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CAMBRIDGE HOUSING AUTHORITY

LANGUAGE ACCESS PLAN

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The following policy applies to the Leased Housing Program and the Low Income Public Housing ("LIPH") Program:

I. INTRODUCTION

Cambridge Housing Authority (CHA) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken. Title VI and Executive Order 13166 require recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by persons who are Limited English Proficient ("LEP"). English proficiency refers to a person's ability to read, write, speak, or understand English. Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be considered LEP persons.

On January 22, 2007, the U.S. Department of Housing and Urban Development ("HUD") issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP persons. HUD's Final Guidance defines a four-factor self-assessment method which assists agencies receiving HUD funds in determining the extent of their obligations to provide language assistance services.

Based on HUD's Final Guidance, the Voluntary Compliance Agreement dated September 27, 2007, and guidelines from the Massachusetts Department of Housing and Community Development ("DHCD"), CHA completed an LEP self-assessment. It has prepared this Language Access Plan ("LAP") in line with its findings to ensure meaningful access to housing programs by LEP individuals in compliance with Title VI . CHA will periodically review and update this LAP to ensure continued responsiveness to community needs.

II. PURPOSE

The purpose of this LAP is to ensure that all individuals can meaningfully access CHA programs—regardless of the language they speak—and defines the actions to be taken by CHA to ensure Title VI compliance with respect to LEP individuals. It describes the available language assistance services, provides notice of those services to the community, outlines specific procedures for staff to follow to obtain those services, addresses staff training, and arranges for monitoring and updates as needed to ensure continued responsiveness to community needs and compliance with Title VI.

The goals of CHA's Language Assistance Plan include:

- To ensure meaningful access to CHA's public housing and Housing Choice Voucher programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that CHA will provide free oral interpretation services to facilitate their contacts with and participation in CHA programs.
- To provide written translations of vital documents to LEP individuals in accordance with HUD's "safe harbor" guidelines."
- To ensure that CHA staff are aware of available language assistance services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of language assistance plans and services in accordance with community needs.

III. LEP INDIVIDUALS WHO NEED LANGUAGUE ASSISTANCE

Cambridge is a highly diverse community in which numerous LEP households reside. CHA used information from the 2021 and 2022 American Community Survey (“ACS”) to estimate the breakdown of languages spoken by LEP individuals within Cambridge. According to ACS data, there are at least forty-one (41) languages other than English spoken in Cambridge homes. Exhibit 1 highlights the diversity of languages spoken by people who are most likely to be served by CHA—those earning less than 50% of the Area Median Income.

IV. LANGUAGE ASSISTANCE POLICIES AND PROTOCOLS

The majority of contacts between CHA and LEP persons are meetings, written communications and phone calls where information is exchanged. Examples include interactions by applicants with CHA Leasing Officers during the application process leading up to housing in public housing or the leased housing program, as well as periodic contacts between residents and CHA Operations staff related to management, maintenance and lease compliance issues. Oral interpretation and written translation services may be needed for these contacts.

To promote equal access to CHA programs and services by LEP individuals, CHA has implemented the following policies and protocols. These will aid staff in: (1) identifying LEP individuals requiring language assistance; (2) identifying what language assistance is appropriate, and; (3) accessing the appropriate resources.

A) Language Access Coordinator

CHA will designate a staff member as Language Access Coordinator. They are responsible for overseeing language assistance activities, including ongoing monitoring of CHA's compliance with this LAP, updating this LAP, addressing questions from staff and the public related to CHA's language access policies, providing ongoing LAP training, and handling complaints related to CHA's provision of language assistance services. The current Language Access Coordinator is:

Shayla Simmons, General Counsel
362 Green St, Cambridge, MA 02139
Phone: 617-520-6217 | Fax: (617) 902-2422
Email: ssimmons@cambridge-housing.org

B) Identification of LEP Persons and Notices

Use of "I Speak" Cards: "I Speak" Cards are a language identification tool that invites individuals to identify their own language needs. Applicants, public housing residents, and HCV participants can use these cards to indicate their primary language. To help identify LEP individuals and determine the appropriate language assistance, CHA will prominently post and make available "I Speak" Cards in its Central Office waiting room and at CHA site-based management offices. CHA staff at the point of entry will then make appropriate arrangements for interpretation services. Exhibit 2 provides an example of this document.

