**Family Resource Center Role**

**FRCs and RAAs are the main point of referral of families to RRRA programs.**

**The FRCs, CCCs would proceed with RRRA intake and referral process.**

1. Referral received from 211, walk-in, CBO, etc.
2. Determine if Eviction Diversion, Rapid Rehousing services needed
3. Administer FRC/CCC RRRA Intake.
4. Determine what services are needed/requested.

Funds and or services for:

* rental and/or utility arrearage \*
* security deposit
* rental stipend
* moving costs w/in MA (except for HB- can move out of state)
* furniture (HB)
* EA shelter services

1. Review the Matrix (programs), and RRRA documentation sheets.
2. Determine what documentation the family has. If they have documentation, please include.
3. Determine program(s) for referral. Always consider and refer to RAFT first.
4. Refer to RAFT to the appropriate agency.
5. Use the RRRA referral form for DHCD programs (SPI, METAR, HB, EA shelter).
6. Send RRRA referral form filled out with supporting documents (if obtained) via email.
7. Email communication and referral contacts.

**The Rapid Rehousing Programs will be distributed and managed in three regions to cover Massachusetts:**

* **Region 1**: Boston – Ezequiel Lopes, Deputy Director of Field Operations
* **Region 2**: Western, Central, Northeast – Bonnie Caldwell, Assistant Director of Field Operations
* **Region 3**: Southeast – Daniel Dessin, Assistant Director of Field Operations

Communication protocol for the FRC’s and RAA’s to access the DHCD Rapid Rehousing Program is to include in an email subject line:

**METAR – Region** (**1**, **2** or **3**) and the town where the family is currently residing. **Please direct the email to all three DHCD managers – Ezequiel Lopes, Bonnie Caldwell, and Daniel Dessin.**

|  |  |  |
| --- | --- | --- |
| **REGION 1** | **REGION 2** | **REGION 3** |
| BOSTON | WESTERN, CENTRAL & NORTHEAST | SOUTHEAST |
| Ezequiel Lopes | Bonnie Caldwell | Daniel Dessin |
| [Ezequiel.Lopes@mass.gov](mailto:ezequiel.lopes@mass.gov) | [Bonnie.Caldwell@mass.gov](mailto:bonnie.caldwell@mass.gov) | [Daniel.Dessin2@mass.gov](mailto:daniel.dessin@mass.gov) |

The Emergency Assistance Intake line is being updated. 1-866-584-0653

\* METAR funds can be mixed use – cannot total beyond $10,000. In addition, METAR can be used to remain in

existing housing.