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

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| **Serious Incident Report (SIR)** | Your designated Contract Specialist  **CC:** [virginia.k.griffin@mass.gov](mailto:virginia.k.griffin@mass.gov); [barbara.j.duffy@mass.gov](mailto:barbara.j.duffy@mass.gov); [amy.greenwood@mass.gov](mailto:amy.greenwood@mass.gov); [amber.noyes@mass.gov](mailto:amber.noyes@mass.gov); [diana.santana@mass.gov](mailto: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](mailto:barbara.j.duffy@mass.gov); [amy.greenwood@mass.gov](mailto:amy.greenwood@mass.gov)  **CC:** [diana.santana@mass.gov](mailto:diana.santana@mass.gov) |
| **Noncompliance Request (NCR)** | [eohlcnoncompliance@mass.gov](mailto:eohlcnoncompliance@mass.gov)  **CC:** Your designated Contract Specialist and any appropriate staff from your agency |
| **Americans with Disabilities Act (ADA)** | [eohlceaada@mass.gov](mailto:eohlceaada@mass.gov) |
| **Inspections Request** | Your designated Inspector  **CC:** [alberto.barbosa@mass.gov](mailto:alberto.barbosa@mass.gov) and any appropriate staff from your agency |
| **Internal/External Transfer** | [barbara.j.duffy@mass.gov](mailto:barbara.j.duffy@mass.gov); [amy.greenwood@mass.gov](mailto:amy.greenwood@mass.gov); [melissa.goris@mass.gov](mailto:melissa.goris@mass.gov)  **CC:** any appropriate staff from your agency |
| **Temporary Emergency Shelter Interruption (TESI)** | [barbara.j.duffy@mass.gov](mailto:barbara.j.duffy@mass.gov); [amy.greenwood@mass.gov](mailto: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](mailto:andrew.mccomish@mass.gov); [marlice.leitao2@mass.gov](mailto:marlice.leitao2@mass.gov) * Southeast Region: [kate.morrison@mass.gov](mailto:kate.morrison@mass.gov) * Central Region: [glenda.burgos@mass.gov](mailto:glenda.burgos@mass.gov) * Western Region: [penelope.trigilio@mass.gov](mailto:penelope.trigilio@mass.gov) * Boston Region: [katherine.lopez@mass.gov](mailto:katherine.lopez@mass.gov); [yasmin.almonte@mass.gov](mailto:yasmin.almonte@mass.gov) * Quincy Welcome Center: [colleen.damico@mass.gov](mailto:colleen.damico@mass.gov) * Call Center Unit: [abigail.aquino@mass.gov](mailto:abigail.aquino@mass.gov)   **CC:** [bonnie.caldwell@mass.gov](mailto:bonnie.caldwell@mass.gov); [ezequiel.lopes@mass.gov](mailto:ezequiel.lopes@mass.gov); [barbara.j.duffy@mass.gov](mailto:barbara.j.duffy@mass.gov); [amy.greenwood@mass.gov](mailto:amy.greenwood@mass.gova); and any appropriate staff from your agency |
| **Childcare Referral** | [barbara.j.duffy@mass.gov](mailto:barbara.j.duffy@mass.gov); [sandra.cadet@mass.gov](mailto:sandra.cadet@mass.gov); [amy.greenwood@mass.gov](mailto:amy.greenwood@mass.gov) |
| **Over-income Household** | [bonnie.caldwell@mass.gov](mailto:bonnie.caldwell@mass.gov); [ezequiel.lopes@mass.gov](mailto: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](mailto:barbara.j.duffy@mass.gov); [amy.greenwood@mass.gov](mailto:amy.greenwood@mass.gov) |
| **Noncompliance Process** | [eohlcnoncompliance@mass.gov](mailto:eohlcnoncompliance@mass.gov) |
| **Serious Incident Reporting (SIR) &**  **Specialized Services/Support** | Your designated Contract Specialist and/or [amber.noyes@mass.gov](mailto:amber.noyes@mass.gov); [diana.santana@mass.gov](mailto:diana.santana@mass.gov) |
| **ADA and Reasonable Accommodations** | [caroline.narby@mass.gov](mailto:caroline.narby@mass.gov); [jennifer.farmer@mass.gov](mailto:jennifer.farmer@mass.gov); [medie.medina@mass.gov](mailto:medie.medina@mass.gov); [juanita.m.diaz@mass.gov](mailto:juanita.m.diaz@mass.gov) |
| **Strategic Rehousing Initiative (SRI)** | Your designated Contract Specialist and [amber.noyes@mass.gov](mailto:amber.noyes@mass.gov) |
| **Rapid Rehousing, HomeBase & Diversion** | [joanne.camara@mass.gov](mailto:joanne.camara@mass.gov); [livia.dasilva@mass.gov](mailto:livia.dasilva@mass.gov) |
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| **Inspections** | Your designated Inspector and [alberto.barbosa@mass.gov](mailto:alberto.barbosa@mass.gov) |
| **Efforts to Outcomes (ETO)** | [karen.stevens@mass.gov](mailto:karen.stevens@mass.gov) |
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