

# HLC EA Family Shelter Directory

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| <i>Boston Directory</i>                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Regional Director, Family Shelter</b> <ul style="list-style-type: none"> <li>Support provider questions that span across multiple agencies/regions</li> <li>Escalation point for concerns</li> <li>Approve TESI requests</li> </ul>                                                                                                           | Quratulain (Anny) Reha   <a href="mailto:quratulain.reha@mass.gov">quratulain.reha@mass.gov</a>                                                                                                                                                                                                                                                                          |
| <b>Contract Manager</b> <ul style="list-style-type: none"> <li>Support contract negotiations</li> <li>Invoicing and expense tracking</li> <li>Coordinate provider performance reviews</li> <li>Monitor and support escalations</li> <li>SIR notification</li> </ul>                                                                              | Nancy Sullivan   <a href="mailto:nancy.sullivan@mass.gov">nancy.sullivan@mass.gov</a><br>OR<br>Brenda O'Donnell   <a href="mailto:brenda.odonnell@mass.gov">brenda.odonnell@mass.gov</a><br><br><b>CC:</b> Your designated provider support coordinator and any appropriate staff from your agency                                                                       |
| <b>Provider Support Coordinator:</b> <ul style="list-style-type: none"> <li>Training and Onboarding</li> <li>Grievances</li> </ul>                                                                                                                                                                                                               | <b>Regional Contact Forthcoming</b><br><br><b>CC:</b> Your designated contract manager and any appropriate staff from your agency                                                                                                                                                                                                                                        |
| <b>Intensive Case Manager</b> <ul style="list-style-type: none"> <li>Provide crisis management support on SIRs</li> <li>Cross coordinate with agencies to resolve incidents</li> <li>Communicate upcoming training sessions</li> </ul>                                                                                                           | Elizaire (Eli) Denis   <a href="mailto:elizaire.denis@mass.gov">elizaire.denis@mass.gov</a><br><br><b>CC:</b> Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a> and any appropriate staff from your agency                                                                                                                              |
| <b>Incident Report (IR)</b>                                                                                                                                                                                                                                                                                                                      | <a href="mailto:EOHLCBostonIR@mass.gov">EOHLCBostonIR@mass.gov</a>                                                                                                                                                                                                                                                                                                       |
| <b>Temporary Emergency Shelter Interruption (TESI)</b>                                                                                                                                                                                                                                                                                           | Quratulain (Anny) Reha   <a href="mailto:quratulain.reha@mass.gov">quratulain.reha@mass.gov</a>                                                                                                                                                                                                                                                                          |
| <b>Domestic Violence Assessment (DV-A)</b>                                                                                                                                                                                                                                                                                                       | Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a><br><b>CC:</b> Elizaire (Eli) Denis   <a href="mailto:elizaire.denis@mass.gov">elizaire.denis@mass.gov</a>                                                                                                                                                                             |
| <b>Placement Team</b> <ul style="list-style-type: none"> <li>Internal/External Transfer Request</li> </ul>                                                                                                                                                                                                                                       | Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a>                                                                                                       |
| <b>Non-compliance</b> <ul style="list-style-type: none"> <li>Review all noncompliance requests and make determination of noncompliance</li> <li>Train shelter providers on noncompliance/termination process</li> <li>Facilitate monthly open office hours</li> <li>Respond to provider requested noncompliance as a result of an SIR</li> </ul> | <b>Your Regional Contact:</b><br>Jestina Walcott   <a href="mailto:jestina.walcott@mass.gov">jestina.walcott@mass.gov</a><br><br><b>Non-compliance Lead:</b><br>Yesenia De Los Santos   <a href="mailto:yesenia.delossantos@mass.gov">yesenia.delossantos@mass.gov</a><br><br><b>CC:</b><br><a href="mailto:eoehcnoncompliance@mass.gov">eoehcnoncompliance@mass.gov</a> |
