**EOHLC Contact List |** *May 2024*

|  |  |
| --- | --- |
| **Serious Incident Report (SIR)** | Your designated Contract Specialist **CC:** virginia.k.griffin@mass.gov; barbara.j.duffy@mass.gov; amy.greenwood@mass.gov; amber.noyes@mass.gov; diana.santana@mass.gov; and any appropriate staff from your agency. Please include Noncompliance team (if NC is requested); Inspections team (if unit condition is of concern) |
| **Domestic Violence (DV) Assessment** | barbara.j.duffy@mass.gov; amy.greenwood@mass.gov**CC:** diana.santana@mass.gov |
| **Noncompliance Request (NCR)** | eohlcnoncompliance@mass.gov **CC:** Your designated Contract Specialist and any appropriate staff from your agency |
| **Americans with Disabilities Act (ADA)** | eohlceaada@mass.gov |
| **Inspections Request** | Your designated Inspector **CC:** alberto.barbosa@mass.gov and any appropriate staff from your agency |
| **Internal/External Transfer** | barbara.j.duffy@mass.gov; amy.greenwood@mass.gov; melissa.goris@mass.gov**CC:** any appropriate staff from your agency |
| **Temporary Emergency Shelter Interruption (TESI)** | barbara.j.duffy@mass.gov; amy.greenwood@mass.gov; **CC:** any appropriate staff from your agency |
| **Add or Remove a Child****Add an Adult Household Member (via a Proposed Additional Adult Household Member or PAAHM)****Remove an Adult Household Member** | Your Regional Field Manager(s):* Northeast Region: andrew.mccomish@mass.gov; marlice.leitao2@mass.gov
* Southeast Region: kate.morrison@mass.gov
* Central Region: glenda.burgos@mass.gov
* Western Region: penelope.trigilio@mass.gov
* Boston Region: katherine.lopez@mass.gov; yasmin.almonte@mass.gov
* Quincy Welcome Center: colleen.damico@mass.gov
* Call Center Unit: abigail.aquino@mass.gov

**CC:** bonnie.caldwell@mass.gov; ezequiel.lopes@mass.gov; barbara.j.duffy@mass.gov; amy.greenwood@mass.gov; and any appropriate staff from your agency |
| **Childcare Referral** | barbara.j.duffy@mass.gov; sandra.cadet@mass.gov; amy.greenwood@mass.gov |
| **Over-income Household** | bonnie.caldwell@mass.gov; ezequiel.lopes@mass.gov**CC:** Your Contract Specialist and any appropriate staff from your agency |
|  |
| ***Questions?*** |
| **General Questions** | Your designated Contract Specialist |
| **Internal/External Transfers** | barbara.j.duffy@mass.gov; amy.greenwood@mass.gov |
| **Noncompliance Process** | eohlcnoncompliance@mass.gov |
| **Serious Incident Reporting (SIR) &****Specialized Services/Support** | Your designated Contract Specialist and/or amber.noyes@mass.gov; diana.santana@mass.gov  |
| **ADA and Reasonable Accommodations** | caroline.narby@mass.gov; jennifer.farmer@mass.gov; medie.medina@mass.gov; juanita.m.diaz@mass.gov |
| **Strategic Rehousing Initiative (SRI)** | Your designated Contract Specialist and amber.noyes@mass.gov |
| **Rapid Rehousing, HomeBase & Diversion** | joanne.camara@mass.gov; livia.dasilva@mass.gov |
| **Affordable Housing & Subsidy Resource** | nassima.mouhoubi3@mass.gov  |
| **Language Access** | deborah.shields@mass.gov  |
| **Inspections** | Your designated Inspector and alberto.barbosa@mass.gov |
| **Efforts to Outcomes (ETO)** | karen.stevens@mass.gov |
| **Vacancy Reporting** | amy.greenwood@mass.gov; karen.duarte2@mass.gov  |
| **Additional Placement Unit Questions** | annette.jackson@mass.gov; perene.rice@mass.gov; jeffrey.munoz@mass.gov; karen.duarte2@mass.gov; melissa.goris@mass.gov  |
| **EA Access and Field** | ezequiel.lopes@mass.gov; bonnie.caldwell@mass.gov |
| **Constituent Services** | darnelle.joseph@mass.gov  |
| **Dept. of Public Health’s Follow-Up Outreach Referral (FOR Families Program)** | melissa.marlowe@mass.gov; cc: diana.santana@mass.gov  |