



Dear Members,

Mass-ALA is grateful to Patricia Marchetti and Marie-Jean Earnshaw from the EOEA Recertification Unit for having provided a comprehensive presentation at our annual Regulations Training last week. During their presentation, they provided contact information for the ALR Certification Unit and specific instructions for provider utilization of those email addresses.

Yesterday morning, EOEA issued an update reflecting the contact information for the ALR Certification Unit, and the purposes of each.

The details are as follows:

- ALRINCIDENTREPORT@Mass.gov is the address to which all emails should be sent regarding incident reports and the Dynamics reporting system.
- ALRHELP@Mass.gov is the address to which all questions other than incident reporting should be sent.
- During the recertification process, all ALRs are instructed to correspond with their assigned ALR Certifier.
- EOEA staff should not be copied on emails.

Please see below from yesterday's EOEA update.

Good morning,

We would like to provide an update regarding contact information for the ALR Certification Unit.

Please email all questions to ALRHELP@Mass.gov .

Please email anything regarding the Dynamics reporting system users to ALRINCIDENTREPORT@Mass.gov .

During recertification of your community, please correspond with your assigned ALR Certifier.

Please do not copy additional EOEA staff on emails, as the mailboxes are monitored 24/7.

Happy First Day of Summer!

Marie-Jean Earnshaw, Assistant Director

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