

Communicating with CCRC about Voucher Services

Communicating in ways that are easy for voucher clients or providers and that don't cause delays in service is very important to us. This page includes a list of all our Voucher Services staff and the towns they cover or areas they focus on. Please refer to this list to find the person you need to contact with your questions.

Email is the quickest way for us to answer your questions and get information to you. If possible, please try contacting us by email before you call. If you do not have access to email, please call our main number, **617-547-1063** and dial the extension of the staff person you wish to speak to. If you need to leave a message, we will return your call within two to three business days. Because we receive many calls, please keep your message short with your name, phone number, town, and reason for calling. *Thank you!*

We now have an e-fax system for all voucher related faxes. Send faxes to: **508-718-5525** with a cover page that lists your name and number and the name of the staff person you are sending the fax to. This new system provides better security for personal information, fewer delays, and less wasted paper.

We will soon launch our new website, and will continually add more information, forms, and resources to our site. We encourage you to visit our website at www.ccrccinc.org. *See back for service map.*

Contact	Ext.	Email	Communities / Focus Areas
Main Desk	230	voucherparents@ccrcinc.org voucherproviders@ccrcinc.org	General Questions
Charline Vaughan, Subsidy Services Director	241	vaughanc@ccrcinc.org	Manager
Emilia Goncalves, Voucher Billing Specialist	204	goncalvese@ccrcinc.org voucherbilling@ccrcinc.org	Billing and Provider Services
Lourdes Rosa Subsidy Services Coordinator	212	rosal@ccrcinc.org	Arlington, Belmont, Cambridge, Somerville; Supervisor
Shu Yi Zhang, Family Services Voucher Specialist	221	zhangs@ccrcinc.org	Arlington, Belmont, Cambridge, Somerville
Shaila MacDonald, Family Services Voucher Specialist	206	macdonalds@ccrcinc.org	Acton, Boxboro, Canton, Dover, Holliston, Hudson, Littleton, Marlborough, Medfield, Millis, Northborough, Sharon, Southborough, Wellesley, Westborough
Eloisa Pais, Family Services Voucher Specialist	249	paise@ccrcinc.org	Ashland, Bedford, Carlisle, Concord, Framingham, Hopkinton, Lincoln, Maynard, Natick, Stow, Sudbury, Wayland
Kurt Armstrong, Family Services Voucher Specialist	240	armstrongk@ccrcinc.org	Burlington, Lexington, Newton, Waltham, Watertown, Wilmington, Winchester, Woburn
Hazel Patterson, Family Services Voucher Specialist	253	pattersonh@ccrcinc.org	Dedham, Foxborough, Needham, Norfolk, Norwood, Plainville, Sherborn, Walpole, Weston, Westwood, Wrentham
Geardine Louis, Family Services Voucher Specialist	218	louisg@ccrcinc.org	DTA Referrals, Mail-In Renewals
Van Hoang Voucher Program Assistant	201	hoangv@ccrcinc.org	Intake and scheduling
Deyanira Dorta, Voucher Program Assistant	208	dortad@ccrcinc.org	Intake and scheduling

Please feel free to contact me directly with any issues. Thank you!

Charline Vaughan, Voucher Services Director
vaughanc@ccrcinc.org; 617-547-1063 x 241

CCRC's Service Area

The Child Care Resource Center serves families, educators, and providers across the greater Boston metropolitan area/EEC Region 4 (see map). CCRC is the provider of Voucher Management and Information & Referral Services for all families in the 50 cities and towns in the unshaded part of Region 4, and Professional Development Services for providers in the 60 cities and towns that make up the entire region.



Acton	Concord	Littleton	Norwood	Waltham
Arlington	Dedham	Marlborough	Plainville	Watertown
Ashland	Dover	Maynard	Quincy*	Wayland
Bedford	Foxboro	Medfield	Randolph*	Wellesley
Belmont	Framingham	Millis	Scituate*	Westborough
Boxboro	Hingham*	Milton*	Sharon	Weston
Braintree*	Holliston	Natick	Sherborn	Westwood
Burlington	Hopkinton	Needham	Somerville	Weymouth*
Cambridge	Hudson	Newton	Southborough	Wilmington
Canton	Hull*	Norfolk	Stow	Winchester
Carlisle	Lexington	Northborough	Sudbury	Woburn
Cohasset*	Lincoln	Norwell*	Walpole	Wrentham

* Professional Development only.