

July 29, 2020

Dear Applicant/Guest:

We're making changes that might affect when a hotel/motel room may be provided for you.

We won't house you in a hotel/motel if space is available in a shelter. *Call us at 1-800-479-6151 to see if shelter space is available in your area.*

If you have a physical or mental disability:

- Your local shelter may be able to make special arrangements to help you stay there. This is called a *reasonable accommodation*.
- Your ESD worker can help you talk to your local shelter about your need for an accommodation.

If your local shelter can't make a reasonable accommodation:

- Complete and submit ESD Form 218M. *Ask your ESD worker for a copy.*
- If approved and you meet other requirements, a hotel/motel room will be provided.

➤ We won't house you in a hotel/motel if in the last 30 days:

- You did not accept an available shelter space. *OR*
- You were asked to leave a shelter for not following the rules.

➤ We won't house you in a hotel/motel if you voluntarily left a place where you could have stayed in the last 90 days — unless you left for health or safety reasons.

**IMPORTANT: TURN OVER & READ THE OTHER SIDE OF THIS LETTER.**

**If you need interpretation services...**

إذا أنت ترغب خدمات الترجمة الفورية اتصل برقم 1-855-247-3092 (Arabic)  
Ako su Vam potrebne usluge tumačenja, pozovite 1-855-247-3092. (Bosnian)  
စကားပြန် ဝန်ဆောင်မှုလုပ်ငန်းကိုအလိုရှိပါက 1-855-247-3092 သို့ဖုန်းဆက်ခေါ်ပါ။ (Burmese)  
Si vous avez besoin de services d'interprétation, appelez le 1-855-247-3092. (French)  
Mugihe woba ushaka impfashanyo yo gusigurirwa, hamagara uyu murungo 1-855-247-3092. (Kirundi)  
यदि तपाईंलाई दोभाषे सेवाको जरुरत परेमा 1-855-247-3092 मा कल गर्नुहोस्। (Nepali)  
Haddii aad u baahan tahay adeegyo turjumaan, wac 1-855-247-3092. (Somali)  
Si usted necesita servicios de interpretación, llame al 1-855-247-3092. (Spanish)  
Ikiwa unahitaji huduma za ukalimani, piga simu 1-855-247-3092. (Swahili)  
Nếu quý vị cần dịch vụ thông ngôn, hãy gọi 1-855-247-3092. (Vietnamese)

**RIGHT TO A FAIR HEARING:**

If you disagree with a decision we made, you may ask for a fair hearing. The Human Services Board will:

- Hold a hearing within 10 days (usually).
- Listen to your side of the story.
- Review the facts fairly and objectively.
- Decide if the decision should be upheld or reversed.

You must ask for a fair hearing within 90 days of getting a notice. To do so, you may call ESD at 1-800-479-6151 or the Human Services Board at (802) 828-2536. You may also get someone you trust to help you.

**RIGHTS OF PEOPLE WITH DISABILITIES:**

If you have a disability, you may be entitled to free aids & services to help you get benefits. This is called a *reasonable accommodation*. Examples include:

- Having someone write your answers down.
- Giving you documents in other formats. For example: large print, audio, or Braille.
- Having a support person with you when you talk to us.
- Meeting in your home or by phone.
- Giving you more time to get us the documents we need.

Call 1-800-479-6151 if you need this help.

**NEED LEGAL HELP?** Call 1-800-889-2047 to see if you qualify for free help from Vermont Legal Aid.

**HAVE QUESTIONS?** Ask your worker or call 1-800-479-6151.

**LEARN MORE:** Go to <https://dcf.vermont.gov/esd/covid19>. You can also call 1-800-479-6151 to learn more about temporary housing during COVID-19.