

**Appendix A: DTA Offices Where EOHLC Staff are Providing
EA Benefits and Remote Application Number**

Apply for shelter by calling 866-584-0653 to speak with a Homeless Coordinator.

Apply in person at a local EOHLC/DTA office. Office hours are from 8:00 am - 4:00 pm:

- Boston – 2201 Washington Street, Nubian Square, Roxbury
- Brockton – 60 Main Street
- Chelsea – 80 Everett Avenue, 3rd Floor
- Hyannis – 181 North Street
- Lawrence – 280 Merrimack Street
- Lowell – 131 Davidson Street
- New Bedford – 160 West Rodney French Boulevard
- Salem – 45 Congress Street, Suite 1176
- Springfield – 310 State Street
- Worcester – 13 Sudbury Street

For more information, contact the Division of Housing Stabilization at 617-573-1100, or call toll free at 877-418-3308, TTY 617-573-1140.

*As of the date of this publication, EOHLC is strongly encouraging applicants to apply by telephone.

Available at <https://www.mass.gov/how-to/find-emergency-family-shelter>

Appendix B-1: EOHLC Field Operations Staff

Ezequiel Lopes, Deputy Director of Field Operations – 857-270-1150

Bonnie Caldwell, Director of Field Operations - 413-276-5562

(Last updated August 29, 2023)

Boston Region (Boston/Nubian Square, 2201 Washington Street, Roxbury)

Katherine Lopez, Assistant Director of Field Operations – Boston/857-260-5830

Daniel Dessin, Assistant Director of Field Operations – Boston/857-505-4233

Matilde Parra, Supervisor 617-894-2773

Nylmarie Espinosa, Supervisor 617-894-5431

Colleen Damico, Supervisor 617-448-5944

Berlineda Pierre, Supervisor 857-262-7700

Madeline Docanto, Homeless Coordinator 617-448-2040

David Kelley, Homeless Coordinator Contact number pending

Kenyetta Thurston, Homeless Coordinator Contact number pending

Lyzette Carmona, Homeless Coordinator Contact number pending

David Delacruz, Homeless Coordinator Contact number pending

Marlin Jimenez, Homeless Coordinator Contact number pending

Kelley Bradshaw, Homeless Coordinator Contact number pending

Angeline Florestal, Homeless Coordinator Contact number pending

Chanda Hill, Homeless Coordinator Contact number pending

Romayne Williamson, Homeless Coordinator Contact number pending

Northeast Region (Lawrence, Salem, Chelsea, Lowell)

Andrew McComish, Assistant Director of Field Operations – Northeast/857-286-4925

Jose Gonzalez, Supervisor 617-429-3180

Claudia Peralta, Supervisor 857-260-5917

David Skutul, Supervisor 617-429-5439

Evelyn Rivera, Supervisor 857-260-5521

Flavia Salcedo, Homeless Coordinator 857-260-7836

Joseph Corey, Homeless Coordinator 978-478-8854

Amariliz Vasquez, Homeless Coordinator 978-478-8571

Ivette Tavarez, Homeless Coordinator Contact number pending

Fredeline Thompson, Homeless Coordinator Contact number pending

Anayra Garcia-Lorenzo, Homeless Coordinator Contact number pending

Yeraida Delgado, Homeless Coordinator Contact number pending

Ruth Acevedo, Homeless Coordinator Contact number pending

Mona Joseph, Homeless Coordinator Contact number pending

Maria Zaroulis, Homeless Coordinator Contact number pending

Maria Santana, Homeless Coordinator 857-260-6337

Melody Ruiz, Hearing Specialist 857-260-5847

Southeast Region (Brockton, New Bedford, Hyannis)

Kate Morrison, Assistant Director of Field Operations – Southeast/857-260-7952
Isabel Semedo, Supervisor 857-260-5391
Bany Samayoa, Supervisor 857-408-6255
Yasmin Almonte, Supervisor 857-507-1857
Stephanie Joseph, Homeless Coordinator 617-875-5424
Antoine Gelin, Homeless Coordinator Contact number pending
Teresa Holts, Homeless Coordinator Contact number pending
Marlice Leitao, Homeless Coordinator Contact number pending
Amy Queenan, Homeless Coordinator Contact number pending
Yvonne Mahoney, Homeless Coordinator Contact number pending
Shanice Santos, Homeless Coordinator Contact number pending
Carla Silva, Homeless Coordinator Contact number pending
Julie Bordeaux, Homeless Coordinator Contact number pending
Anna Thomas, Homeless Coordinator Contact number pending
Paulette Gomes-Mendes, Homeless Coordinator Contact number pending