| <b>Americans with Disabilities Act (ADA) Coordinator</b>                                                                                                                                                                                                                                                                                         | <b>Regional Contact Forthcoming</b>                                                                                                                                                                                                                                                                                                                                      |

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| <ul style="list-style-type: none"> <li>Review ADA request submitted by Homeless Coordinators, Participant, Provider, Medical Provider, or other third party</li> <li>Facilitate office hours and other meetings with EA shelter-based ADA coordinators</li> <li>Approves or denies ADA request based on the review of all submitted documentation</li> </ul> | <b>CC:</b> <a href="mailto:ehhlceaada@mass.gov">ehhlceaada@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>EA Inspections</b> <ul style="list-style-type: none"> <li>Conduct annual inspections of sites</li> <li>Support other EA units as requested</li> <li>Conduct follow up inspections within 60 days</li> <li>Assess ADA features of each unit</li> </ul>                                                                                                     | Jalisa Anderson   <a href="mailto:jalisa.anderson@mass.gov">jalisa.anderson@mass.gov</a><br>Charyn Perdomo   <a href="mailto:charyn.perdomo2@mass.gov">charyn.perdomo2@mass.gov</a><br><br><b>CC:</b> Alberto (Al) Barbosa   <a href="mailto:alberto.barbosa@mass.gov">alberto.barbosa@mass.gov</a> and any appropriate staff from your agency                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Housing Search Specialist</b> <ul style="list-style-type: none"> <li>SRI Requests</li> <li>Rehousing support for complex cases</li> <li>Exits support</li> <li>Coordinate rehousing meeting with HSW and case managers</li> <li>Provide training to provider staff on rehousing tools</li> </ul>                                                          | Erika Benites   <a href="mailto:Erika.benites@mass.gov">Erika.benites@mass.gov</a><br><br><b>Rehousing Lead:</b> Joanne Camara   <a href="mailto:Joanne.camara@mass.gov">Joanne.camara@mass.gov</a><br><br><b>Subsidy Manager:</b> Nassima Mouhoubi   <a href="mailto:Nassima.mouhoubi3@mass.gov">Nassima.mouhoubi3@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>HomeBASE Specialist</b>                                                                                                                                                                                                                                                                                                                                   | Onyebuchi (Buchi) Eziashi   <a href="mailto:onyebuchi.eziashi@mass.gov">onyebuchi.eziashi@mass.gov</a><br>OR<br>Yvonne Mahoney   <a href="mailto:yvonne.mahoney@mass.gov">yvonne.mahoney@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Regional Field Manager</b> <ul style="list-style-type: none"> <li>Add or Remove a Child</li> <li>Add an Adult Household Member ((via a Proposed Additional Adult Household Member (PAAHM))</li> <li>Remove an Adult Household Member</li> <li>Reports of Households without Children Under 21</li> <li>Reports of Over-Income Household</li> </ul>        | Katherine Lopez   <a href="mailto:katherine.lopez@mass.gov">katherine.lopez@mass.gov</a><br>Yasmin Almonte   <a href="mailto:yasmin.almonte@mass.gov">yasmin.almonte@mass.gov</a><br><br><b>CC:</b> Bonnie Caldwell   <a href="mailto:bonnie.caldwell@mass.gov">bonnie.caldwell@mass.gov</a><br>Ezequiel Lopes   <a href="mailto:ezequiel.lopes@mass.gov">ezequiel.lopes@mass.gov</a><br>Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a><br><br><i>*Add any appropriate staff from your agency</i> |

| Northeast Directory                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                              |
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| <b>Regional Director, Family Shelter</b> <ul style="list-style-type: none"> <li>Escalation point</li> <li>Lead regional meetings</li> <li>Support provider questions that span across multiple agencies/regions</li> <li>Approve TESI requests</li> </ul>                                                                                                                                                             | Meaghan O'Donnell   <a href="mailto:meaghan.odonnell@mass.gov">meaghan.odonnell@mass.gov</a>                                                                                                                                                                                                                                                 |
| <b>Contract Manager</b> <ul style="list-style-type: none"> <li>Support contract negotiations</li> <li>Invoicing and expense tracking</li> <li>Coordinate provider performance reviews</li> <li>Monitor and support escalations</li> <li>SIR notification</li> </ul>                                                                                                                                                   | Brittany Macri   <a href="mailto:brittany.macri@mass.gov">brittany.macri@mass.gov</a><br>OR<br>Tykeida (Ty) Montgomery   <a href="mailto:tykeida.montgomery@mass.gov">tykeida.montgomery@mass.gov</a><br><br><b>CC:</b> Your designated provider support coordinator and any appropriate staff from your agency                              |