Notices of Oral Interpretation Services: CHA will prominently post notices in CHA's Central Office, site-based management offices, and on its website which indicate the right to request free oral interpretation services. Notices will be posted in the languages most frequently encountered and will use easily understood terminology, such as "Interpretation Services Available." LEP individuals can use this sign to indicate their primary language, and that they need language assistance. Exhibit 3 provides an example of this document.

"One Moment Please" Document: CHA staff will be provided with a document that states "One Moment Please" in 18 different languages. This can be used to hold up to an LEP individual when contacting a bilingual staff member or making a call to the LanguageLine. This card also has a phonetic pronunciation so it may be used with LEP callers.

Communication Preference Form: CHA will use its Communication Preference Form during the initial application (for new applicants) and at recertification (for existing residents/participants) processes to

provide program participants the opportunity to identify their primary language, their language preference for receiving written communication, and if interpretation services are necessary. This information will be included in the paper files and in the electronic record. Going forward, CHA will provide translated written documents, language advisories, and arrangements for oral interpretation consistent with the individual's language preferences and this LAP.

C) Oral Interpretation Services

Oral interpretation services will be provided in a timely manner that will not effectively deny, unduly burden, or delay LEP individuals' access to CHA services. Services will be provided by competent interpreters.

Oral Interpretation – Staff

- **Policy**: Where feasible, a qualified multilingual CHA staff member will communicate with LEP individuals in their primary languages. Qualified multilingual staff ("qualified staff") are fully fluent in at least one language in addition to English and are familiar with program specific terms. While CHA staff speak a number of languages in addition to English, these staff were not hired to serve as interpreters, and their competency as interpreters has not been evaluated. Consequently, it is appropriate for qualified staff to assist LEP individuals with routine matters only on an informal and infrequent basis. Examples of routine matters are: assisting an LEP individual in reviewing CHA materials and filling out forms, answering questions about CHA programs, responding to information requests, or notifying an applicant that their application has been accepted. For matters with legal significance, a professional interpreter is required.
- **In Person Protocol**: When an LEP individual comes into the office and identifies themselves using an "I speak" card, or otherwise informs CHA staff of their primary language, a qualified staff member that speaks their primary language will communicate with them to obtain basic information about their request or concern, providing assistance for routine matters only. Qualified staff may also assist with necessary and direct communications between non-multilingual CHA staff and LEP individuals about routine matters only. If no qualified staff are available, or if none can communicate in the necessary language, the LanguageLine (see Oral Interpretaion – Telephone Support Protocol below) will be used to gather information about the caller's request or concern and determine to whom they should be directed.

- **Inbound Telephone Caller Protocol:** CHA's Central Office phone line is staffed Monday through Friday from the hours of 8:30AM to 5PM. When an individual calls, staff will explain that they will be providing important information about services and programs, and to best communicate they need to ask what language is preferred. If the caller indicates a language for which there is an available qualified staff member, their call will be transferred to that staff member who will obtain basic information about the caller's request or concern and provide assistance for routine matters only. If no qualified staff are available, or if none can communicate in the necessary language, the LanguageLine (see below) will be used to gather information about the caller's request or concern and determine to whom they should be directed.

Oral Interpretation - Telephone Support

- **Policy:** CHA will only utilize interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff. CHA currently utilizes a service which provides 24/7 coverage, trained and certified interpreters, and coverage for 170 languages. Additionally, CHA, provides English, Spanish, French/Haitian Creole options for its automated waiting list status line.