Western Region (Springfield)

Penny Trigilio, Assistant Director of Field Operations – Western & Central/Cell: 413-265-9821
Twjana Williams, Supervisor 617-945-6396
Shariece Davis, Supervisor 857-260-5112
Tracey Burton, Homeless Coordinator 857-260-5213
Nilda Colon, Homeless Coordinator 857-260-5087
Anhar Bakth, Homeless Coordinator Contact number pending
Katie Archambault, Homeless Coordinator Contact number pending
Jennifer Santos, Homeless Coordinator Contact number pending
Debra Bush, Homeless Coordinator Contact number pending
Renee Fontaine-Kennedy, Homeless Coordinator Contact number pending
Katie Miernecki, Homeless Coordinator Contact number pending
Maryanna Cevan, Hearing Specialist 857-260-5146

Central Region (Worcester)

Penny Trigilio, Assistant Director of Field Operations – Western & Central/Cell: 413-265-9821
Glenda Burgos, Supervisor 857-260-5727
Vigeen Dola, Homeless Coordinator Contact number pending
Tia Grantham, Homeless Coordinator Contact number pending
Bianca Colon, Homeless Coordinator Contact number pending
Ericka Gonell, Homeless Coordinator Contact number pending
Diana Mercado, Homeless Coordinator Contact number pending
Lorna Andino, Homeless Coordinator Contact number pending
Miurka Torres, Homeless Coordinator Contact number pending

**Appendix B-2: Select EOHLC Division of Housing Stabilization
Central Office Staff**

Name	Position	Email
Alvina Brevard	Director	alvina.brevard@mass.gov
Vacant as of 9/29/23	Deputy Director	
Virginia Griffin	Director of Homeless Family/Individual Contracts and Prevention	virginia.k.griffin@mass.gov
Bill Bartosch	Director of QA, Training, Research & Evaluation	william.bartosch@mass.gov
Barbara Duffy & Amy Greenwood	Placement	barbara.j.duffy@mass.gov , amygreenwood@mass.gov
Caro Narby	Emergency Assistance ADA Coordinator	caroline.narby@mass.gov
Adrian Walleigh	Legal Counsel for EA	adrian.walleigh@mass.gov
Bonnie Caldwell & Ezequiel Lopes	Field Operations	bonnie.caldwell@mass.gov , ezequiel.lopes@mass.gov

**Appendix C: Legal Services Intake Lines for EA/HomeBASE
Issues by Region**

Greater Boston

Greater Boston Legal Services
617-603-1807 (GBLS Housing & Shelter)

North Shore

Northeast Legal Aid and Northeast Justice Center
800-336-2262 or 978-458-1465

South Shore and Cape Cod

South Coastal Counties Legal Services/Justice Center of Southeastern Mass.
800-244-9023 or 508-586-2110

Metro West

MetroWest Legal Services
800-696-1501 or 508-620-1830

Central & Western Massachusetts

Community Legal Aid
855-252-5342 or 508-755-3260 (TTY)

Appendix D: HomeBASE and RAFT Administering Agencies

**Berkshire Housing Development Corp. (BHDC) | 1 Fenn Street, Pittsfield, MA 01201
Phone 413-499-1630 / Fax 413-455-7633**

Adams	Lanesborough	Richmond
Alford	Lee	Sandisfield
Becket	Lenox	Savoy
Cheshire	Monterey	Sheffield
Clarksburg	Mount Washington	Stockbridge
Dalton	New Ashford	Tyringham
Egremont	New Marlborough	Washington
Florida	North Adams	West Stockbridge
Great Barrington	Otis	Williamstown
Hancock	Peru	Windsor
Hinsdale	Pittsfield	

Central Massachusetts Housing Alliance (CMHA) | 6 Institute Road, Worcester, MA 01609 508-752-5519

City of Worcester

**Community Teamwork, Inc. (CTI) | 155 Merrimack Street, Lowell, MA 01852
Phone 978-459-0551/800-698-0551 / Fax 978-453-9128**

Amesbury	Haverhill	Salisbury
Andover	Lawrence	Tewksbury
Billerica	Lowell	Tyngsborough
Chelmsford	Merrimac	Westford
Dracut	Methuen	West Newbury
Dunstable	Newburyport	
Groveland	North Andover	

**Franklin County Housing and Redevelopment Authority (HRA) | 241 Millers Falls Road, Turner Falls, MA 01376
Phone 413-863-9781 / Fax 413-863-9289**