| <b>Provider Support Coordinator:</b> <ul style="list-style-type: none"> <li>Training and Onboarding</li> <li>Grievances</li> </ul>                                                                                                                                                                                                                                                                                    | Luiz Silva   <a href="mailto:luiz.silva@mass.gov">luiz.silva@mass.gov</a><br><br><b>CC:</b> Your designated contract manager and any appropriate staff from your agency                                                                                                                                                                      |
| <b>Intensive Case Manager</b> <ul style="list-style-type: none"> <li>Provide crisis management support on SIRs</li> <li>Cross coordinate with agencies to resolve incidents</li> <li>Communicate upcoming training sessions</li> </ul>                                                                                                                                                                                | Elizaire (Eli) Denis   <a href="mailto:elizaire.denis@mass.gov">elizaire.denis@mass.gov</a><br><br><b>CC:</b> Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a> and any appropriate staff from your agency                                                                                                  |
| <b>Incident Report (IR)</b>                                                                                                                                                                                                                                                                                                                                                                                           | <a href="mailto:EOHLCNortheastIR@mass.gov">EOHLCNortheastIR@mass.gov</a>                                                                                                                                                                                                                                                                     |
| <b>Temporary Emergency Shelter Interruption (TESI)</b>                                                                                                                                                                                                                                                                                                                                                                | Meaghan O'Donnell   <a href="mailto:meaghan.odonnell@mass.gov">meaghan.odonnell@mass.gov</a>                                                                                                                                                                                                                                                 |
| <b>Domestic Violence Assessment (DV-A)</b>                                                                                                                                                                                                                                                                                                                                                                            | Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a><br><b>CC:</b> Elizaire (Eli) Denis   <a href="mailto:elizaire.denis@mass.gov">elizaire.denis@mass.gov</a>                                                                                                                                                 |
| <b>Placement Team</b> <ul style="list-style-type: none"> <li>Internal/External Transfer Request</li> </ul>                                                                                                                                                                                                                                                                                                            | Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a>                                                                           |
| <b>Noncompliance</b> <ul style="list-style-type: none"> <li>Review all noncompliance requests and make determination of noncompliance</li> <li>Train shelter providers on noncompliance/termination process</li> <li>Facilitate monthly open office hours</li> <li>Respond to provider requested noncompliance as a result of an SIR</li> </ul>                                                                       | Ricardo (Rick) Santiago   <a href="mailto:ricardo.santiago@mass.gov">ricardo.santiago@mass.gov</a><br><br><b>Non-compliance Lead:</b><br>Yesenia De Los Santos   <a href="mailto:yesenia.delossantos@mass.gov">yesenia.delossantos@mass.gov</a><br><br><b>CC:</b> <a href="mailto:ehlcnoncompliance@mass.gov">ehlcnoncompliance@mass.gov</a> |
| <b>Americans with Disabilities Act (ADA) Coordinator</b> <ul style="list-style-type: none"> <li>Review ADA request submitted by Homeless Coordinators, Participant, Provider, Medical Provider, or other third party</li> <li>Facilitate office hours and other meetings with EA shelter-based ADA coordinators</li> <li>Approves or denies ADA request based on the review of all submitted documentation</li> </ul> | Jennifer Farmer   <a href="mailto:jennifer.farmer@mass.gov">jennifer.farmer@mass.gov</a><br><br><b>CC:</b> <a href="mailto:ehlcceada@mass.gov">ehlcceada@mass.gov</a>                                                                                                                                                                        |
