

# Contact Matrix

The information below identifies where to direct inquiries for various processes:

## MMAM

Contact MMAM at **(517) 267-9277** for the following items:

### **Management Occupancy Reviews (MOR)**

Appeal filings:  
Findings and concerns:  
Responses:  
Status:

### **Contacts**

*Cathie Risko*  
*MMAM Senior Asset Manager*  
*MMAM Senior Asset Manager*  
*Cathie Risko or Senior Asset Manager*

Contract Renewal status:  
Opt-out questions:  
Processing questions:  
Rent increases or utility allowance processing:

*Greg Wicklund*  
*Greg Wicklund*  
*Greg Wicklund*  
*Greg Wicklund*

General complaints:  
Tenant or congressional inquiry:

*Cathie Risko or Greg Wicklund*  
*MMAM Resident Coordinator at (877)253-7709*  
*or [coordinator@mamhousing.com](mailto:coordinator@mamhousing.com).*

## EPS

Contact EPS at **(802) 660-2800** or visit its website: [www.tracsexperts.com](http://www.tracsexperts.com) for the following items:

Complaints, comments, or policy issues:  
iMAX\202D questions:  
Monthly HAP voucher discrepancies:  
Special Claims status concerns:  
TRACS file/HAP voucher submission status:

### **Contacts**

*Hilary Crowell*  
*Hilary Crowell*  
*EPS Data Analyst*  
*Rich Crowell*  
*EPS Data Analyst*

Electronic Transmission Issues/Password Resets:

*TRACS Hotline (800) 767-7588 or*  
*[tracs@hud.gov](mailto:tracs@hud.gov)*

## MSHDA

Contact MSHDA at **(517) 241-2560** for the following items:

Change bank account information:  
General voucher questions:  
General program questions, or policy issues:  
HAP payment status (once approved by EPS):  
Processing concerns related to subcontractors:

### **Contacts**

*Kyle Shaffer*  
*Maggie Droste or Kristin Lautner*  
*Jeff Fedewa*  
*Kyle Shaffer*  
*Jeff Fedewa*