Ashfield	Greenfield	Orange
Bernardston	Hawley	Rowe
Buckland	Heath	Shelburne
Charlemont	Leverett	Shutesbury
Colrain	Leyden	Sunderland
Conway	Monroe	Warwick
Deerfield	Montague	Wendell
Erving	New Salem	Whately
Gill	Northfield	

Housing Assistance Corp. (HAC) | 460 West Main Street, Hyannis, MA 02601
Phone 508-771-5400 / Fax 508-775-7434

Aquinnah	Edgartown	Provincetown
Barnstable	Falmouth	Sandwich
Bourne	Gosnold	Tisbury
Brewster	Harwich	Truro
Chatham	Mashpee	Wellfleet
Chilmark	Nantucket	West Tisbury
Dennis	Oak Bluffs	Yarmouth
Eastham	Orleans	

NeighborWorks Housing Solutions | 169 Summer Street, Kingston, MA 02364
Phone 781-422-4200 / Fax 781-585-7483

Abington	Hanover	Plymouth
Acushnet	Hanson	Plympton
Attleboro	Hingham	Quincy
Berkley	Holbrook	Randolph
Braintree	Hull	Raynham
Bridgewater	Kingston	Rehoboth
Brockton	Lakeville	
Carver	Mansfield	
Cohasset	Marion	
Dartmouth	Marshfield	
Dighton	Mattapoisett	
Duxbury	Middleborough	
East Bridgewater	New Bedford	
Easton	North Attleborough	
Fairhaven	North Easton	
Fall River	Norton	
Freetown	Norwell	
Halifax	Pembroke	

Lynn Housing and Neighborhood Development (LHAND) | 20 Wheeler Street, Lynn, MA 01902
333-883-2342

Beverly	Lynn	Peabody
Boxford	Lynnfield	Rockport
Danvers	Magnolia	Rowley
Essex	Manchester	Salem
Georgetown	Marblehead	Saugus
Gloucester	Middleton	Swampscott
Hamilton	Nahant	Topsfield
Ipswich	Newbury	

Metro Housing|Boston | 1411 Tremont Street, Boston, MA 02120
Phone 617-859-0400/800-272-0900 (MA only) / Fax 617-532-7559

Arlington	Lexington	Somerville
Bedford	Malden	Stoneham
Belmont	Medford	Wakefield
Boston	Melrose	Waltham
Braintree	Milton	Watertown
Brookline	Newton	Wilmington
Burlington	North Reading	Winchester
Cambridge	Quincy	Winthrop
Chelsea	Reading	Woburn
Everett	Revere	

RCAP Solutions, Inc. | 191 May Street, Worcester, MA 01602
Phone 978-630-6600/800-488-1969 / Fax 978-630-2751

Ashburnham	Gardner	Shirley
Ashby	Grafton	Shrewsbury
Athol	Groton	Southborough
Auburn	Hardwick	Southbridge
Ayer	Harvard	Spencer
Barre	Holden	Sterling
Bellingham	Hopedale	Sturbridge
Berlin	Hubbardston	Sutton
Blackstone	Lancaster	Templeton
Bolton	Leicester	Townsend
Boylston	Leominster	Upton
Brookfield	Lunenburg	Uxbridge
Charlton	Mendon	Warren
Clinton	Milford	Webster
Douglas	Millbury	West Boylston
Dudley	Phillipston	West Brookfield
East Brookfield	Princeton	Westborough
Fitchburg	Royalston	Westminster
Franklin	Rutland	Winchendon

South Middlesex Opportunity Council, Inc. (SMOC) | 7 Bishop Street, Framingham, MA 01702
Phone 508-872-4853 / Fax 508-620-2697

Acton	Framingham	Norwood
Ashland	Holliston	Plainville
Boxborough	Hopkinton	Sudbury
Canton	Maynard	Walpole
Carlisle	Medfield	Wayland
Concord	Medway	Wellesley
Dedham	Millis	Weston
Dover	Natick	Westwood
Foxborough	Norfolk	Wrentham

Way Finders | 322 Main Street, Springfield, MA 01105
Phone 413-233-1500/800-332-9667 / Fax 413-731-8723

Agawam	Hadley	Plainfield
Amherst	Hampton	Russell
Belchertown	Hartfield	South Hadley
Blandford	Holland	Southampton
Brimfield	Holyoke	Southwick
Chester	Huntington	Springfield
Chesterfield	Longmeadow	Wales
Chicopee	Ludlow	Ware
Cummington	Middlefield	Westford
East Longmeadow	Monson	Westhampton
Easthampton	Montgomery	West Springfield
Goshen	Northampton	Wilbraham
Granby	Palmer	Williamsburg
Granville	Pelham	Worthington