  CHA makes its telephone interpretation services available as needed for LEP applicants, public housing residents, and HCV participants. CHA will use these services whenever requested by LEP individual, when an LEP person identifies themselves and qualified staff that speaks their primary language is unavailable, or where it is inappropriate for qualified staff to provide language assistance. When these contacts involve review of CHA forms and procedures, CHA will schedule the call so that the telephone interpreter can first review the relevant form or procedure.
- **Protocol:** Prior to placing a call, CHA staff will access a resident/applicant's electronic file to confirm their language preference. If necessary, CHA staff will place a call to the LanguageLine and resident/applicant according to the below procedures.

  If there is no language preference information stored in the resident/applicant's electronic file, CHA staff will begin the call explaining that they will be providing important information about services and programs, and to best communicate they need to ask what language is preferred. CHA staff will update the record accordingly, and if the resident/applicant indicated a language other than English, staff will connect with the LanguageLine using the below procedures.

CHA staff can access telephone interpretation services using the following procedures:

Receiving a Call	Placing a Call	In Person
1. Use your phone's conference feature to place the LEP individual on hold. 2. Dial the LanguageLine phone number (provided in staff training materials). 3. Provide your 6-digit Client ID. 4. Select the language you need a. Press 1 for Spanish b. Press 2 for all other languages and state the name of the language you need c. Press 0 for assistance if you do not know the language you need. You will be connected to an interpreter who will assist you in identifying the language. 5. Brief the interpreter: summarize what you wish to accomplish and provide any special instructions. 6. Add the LEP individual onto the call. 7. Say "End of Call" to the interpreter when your call is completed.	1. Dial the LanguageLine phone number (provided in staff training materials). 2. Provide your 6-digit Client ID. 3. Select the language you need a. Press 1 for Spanish b. Press 2 for all other languages and state the name of the language you need c. Press 0 for assistance if you do not know the language you need. You will be connected to an interpreter who will assist you in identifying the language. 4. Brief the interpreter: summarize what you wish to accomplish and provide any special instructions. If you need assistance placing a call to the LEP individual, inform the interpreter. 5. Add the LEP individual onto the call. 6. Say "End of Call" to the interpreter when your call is completed.	1. Dial the LanguageLine phone number (provided in staff training materials). 2. Provide your 6-digit Client ID. 3. Select the language you need a. Press 1 for Spanish b. Press 2 for all other languages and state the name of the language you need c. Press 0 for assistance if you do not know the language you need. You will be connected to an interpreter who will assist you in identifying the language. 4. Brief the interpreter: summarize what you wish to accomplish and provide any special instructions. 5. Place the phone on "Speaker" mode or pass the handset back-and-forth. 6. Say "End of Call" to the interpreter when your call is completed.

Tips for CHA Staff working with the LanguageLine

- Speak directly to the LEP individual, not to the interpreter.
- Pause at the end of a complete thought.
- Provide brief explanations of technical terms of art that may come up during the communication (e.g. eligibility, income limits, recertification, lease violation, etc.).
- Speak in short sentences and enunciate words.
- Avoid using acronyms (e.g. HUD, VAWA, etc.).

Oral Interpretation - In Person Assistance

- **Policy:** In the limited instances where telephone interpretation services or the use of bilingual CHA staff are insufficient to ensure meaningful access, CHA will provide qualified in-person interpretation services at no cost to the LEP individual either through local Cambridge community organizations or through contracts with qualified and trained interpretations services. Examples of contacts where in person assistance is likely to be required includes termination hearings and evictions. Due to the considerable expense involved in providing in-person assistance, CHA will generally strive to use telephone assistance. If the LEP person does not wish to use the CHA free interpretation services, the LEP person may provide their own qualified interpreters at their own expense; however, see below regarding use of family and friends as interpreters.
- **Protocol:** CHA will use in-person professional interpretation services whenever required. CHA staff can schedule in-person interpretation services using the following procedures:

Scheduling via Email	Scheduling via Phone
1. Send an email to service@languageconnections.com. Your email must include the language you need interpreted and a description of the interaction you will need translated. a. For example: CHA needs a Spanish translator for a housing eviction proceeding. 2. The Language Connections project management team will work with you to schedule the interpretation session.	1. Call Language Connections at (877) 731-6332. 2. Press 2 to be connected with the Language Connections project management staff.