| <b>EA Inspections</b> <ul style="list-style-type: none"> <li>Conduct annual inspections of sites</li> <li>Support other EA units as requested</li> </ul>                                                                                                                                                                                                                                                              | Joseph Palange   <a href="mailto:joseph.palange@mass.gov">joseph.palange@mass.gov</a><br>Kenny Castro   <a href="mailto:kenny.castro@mass.gov">kenny.castro@mass.gov</a>                                                                                                                                                                     |

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| <ul style="list-style-type: none"> <li>• Conduct follow up inspections within 60 days</li> <li>• Assess ADA features of each unit</li> </ul>                                                                                                                                                                                                                    | <b>CC:</b> Alberto (Al) Barbosa   <a href="mailto:alberto.barbosa@mass.gov">alberto.barbosa@mass.gov</a><br>and any appropriate staff from your agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Housing Search Specialist</b> <ul style="list-style-type: none"> <li>• SRI Requests</li> <li>• Rehousing support for complex cases</li> <li>• Exits support</li> <li>• Coordinate rehousing meeting with HSW and case managers</li> <li>• Provide training to provider staff on rehousing tools</li> </ul>                                                   | Claudia Pierrette   <a href="mailto:Claudia.pierrette2@mass.gov">Claudia.pierrette2@mass.gov</a><br>OR<br>Michelle Kitchen   <a href="mailto:michelle.kitchen@mass.gov">michelle.kitchen@mass.gov</a><br><br><b>Rehousing Lead:</b> Joanne Camara   <a href="mailto:Joanne.camara@mass.gov">Joanne.camara@mass.gov</a><br><br><b>Subsidy Manager:</b> Nassima Mouhoubi   <a href="mailto:Nassima.mouhoubi3@mass.gov">Nassima.mouhoubi3@mass.gov</a>                                                                                                                                                                                                                                                                                                                   |
| <b>HomeBASE Specialist</b>                                                                                                                                                                                                                                                                                                                                      | Onyebuchi (Buchi) Eziashi   <a href="mailto:onyebuchi.eziashi@mass.gov">onyebuchi.eziashi@mass.gov</a><br>OR<br>Yvonne Mahoney   <a href="mailto:yvonne.mahoney@mass.gov">yvonne.mahoney@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Regional Field Manager</b> <ul style="list-style-type: none"> <li>• Add or Remove a Child</li> <li>• Add an Adult Household Member ((via a Proposed Additional Adult Household Member (PAAHM))</li> <li>• Remove an Adult Household Member</li> <li>• Reports of Households without Children Under 21</li> <li>• Reports of Over-Income Household</li> </ul> | <b>Your Regional Field Manager(s):</b><br><br>Andrew McComish   <a href="mailto:andrew.mccomish@mass.gov">andrew.mccomish@mass.gov</a><br>Marlice Leitao   <a href="mailto:marlice.leitao2@mass.gov">marlice.leitao2@mass.gov</a><br><br><b>CC:</b> Bonnie Caldwell   <a href="mailto:bonnie.caldwell@mass.gov">bonnie.caldwell@mass.gov</a><br>Ezequiel Lopes   <a href="mailto:ezequiel.lopes@mass.gov">ezequiel.lopes@mass.gov</a><br>Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a><br><br><i>*Add any appropriate staff from your agency</i> |

| Central & West Directory                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                       |
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| <b>Regional Director, Family Shelter</b> <ul style="list-style-type: none"> <li>Escalation point</li> <li>Lead regional meetings</li> <li>Support provider questions that span across multiple agencies/regions</li> <li>Approves TESI requests</li> </ul>                                                                                                                                                            | Doren Cummings   <a href="mailto:doreen.cummings@mass.gov">doreen.cummings@mass.gov</a>                                                                                                                                                                                               |
| <b>Contract Manager</b> <ul style="list-style-type: none"> <li>Support contract negotiations</li> <li>Invoicing and expense tracking</li> <li>Coordinate provider performance reviews</li> <li>Monitor and support escalations</li> <li>SIR notification</li> </ul>                                                                                                                                                   | Donna Nadeau   <a href="mailto:donna.nadeau@mass.gov">donna.nadeau@mass.gov</a><br>OR<br>Susan Workman   <a href="mailto:susan.workman@mass.gov">susan.workman@mass.gov</a><br><br><b>CC:</b> Your designated provider support coordinator and any appropriate staff from your agency |
| <b>Provider Support Coordinator:</b> <ul style="list-style-type: none"> <li>Training and Onboarding</li> <li>Grievances</li> </ul>                                                                                                                                                                                                                                                                                    | Elizabeth (Liz) Del Valle   <a href="mailto:elizabeth.delvalle@mass.gov">elizabeth.delvalle@mass.gov</a><br><br><b>CC:</b> Your designated contract manager and any appropriate staff from your agency                                                                                |
