



Serious Incident Report (SIR): Your designated Contract Manager CC: virginia.k.griffin@mass.gov ; barbara.j.duffy@mass.gov ; amy.greenwood@mass.gov ; ita.mullarkey@mass.gov ; amber.noyes@mass.gov ; diana.santana@mass.gov ; any appropriate staff from your agency. Please include Noncompliance team (if NC is requested); Inspections team (if unit condition is of concern); and/or bonnie.caldwell@mass.gov (if loss of custody/removal of child/ren)
Domestic Violence (DV) / Safety Assessment: barbara.j.duffy@mass.gov ; amy.greenwood@mass.gov
Noncompliance Request (NCR): eohlcnoncompliance@mass.gov CC: Your designated Contract Manager 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 or an Adult Household Member: All Field Managers: penelope.trigilio@mass.gov ; bonnie.caldwell@mass.gov ; daniel.dessin2@mass.gov ; kate.morrison@mass.gov ; katherine.lopez@mass.gov ; ezequiel.lopez@mass.gov ; CC: barbara.j.duffy@mass.gov ; amy.greenwood@mass.gov ; and any appropriate staff from your agency
Proposed Additional Adult Household Member (PAAHM): Your Regional Field Manager: West/Central: bonnie.caldwell@mass.gov Northeast: andrew.mccomish@mass.gov Southeast: kate.morrison@mass.gov Boston: daniel.dessin2@mass.gov ; katherine.lopez@mass.gov CC: bonnie.caldwell@mass.gov ; ezequiel.lopez@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: TBD

Questions?

General Questions → Your designated Contract Manager
Internal/External Transfers → barbara.j.duffy@mass.gov; amy.greenwood@mass.gov
Noncompliance process → eohlcnoncompliance@mass.gov
Serious Incident Reports → Your designated Contract Manager 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 Manager and amber.noyes@mass.gov
Rapid Rehousing and HomeBase/Diversion → joanne.camara@mass.gov; nassima.mouhoubi3@mass.gov
ETO → karen.stevens@mass.gov
Language Access → deborah.shields@mass.gov
Inspections → Your designated Inspector and alberto.barbosa@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.durate2@mass.gov; melissa.goris@mass.gov
Constituent Services → darnelle.joseph@mass.gov
EA Access and Field → ezequiel.lopez@mass.gov; bonnie.caldwell@mass.gov
Dept of Public Health Contacts:
F.O.R. Families (Follow-Up Outreach Referral) → melissa.marlowe@mass.gov
 COVID/Vaccine Information → emily.levine@mass.gov; thomas.brigham@mass.gov