

**Executive Office of Aging & Independence (AGE), State Ombudsman
& Group Adult Foster Care (GAFC) Contacts**

The Executive Office of Aging & Independence (AGE)

One Ashburton Place, Boston, MA 02108

Main Number: (617) 727-7750

Fax: (617) 727-9368

TTY: (800) 872-0166

Toll Free: (800) 243-4636 (800-AGE-INFO)

PS Hotline: (800) 922-2275

MassRelay: 711 or (800) 439-0183 / (877) 752-2388 (Voice)

TTY/ASCII: (800) 439-2370

Email: ALRHelp@mass.gov

AGE Assisted Living Certification Unit Staff

Patricia Marchetti, Director of Certification and Compliance

Phone: 617-222-7503

Email: patricia.marchetti@state.ma.us

Marie-Jean Earnshaw, Assistant Director

Phone: 617-727-7750

Email: marie-jean.earnshaw@state.ma.us

Mary Ellen Heine, Assisted Living Certification Specialist

Phone: 617-222-7554

Email: MaryEllen.Heine2@mass.gov

Chris Mundy, Assisted Living Certification Specialist

Email: Christopher.Mundy2@mass.gov

Juliana Santiago, Assisted Living Certification Specialist

Email: Juliana.Santiago@mass.gov

Tom Thompson, Assisted Living Certification Specialist

Phone: 617-573-1792

Email: thomas.j.thompson@mass.gov

Assisted Living Ombudsman Program

Carolyn Fenn, State Ombudsman

Phone: 617-222-7491

Email: carolyn.m.fenn@state.ma.us

Steven Ellsweig, Assisted Living Ombudsman Operations Manager

Phone: 617-573-1658

Email: steven.ellsweig@state.ma.us

Amber Haywood, Assisted Living Specialist for the Western MA Region

Phone: 413-781-8800, ext. 374

Email: Amber.Haywood@gsssi.org

Adam McCauley, Assisted Living Specialist for the North Shore Region

Phone: 978-806-5208

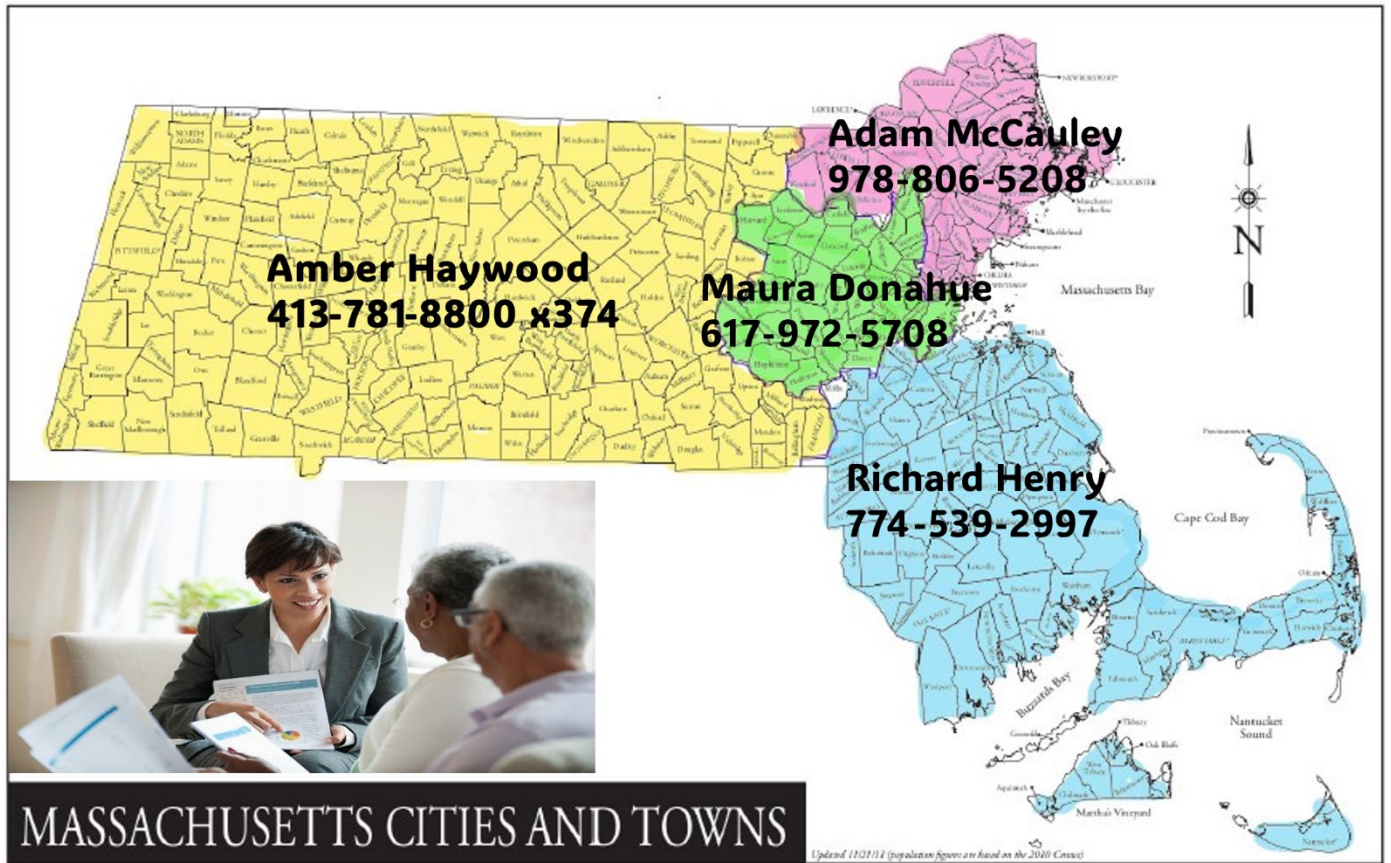
Maura Donahue, Assisted Living Specialist for Greater Boston Region

Phone: 617-972-5708

Richard Henry, Assisted Living Specialist for the South Shore Region
Phone: 774-539-2997

To find an Ombudsman in your area, please click [here](#).

Regional Assisted Living Residence Ombuds



Group Adult Foster Care Program (GAFC)

Allison Ananis, Program Manager

Phone: 617-222-7440

Email: Allison.ananis@state.ma.us