



Commonwealth of Massachusetts  
**DEPARTMENT OF HOUSING &  
 COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Chrystal Komegay, Undersecretary

**EMERGENCY ASSISTANCE (EA) PROGRAM**

**IF YOU DON'T SPEAK ENGLISH WELL**

- When communicating with DHCD and shelter workers you can receive free interpretation services if you prefer to speak a language other than English.
- If your preferred language is **Spanish, Haitian Creole, Portuguese, Cape Verdean Creole, or Arabic:**
  - You will receive some documents from DHCD and shelters in your language.
  - If you receive documents in English, you may ask DHCD or shelter workers for documents in your language.
  - Some information in important documents may not be translated. You can ask to have this information read out loud to you in your language through an interpreter.
- If you speak any language other than English: you can receive free interpretation services in DHCD offices and all shelters.
  - Interpretation is available for important oral communications and documents.
  - If you are in a DHCD office or in a shelter, you can ask the staff to call an interpreter for you.
  - DHCD and shelter workers will not ask you to use a family member, friend, or child to interpret, unless you want them to. Children should only be asked to interpret in emergencies.
  - DHCD and shelter workers may interpret if they are fluent in your language.
  - You may access a telephone interpreter on your own by calling DHCD at (617) 573-1106.
  - If you need to appeal an action to the Hearings Division, you can ask for an interpreter to communicate with the Hearings Division staff and you may ask for an interpreter at the hearing.
- If you have any questions or issues about language services, you may contact the Language Access Coordinator, Brenda O'Donnell. You may also file a written complaint if you believe you have not received sufficient language access services.
  - Address: Division of Housing Stabilization, Department of Housing and Community Development, 100 Cambridge Street, Suite 300, Boston, MA 02114.
  - Phone: (617) 573-1381.
  - E-mail: [Brenda.ODonnell@state.ma.us](mailto:Brenda.ODonnell@state.ma.us)