Oral Interpretation - Use of Other Interpreters Not Provided by CHA

- **Policy:** LEP individuals will be informed that CHA will provide them with free access to oral interpretation services. If an LEP individual does not wish to use the free interpretation services provided by CHA, they may provide their own qualified interpreter at their own expense. If CHA cannot validate the competency of the LEP individual's chosen interpreter, CHA will apprise all parties of the implications of any competency or confidentiality issues, and document their decision to waive services. Exhibit 4 provides an example of the waiver document.

While CHA will always respect an individual's decision to use an interpreter of their own choosing, a professional interpreter may be required even in cases where an LEP individual has

elected to use their own interpreter. Especially in situations where precise, complete, and accurate interpretations are critical for legal reasons, CHA may choose to additionally provide its own, independent interpreter.

The use of family members and friends interpreters is generally discouraged. **Under no circumstances will minor children be allowed to serve as interpreters.** Exceptions may be made for routine contacts that do not involve: (1) confidential matters; (2) significant/complex matters impacting the applicant or resident's housing status; (3) rent payments, or; (4) lease compliance. CHA staff will take care to ensure that the LEP individual's choice to use a family member or friend as an interpreter is voluntary and will alert the LEP individual to the potential for any conflict of interest or competency issues that may arise from the involvement of family or friends. If staff have questions about the appropriateness of allowing family and friends to interpreter, they will consult with CHA's Language Access Coordinator for guidance.

- **Protocol:** Where an LEP individual chooses to use their own interpreter and CHA cannot validate their competency, CHA will document that decision. First, CHA will use the LanguageLine to confirm that the LEP individual understands: (1) that CHA offers professional interpretation services at no cost to the LEP individual; (2) any potential conflicts of interest and their implications; (3) the implications of competency issues, and; (4) that they want to waive CHA's services. If the LEP individual still wishes to use their own interpreter, CHA will obtain a signed release form indicating the LEP individual's choice. This release will be stored in the resident/applicant's file.

D) Written Translation Services

Some contacts involve the exchange and review of printed materials, some of which may be considered "vital documents". HUD' Final Guidance defines vital documents as, "any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically".

- **Policy**: The list of documents considered vital by CHA is included in Exhibit 5. CHA will provide translated versions of vital documents in Amharic, Arabic, Haitian Creole, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese. CHA will periodically review and update this list to reflect those documents which are considered vital to applicants and/or participants. It will also track

changes to English-language vital documents and update existing translations to reflect those changes.

- **Protocol**: CHA's Language Access Coordinator will:
    - Conduct an annual review of Vital Documents to ensure that translations accurately reflect the most current English language version of each document.
    - Ensure translation of any newly designated Vital Documents.
    - Post the most current version of all Vital Documents and associated translations internally in a location accessible to all staff.
    - Evaluate any new state or federal guidance and CHA specific contacts with LEP individuals to determine whether CHA must translate additional documents.

E) Providing Notice to LEP Persons

To ensure that LEP persons are aware of the language services available to them, CHA will take the following actions:

- Prominently post notices in CHA's Central Office, site-based management offices, and on its website which indicate the right to request free oral interpretation services and the steps necessary to do so. Notices will be posted in the languages most frequently encountered and will use easily understood terminology, such as "Interpretation Services Available."
- Partner with local community agencies that work with LEP persons to: a) inform them of CHA's policies regarding language services to LEP persons; and, b) solicit their assistance and cooperation in communication of CHA's policies and provision of assistance to LEP persons.
- Incorporate standard "Important Document Translation Notices" into CHA outreach documents describing how to request free language assistance services. The Notice will state "This is an important document. Please contact CHA at (617) 864-3020 to request free language assistance." Exhibit 6 provides an example of this notice.
- Inform resident associations of language assistance services.

V. ONGOING POLICY MAINTENANCE

This section details how CHA will fulfill its commitment to continuously improving the language assistance services it provides.

A) Staff Training

CHA will provide mandatory training annually for all employees to inform them of this LAP and their responsibilities relative to LEP individuals. Staff will be trained on how to appropriately identify, respond to, and assist LEP individuals with whom they have contact.

