records is apostilled, and the West Springfield Town Clerk is on that list · federal documents go to the U.S. Department of State, Form DS-4194, \$20, and that runs by mail
Springfield City Clerk (birth records)	City Hall Room 123, 36 Court Street, Springfield MA 01103 · a certified copy \$20 , in person or by mail; Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4 p.m., Thursday 8:30 to 6 · online orders through VitalChek for an extra fee · cash, debit or credit card, money order or a certified bank check (personal checks are not accepted) · because there is no hospital in town the baby is most likely born here; this information came from a search result for the official Springfield page
Turkish Consulate General in Boston	31 Saint James Avenue, Suite 840, Boston MA 02116 · +1 857 250 47 00 · consulate.boston@mfa.gov.tr · office hours weekdays 9 a.m. to 1 p.m. and 2 to 5 p.m., in-person applications 9:30 a.m. to 1:30 p.m. · its district is Massachusetts, Maine, New Hampshire, Rhode Island, Vermont and Connecticut · duty line +1 857 207 9284, Consular Call Center +1 888 566 76 56 and around the clock +90 312 292 29 29 · the Education Attaché shares the address, boston_ozel@meb.gov.tr · about 90 miles from here
Transport	PVRTA 413-781-7882 (fixed-route buses are fare-free this fiscal year) · Springfield Union Station, 55 Frank B. Murray Street, open daily 4 a.m. to 12:30 a.m. · Amtrak, Greyhound 800-231-2222, Peter Pan 800-343-9999 · Bradley International (BDL), Windsor Locks CT, (860) 292-2000

Help lines: 911 · crisis line 988 · state Behavioral Health Help Line 833-773-2445 · Attorney General consumer hotline (rent, broker fees, electricity suppliers) 617-727-8400 · Attorney General Civil Rights Division (schools and discrimination) 617-963-2917 · Massachusetts Literacy Hotline 1-800-447-8844 · for regional legal aid, the Springfield office of Community Legal Aid (check the eligibility rules yourself at communitylegal.org). This list is a referral, not a recommendation or an endorsement; the town has no immigrant affairs office of its own, so your first door is a regional organization rather than the town.

Addresses and hours can change. Some of the town and state information in this guide came from search engine summaries because the relevant pages could not be read directly during the research. Check the official site or your appointment notice before you go. Information as of October 1, 2026.



TURKISH-SPEAKING IMMIGRATION ATTORNEY IN WEST SPRINGFIELD

Have a question about your immigration status?

Attorney Asim Clinch serves clients in West Springfield and the surrounding area, in Turkish and English. Free evaluation: clinchlaw.com/free-evaluation · +1 866-491-7669

Office: 321 N Central Expy, Ste 206, McKinney, TX 75070

Attorney responsible for this guide: Asim Clinch, Esq., Clinch Law Firm P.C. Attorney Asim Clinch is a member of the Missouri Bar (No. 76084) and practices U.S. federal immigration law.

Attorney advertising. This guide is general information only. It is not legal advice and is not a substitute for the advice of an attorney. Information compiled from official sources as of October 1, 2026; fees and procedures change, so check the official site before you act. Reading this guide does not create an attorney-client relationship. The choice of a lawyer is an important decision and should not be based solely upon advertisements. Latest version: clinchlaw.com/city-guides/west-springfield-immigration-attorney