

Frequently Asked Questions

- a. Who is leading this mission?**
 - i. This effort is being led by the [Massachusetts Emergency Management Agency \(MEMA\)](#) in partnership with a local shelter provider, Making Opportunities Count.

- b. Why is this humanitarian mission necessary?**
 - i. Expanded emergency shelter capacity is needed due to an increased demand on the state's emergency assistance (EA) shelter system.

- c. Is MassDevelopment managing these services?**
 - i. MassDevelopment is not managing this operation nor is the agency involved in the services extended to these individuals. Devens, a MassDevelopment community, is simply hosting and supporting this operation.

- d. How many individuals will be receiving services?**
 - i. The intake center will welcome up to 60 families (100-125 individuals) at any given time. Families will stay at the intake center for a few days, where they will receive housing case management, human services and case management, and if eligible, be enrolled in state benefits. They will then be transferred to an emergency assistance site or another more permanent housing solution outside of Devens

- e. Who can I contact if I have more questions?**
 - i. Residents and businesses with Devens customer service-related questions can contact Meg Delorier, Acting EVP for Devens Operations at 978-784-2929 or mdelorier@massdevelopment.com.

- f. How long will Devens host this mission?**
 - i. This is a *temporary* central intake center. It is expected to remain open for at least four to five months.

- g. What are the intake center's hours of operation?**
 - i. The intake center will be staffed 24/7 by medical and social service professionals, as well as security. The center will be open to receive clients from municipalities Monday through Friday.

- h. Will there be interruption to residential or business services?**
 - i. MassDevelopment does not expect any interruptions to normal residential or business services in Devens.

- i. Is The Great Exchange still open?**
 - i. The Great Exchange will be moving to 94 Jackson Road.

- j. How will this impact local school districts?**
 - i. School-aged children will not be enrolled in local school districts while at the temporary EA intake center.