| <b>Intensive Case Manager</b> <ul style="list-style-type: none"> <li>Provide crisis management support on SIRs</li> <li>Cross coordinate with agencies to resolve incidents</li> <li>Communicate upcoming training sessions</li> </ul>                                                                                                                                                                                | Antoine Gelin   <a href="mailto:antoine.gelin2@mass.gov">antoine.gelin2@mass.gov</a><br><br><b>CC:</b> Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a> and any appropriate staff from your agency                                                  |
| <b>Incident Report (IR)</b>                                                                                                                                                                                                                                                                                                                                                                                           | <a href="mailto:EOHLCentralWestIR@mass.gov">EOHLCentralWestIR@mass.gov</a>                                                                                                                                                                                                            |
| <b>Temporary Emergency Shelter Interruption (TESI)</b>                                                                                                                                                                                                                                                                                                                                                                | Doren Cummings   <a href="mailto:doreen.cummings@mass.gov">doreen.cummings@mass.gov</a>                                                                                                                                                                                               |
| <b>Domestic Violence Assessment (DV-A)</b>                                                                                                                                                                                                                                                                                                                                                                            | Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a><br><b>CC:</b> Antoine Gelin   <a href="mailto:antoine.gelin2@mass.gov">antoine.gelin2@mass.gov</a>                                                                                                 |
| <b>Placement Team</b> <ul style="list-style-type: none"> <li>Internal/External Transfer Request</li> </ul>                                                                                                                                                                                                                                                                                                            | Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a>                    |
| <b>Noncompliance</b> <ul style="list-style-type: none"> <li>Review all noncompliance requests and make determination of noncompliance</li> <li>Train shelter providers on noncompliance/termination process</li> <li>Facilitate monthly open office hours</li> <li>Respond to provider requested noncompliance as a result of an SIR</li> </ul>                                                                       | <b>Non-compliance Lead:</b><br>Islean Carillo   <a href="mailto:islean.i.carillo@mass.gov">islean.i.carillo@mass.gov</a><br><br><b>CC:</b> <a href="mailto:ehlcnoncompliance@mass.gov">ehlcnoncompliance@mass.gov</a>                                                                 |
| <b>Americans with Disabilities Act (ADA) Coordinator</b> <ul style="list-style-type: none"> <li>Review ADA request submitted by Homeless Coordinators, Participant, Provider, Medical Provider, or other third party</li> <li>Facilitate office hours and other meetings with EA shelter-based ADA coordinators</li> <li>Approves or denies ADA request based on the review of all submitted documentation</li> </ul> | Juanita Diaz   <a href="mailto:juanita.m.diaz@mass.gov">juanita.m.diaz@mass.gov</a><br>OR<br>Lynnette Maldonado   <a href="mailto:lynnette.maldonado@mass.gov">lynnette.maldonado@mass.gov</a><br><br><b>CC:</b> <a href="mailto:ehlcceada@mass.gov">ehlcceada@mass.gov</a>           |
| <b>EA Inspections</b> <ul style="list-style-type: none"> <li>Conduct annual inspections of sites</li> <li>Support other EA units as requested</li> </ul>                                                                                                                                                                                                                                                              | Bertram Williamson   <a href="mailto:bertram.williamson@mass.gov">bertram.williamson@mass.gov</a><br>Waldemar Moreno   <a href="mailto:waldemar.moreno@mass.gov">waldemar.moreno@mass.gov</a>                                                                                         |

