



# NON-EMERGENCY LEP HOTLINE

We offer free interpretation and translation services for individuals with **Limited English Proficiency**. If you have a non-emergency CHA question, please let us know by leaving a voicemail at **(844) 948-1031** (interpretation services available 24/7). You will be able to leave a message in your preferred language with the assistance of an interpreter. You may also send us an email to [chala@thecha.org](mailto:chala@thecha.org). A CHA representative and an interpreter will call you back for follow-up and resolution.

## 24/7 Non-Emergency LEP Hotline Instructions:

1. Dial **1 (844) 948-1031**
2. Your call will be answered by an operator, who will ask you what language you need interpreted
3. Inform the operator of the language you speak
4. The operator will then connect you with an interpreter that speaks your requested language and you will be transferred to voicemail to leave a message
5. Please provide the following information in your voicemail message:
  - a. Name
  - b. Tenant ID
  - c. Phone Number
  - d. Building name, or address
  - e. Program (HCV, Senior Housing, Family Housing, Homeownership)
  - f. Question/Concern
6. Instruct the interpreter to repeat your message to the voicemail in English

*Please note that this is a non-emergency phone line. **FOR EMERGENCIES CALL 911***