B) Monitoring and Updating the Language Access Plan

The Language Access Coordinator is responsible for monitoring CHA's ongoing compliance with this LAP and making any necessary updates.

Monitoring

On an ongoing basis, the Language Access Coordinator will conduct reviews to ensure that staff are implementing LAP protocols appropriately. This will include a review of the use data for CHA's contracted language assistance services. Use of language assistance services is direct evidence that LEP individuals are aware that assistance is available and that they are using it. This helps the Language Access Coordinator validate that the LEP public is receiving meaningful access to CHA programs. CHA will also continue to utilize its annual resident survey to check in with residents about their language assistance needs.

Updates

Every two years, as part of CHA annual plan process, the LAP will be reviewed, and CHA will make any necessary updates. During this review CHA will:

- Perform HUD's four-factor analysis to assess whether there have been any significant changes in: the composition or language needs of the LEP population in Cambridge, the frequency with which CHA encounters LEP individuals, and the availability of any new language assistance resources;
- Identify any recommended actions to provide more responsive and effective language services;
- Review program documents to determine if additional Vital Documents have emerged that require translation;
- Review existing English-language vital documents and their accompanying translated versions to ensure that all translated versions are current;
- Review any issues or problems related to serving LEP persons which may have emerged during the past year;
- Review complaints filed with the Language Access Coordinator to identify any issues or problems specific to CHA's provision of language assistance services, and identify any actions CHA could

take to provide the Cambridge LEP public with more responsive and effective language assistance services (e.g. translating a specific document or working with a specific community organization);

- Since it will be part of the agency's overall annual plan process, the annual LAP review and update process will facilitate public review and comment. CHA will also continue to utilize its annual resident survey to query residents about their LEP needs.

C) Complaints

A complaint may be filed with CHA's Language Access Coordinator if an individual believes that they have not received language assistance in accordance with this LAP. Complaints should be filed within 6 months of the alleged denial of services. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Shayla Simmons
Cambridge Housing Authority Legal Department
362 Green St
Cambridge, MA 02139

Exhibit 1: Language Breakdown of Cambridge, MA Individuals with Incomes < 50% AMI

City of Cambridge, MA | Primary Language Spoken by LEP Individuals with Incomes < 50% AMI		
Language or Language Group	**# of Persons 5 and Older**	**% of Persons 5 and Older**
Amharic	1167	17.84%
Spanish	1033	15.79%
Chinese	811	12.40%
Haitian	808	12.35%
Arabic	716	10.95%
Vietnamese	445	6.80%
Tigrinya	248	3.79%
Bengali	218	3.33%
Cantonese	182	2.78%
Portuguese	157	2.40%
Tibetan	138	2.11%
Albanian	132	2.02%
Korean	92	1.41%
Mandarin	81	1.24%
French	78	1.19%
Telugu	69	1.05%
Russian	56	0.86%
German	56	0.86%
Irish	54	0.83%
Total	6541	100.00%

Source: American Community Survey ("ACS"), U.S. Census Bureau (2022 and 2021).