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| <ul style="list-style-type: none"> <li>• Conduct follow up inspections within 60 days</li> <li>• Assess ADA features of each unit</li> </ul>                                                                                                                                                                                                                    | <b>CC:</b> Alberto (Al) Barbosa   <a href="mailto:alberto.barbosa@mass.gov">alberto.barbosa@mass.gov</a><br>and any appropriate staff from your agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Housing Search Specialist</b> <ul style="list-style-type: none"> <li>• SRI Requests</li> <li>• Rehousing support for complex cases</li> <li>• Exits support</li> <li>• Coordinate rehousing meeting with HSW and case managers</li> <li>• Provide training to provider staff on rehousing tools</li> </ul>                                                   | Janice D'Amico   <a href="mailto:Janice.damico@mass.gov">Janice.damico@mass.gov</a><br>OR<br>Samantha Otero   <a href="mailto:Samantha.otero@mass.gov">Samantha.otero@mass.gov</a><br><br><b>Rehousing Lead:</b> Joanne Camara   <a href="mailto:Joanne.camara@mass.gov">Joanne.camara@mass.gov</a><br><br><b>Subsidy Manager:</b> Nassima Mouhoubi   <a href="mailto:Nassima.mouhoubi3@mass.gov">Nassima.mouhoubi3@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>HomeBASE Specialist</b>                                                                                                                                                                                                                                                                                                                                      | Onyebuchi (Buchi) Eziashi   <a href="mailto:onyebuchi.eziashi@mass.gov">onyebuchi.eziashi@mass.gov</a><br>OR<br>Yvonne Mahoney   <a href="mailto:yvonne.mahoney@mass.gov">yvonne.mahoney@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Regional Field Manager</b> <ul style="list-style-type: none"> <li>• Add or Remove a Child</li> <li>• Add an Adult Household Member ((via a Proposed Additional Adult Household Member (PAAHM))</li> <li>• Remove an Adult Household Member</li> <li>• Reports of Households without Children Under 21</li> <li>• Reports of Over-Income Household</li> </ul> | <b>Your Regional Field Manager(s):</b><br><br><b>Central Region:</b><br>Glenda Burgos   <a href="mailto:glenda.burgos@mass.gov">glenda.burgos@mass.gov</a><br><br><b>Western Region:</b><br>Penelope Trigilio   <a href="mailto:penelope.trigilio@mass.gov">penelope.trigilio@mass.gov</a><br><br><b>CC:</b> Bonnie Caldwell   <a href="mailto:bonnie.caldwell@mass.gov">bonnie.caldwell@mass.gov</a><br>Ezequiel Lopes   <a href="mailto:ezequiel.lopes@mass.gov">ezequiel.lopes@mass.gov</a><br>Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a><br><br><i>*Add any appropriate staff from your agency</i> |

| Southeast Directory                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                             |
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| <b>Regional Director, Family Shelter</b> <ul style="list-style-type: none"> <li>Escalation point</li> <li>Lead regional meetings</li> <li>Support provider questions that span across multiple agencies/regions</li> <li>Approve TESI requests</li> </ul>                                                                                                                                                             | Meaghan Brady-Mullaly   <a href="mailto:meaghan.e.brady-mullaly@mass.gov">meaghan.e.brady-mullaly@mass.gov</a>                                                                                                                                                                                                                              |
| <b>Contract Manager</b> <ul style="list-style-type: none"> <li>Support contract negotiations</li> <li>Invoicing and expense tracking</li> <li>Coordinate provider performance reviews</li> <li>Monitor and support escalations</li> <li>SIR notification</li> </ul>                                                                                                                                                   | Kaibeth Cruz-Philippe   <a href="mailto:kaibeth.cruz-philippe@mass.gov">kaibeth.cruz-philippe@mass.gov</a> OR<br>Crizzaly Avila   <a href="mailto:crizzaly.avila@mass.gov">crizzaly.avila@mass.gov</a><br><br><b>CC:</b> Your designated provider support coordinator and any appropriate staff from your agency                            |
| <b>Provider Support Coordinator:</b> <ul style="list-style-type: none"> <li>Training and Onboarding</li> <li>Grievances</li> </ul>                                                                                                                                                                                                                                                                                    | Anna Thomas   <a href="mailto:anna.thomas@mass.gov">anna.thomas@mass.gov</a><br><br><b>CC:</b> Your designated contract manager and any appropriate staff from your agency                                                                                                                                                                  |
| <b>Intensive Case Manager</b> <ul style="list-style-type: none"> <li>Provide crisis management support on SIRs</li> <li>Cross coordinate with agencies to resolve incidents</li> <li>Communicate upcoming training sessions</li> </ul>                                                                                                                                                                                | Antoine Gelin   <a href="mailto:antoine.gelin2@mass.gov">antoine.gelin2@mass.gov</a><br><br><b>CC:</b> Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a> and any appropriate staff from your agency                                                                                                        |
