

**Protocol for Family Resource Centers (FRCs) serving Hurricane Maria evacuees to resolve Federal Emergency Management Agency (FEMA)- related issues:**

1. FRC line staff call the FEMA 800 line directly: **1 (800) 621-3362** to assist evacuees in obtaining FEMA benefits.
2. If FRC line staff cannot resolve a FEMA-related issue, they will talk to the FRC Director/designee.
3. If the FRC Director /designee cannot resolve the issue, they will contact DCF by email, text or cell:
  - a. Jenny Duval: [Jenny.L.Duval@MassMail.State.MA.US](mailto:Jenny.L.Duval@MassMail.State.MA.US) (cell: 1-774-263 4302), or
  - b. Jose Monteiro: [Jose.Monteiro@MassMail.State.MA.US](mailto:Jose.Monteiro@MassMail.State.MA.US) (cell: 508-612-6867).

(Note: when elevating issues to DCF, the **FRC Director/designee must provide the full name and FEMA registration # of all applicants.**)

4. If DCF cannot solve the issue, DCF contacts Massachusetts Emergency Management Agency (MEMA)
5. If MEMA cannot resolve the issue, MEMA will contact FEMA.
6. MEMA will disseminate FEMA's response as appropriate.

FRCs should use the FEMA 800 number only; FRC staff should not contact FEMA management staff directly.