Exhibit 2: "I Speak" Statements

I Speak Statements

- ☐ Unë flas **shqip** (Albanian)
- ☐ **አማርኛ** እናገራለው (Amharic)
- ☐ انا اتكلم اللغة العربية. (Arabic)
- ☐ Ես խոսում եմ **հայերեն** (Armenian)
- ☐ আমি বাংলা ভাষী। (Bengali)
- ☐ Ja govorim **bosanski jezik** (Bosnian)
- ☐ ကျွန်တော်မြန်မာစကားပြောသည်။ (Burmese)
- ☐ 我说中文 (Chinese Simplified)
- ☐ 我說中文 (Chinese Traditional)
- ☐ Ja govorim **hrvatski**. (Croatian)
- ☐ اینجانب به زبان **فارسی** صحبت می کنم (Farsi)
- ☐ Je parle **français**. (French)
- ☐ Je parle le **Français haïtien** (French Creole)
- ☐ Μιλάω **ελληνικάι**. (Greek)
- ☐ હું ગુજરાતી બોલુ છું (Gujarati)
- ☐ Mwen pale Kreyòl. (Haitian Creole)
- ☐ मै **हिंदी** बोलता हूँ (Hindi)
- ☐ Kuv hais **lus hmoob**. (Hmong)
- ☐ Ana m a sụ **Igbo** (Igbo)
- ☐ Parlo **Italiano** (Italian)
- ☐ 私は**日本語**を話します (Japanese)
- ☐ Mi chat **Jamiekan langwjij** (Jamaican Creole)
- ☐ ខ្ញុំនិយាយភាសា**ខ្មែរ** (Khmer)
- ☐ 본인의 모국어는 **한국어**입니다 (Korean)
- ☐ ئه ز زمانی **کوردی** ده ئاخفم. (Kurdish)
- ☐ Ǹ a po Klào Win. (Kru)
- ☐ ຂ້ອຍພະເຈົ້າເວົ້າ **ພາສາລາວ**. (Lao)
- ☐ Yie gorngv **Mienh** waac. (Mien)
- ☐ म **नेपाली** बोल्छु (Nepali)
- ☐ Mówię **po polsku**. (Polish)
- ☐ Eu falo **Portugês**. (Portuguese)
- ☐ ਇ ਸ੍ਪੇਆਕ ਪੰਜਾਬੀ (Punjabi)
- ☐ Cunosc limba **Română**. (Romanian)
- ☐ Я говорю **по-русски**. (Russian)
- ☐ Ou te tautala **faaSamoa**. (Samoan)
- ☐ Govorim **srpski**. (Serbian)
- ☐ Waxaan ku hadlaa **Somali**. (Somali)
- ☐ Yo hablo **español**. (Spanish)
- ☐ أتحدث **السودانية** (لغوي سوداني) (Sudanese)
- ☐ Marunong po akong magsalita ng Tagalog. (Tagalog)
- ☐ ข้าพเจ้าพูด **ภาษาไทย** (Thai)
- ☐ ኣነ ትግርኛ ይዛረብ እየ. (Tigrinya)
- ☐ Я розмовляю **українською**. (Ukrainian)
- ☐ میں **اردو** بولتا/ بولتی ہوں . (Urdu)
- ☐ Tôi nói tiếng **Việt**. (Vietnamese)
- ☐ **יידיש** רעד איך (Yiddish)
- ☐ Mo gbọ **Yoruba** (Yoruba)

Exhibit 3: Interpretation Services Available Poster

Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic عربي أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجانا.	**Korean** 한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Amharic አማርኛ ወደ ቋንቋዎ ይጠቁሙ። አስተርጓሚ ይጠራል። አስተርጓሚው የሚቀርበው ያለ ምንም ወጪ ነው።	**Mandarin** 國語 請指認您的語言， 以便為您提供免費的口譯服務。
Burmese မြန်မာ သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။	**Polish** Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
Cantonese 廣東話 請指認您的語言， 以便為您提供免費的傳譯服務。	**Portuguese** Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi فارسي به زبان موردنظر اشاره کنید. ما برای شما مترجم می آوریم. این کار هیچ هزینه ای برای شما نخواهد داشت.	**Punjabi** ਪੰਜਾਬੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ ਅਤੇ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਏਗਾ। ਇਹ ਦੁਭਾਸ਼ੀਆ ਤੁਹਾਨੂੰ ਬਿਨਾ ਕਿਸੇ ਖ਼ਰਚ ਦੇ ਦਿੱਤਾ ਜਾਏਗਾ।
French Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	**Russian** Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Haitian Creole Kreyòl Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	**Somali** Afsoomaali Farta ku fiiq luqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hindi हिंदी अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	**Spanish** Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Hmong Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	**Tagalog** Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Italian Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	**Vietnamese** Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

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Over-the-phone interpretation and document translation in more than 170 languages.