| <b>Incident Report (IR)</b>                                                                                                                                                                                                                                                                                                                                                                                           | <a href="mailto:EOHLCSoutheastIR@mass.gov">EOHLCSoutheastIR@mass.gov</a>                                                                                                                                                                                                                                                                    |
| <b>Temporary Emergency Shelter Interruption (TESI)</b>                                                                                                                                                                                                                                                                                                                                                                | Meaghan Brady-Mullaly   <a href="mailto:meaghan.e.brady-mullaly@mass.gov">meaghan.e.brady-mullaly@mass.gov</a>                                                                                                                                                                                                                              |
| <b>Domestic Violence Assessment (DV-A)</b>                                                                                                                                                                                                                                                                                                                                                                            | Diana Santana   <a href="mailto:diana.santana@mass.gov">diana.santana@mass.gov</a><br><b>CC:</b> Antoine Gelin   <a href="mailto:antoine.gelin2@mass.gov">antoine.gelin2@mass.gov</a>                                                                                                                                                       |
| <b>Placement Team</b> <ul style="list-style-type: none"> <li>Internal/External Transfer Request</li> </ul>                                                                                                                                                                                                                                                                                                            | Barbara Duffy   <a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a><br>Amy Greenwood   <a href="mailto:amy.greenwood@mass.gov">amy.greenwood@mass.gov</a><br>Melissa Goris   <a href="mailto:melissa.goris@mass.gov">melissa.goris@mass.gov</a>                                                                          |
| <b>Noncompliance</b> <ul style="list-style-type: none"> <li>Review all noncompliance requests and make determination of noncompliance</li> <li>Train shelter providers on noncompliance/termination process</li> <li>Facilitate monthly open office hours</li> <li>Respond to provider requested noncompliance as a result of an SIR</li> </ul>                                                                       | Romaine Williamson   <a href="mailto:romayne.williamson@mass.gov">romayne.williamson@mass.gov</a><br><br><b>Non-compliance Lead:</b><br>Yesenia De Los Santos   <a href="mailto:yesenia.delossantos@mass.gov">yesenia.delossantos@mass.gov</a><br><br><b>CC:</b> <a href="mailto:ehlcnoncompliance@mass.gov">ehlcnoncompliance@mass.gov</a> |
| <b>Americans with Disabilities Act (ADA) Coordinator</b> <ul style="list-style-type: none"> <li>Review ADA request submitted by Homeless Coordinators, Participant, Provider, Medical Provider, or other third party</li> <li>Facilitate office hours and other meetings with EA shelter-based ADA coordinators</li> <li>Approves or denies ADA request based on the review of all submitted documentation</li> </ul> | Medie Medina   <a href="mailto:medie.medina@mass.gov">medie.medina@mass.gov</a><br><br><b>CC:</b> <a href="mailto:ehlcceaada@mass.gov">ehlcceaada@mass.gov</a>                                                                                                                                                                              |
| <b>EA Inspections</b> <ul style="list-style-type: none"> <li>Conduct annual inspections of sites</li> <li>Support other EA units as requested</li> <li>Conduct follow up inspections within 60 days</li> <li>Assess ADA features of each unit</li> </ul>                                                                                                                                                              | Kathy Solivan   <a href="mailto:kathy.solivan@mass.gov">kathy.solivan@mass.gov</a><br><br><b>CC:</b> Alberto (Al) Barbosa   <a href="mailto:alberto.barbosa@mass.gov">alberto.barbosa@mass.gov</a> and any appropriate staff from your agency                                                                                               |



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| <b>HomeBASE Specialist</b>                                                                                                                                                                                                                                                                                                                                      | Onyebuchi (Buchi) Eziashi   <a href="mailto:onyebuchi.eziashi@mass.gov">onyebuchi.eziashi@mass.gov</a><br>OR<br>Yvonne Mahoney   <a href="mailto:yvonne.mahoney@mass.gov">yvonne.mahoney@mass.gov</a>                                                                                                                                                                                                                                                                                                                                                                                                                     |
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