Exhibit 4: Waiver of Free Interpretation Services

362 Green Street
Cambridge, MA 02139
www.cambridge-housing.org
T: 617-864-3020 | TDD 800 545 1833 x112

WAIVER OF INTERPRETATION SERVICES

Date: _____

Client Name: _____

Address: _____

_____

_____

Phone: _____

I, _____, understand that under federal and state law I have the right to have a qualified interpreter provided to me free of charge by Cambridge Housing Authority to explain to me, in my preferred language, information concerning their programs. I acknowledge that Cambridge Housing Authority explained this right to me in my preferred language.

I understand that Cambridge Housing Authority provides interpretation services free of charge for its limited English and non-English speaking clients. Cambridge Housing Authority has encouraged me to use the services of its provided qualified interpreter. I acknowledge that Cambridge Housing Authority explained to me in my preferred language the importance of having the requested information explained to me by a qualified interpreter in my preferred language so that I can understand my legal rights and fully and knowingly participate in all programs it offers.

I acknowledge that the staff of Cambridge Housing Authority discussed with me the risks of using a friend and/or family member as my interpreter. These risks, as explained to me by Cambridge Housing Authority, include but are not limited to the following:

- Friends and/or family members may not have the language skills and technical vocabulary required to interpret information completely and accurately concerning my questions about Cambridge Housing Authority programs;

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- Friends and/or family members are not bound to uphold the same standards of privacy, confidentiality, ethics, and linguistic accountability as a professional, qualified interpreter; and,
- Issues may arise concerning my questions that may be sensitive and/or difficult to discuss with me through a friend and/or family member.

I fully understand the risks of using a friend and/or family member as my interpreter. I have freely, voluntarily, and knowingly decided to decline the professional interpreter that Cambridge Housing Authority has offered to provide me with free of charge, and instead use a friend and/or a family member as an interpreter.

I understand that by using a friend and/ or family member as my interpreter, confidential information may be disclosed to them, and I agree that this disclosure can be made.

I understand that at any time, I can change my mind and ask a staff member of Cambridge Housing Authority to provide an interpreter. I understand that Cambridge Housing Authority may still choose to secure its own professional interpreter to ensure the accuracy of the matter being discussed.

I have read the above and received a copy.

_____	_____	_____
Client Name	Client Signature	Date
_____	_____	_____
CHA Staff Name	CHA Staff Signature	Date
_____	_____	
Interpreter Name/ID Number	Language Used	

Exhibit 5: Vital Documents List

- Communication Preference Form
- Initial and final application(s) for housing
- Appointment notices
- Consent forms
- Lease, including lease addenda
- Lease compliance notices including notices to quit
- Termination notices
- Grievance and Conference hearing notices and procedures
- Recertification related forms and notices
- Inspection notices and result
- Rent simplification notices and schedules
- Rent change notices
- Transfer policies and procedures
- Section 8 family obligations

Exhibit 6: Important Document Translation Notice

Kreyòl ayisyen: Sa a se yon dokiman enpòtan. Tanpri kontakte CHA nan 617-864-3020 pou asistans gratis nan lang.
Español: Este es un documento importante. Comuníquese con CHA al 617-864-3020 para obtener asistencia lingüística gratuita.
Português: Este é um documento importante. Entre em contato com a CHA pelo telefone 617-864-3020 para obter assistência linguística gratuita.
አማርኛ: ይህ አስፈላጊ ሰነድ ነው. ለነጻ ቋንቋ እርዳታ እባክዎ CHAን በ 617-864-3020 ያግኙ።
简体中文：这是一份重要文件。请拨打 617-864-3020 联系 CHA 获取免费语言帮助。
繁體中文：這是一份重要文件。請致電 617-864-3020 聯絡 CHA 以獲取免費語言協助。
عربي: هذه وثيقة هامة. يرجى الاتصال بالغرفة CHA على الرقم 3020-864-617 للحصول على المساعدة اللغوية المجانية.
Tiếng Việt: Đây là một tài liệu quan trọng. Vui lòng liên hệ CHA theo số 617-864-3020 để được hỗ trợ ngôn ngữ miễn phí.