

# LANGUAGE ACCESS PLAN TEMPLATE

AGENCY NAME  
Language Access Plan

## **I. Introduction**

The Agency has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16.

## **II. Purpose**

The purpose of this plan is to ensure clients of the Agency meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The Agency is committed to this Language Access Plan as the appropriate response to meeting our clients’ needs. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by the Executive Office of Administration and Finance.

Consistent with the guidance of ANF Administrative Bulletin #16, a Limited English Proficient (“LEP”) person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as a LEP person.

## **III. Agency Description**

The Agency should use this section to describe the Agency, its mission, services, programs and activities as fully but as succinctly as possible.

#### **IV. Language Access Plan:**

Approach: The Agency Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This Language Access Plan has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. This Language Access Plan represents Agency administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks Agency will undertake to meet this objective.

##### Language Access Plan:

(1) Agency Language Access Coordinator:

(Identify the Language Access Coordinator, agency contact information including address, telephone number and email address)

(2) Agency Language Access Needs Assessment:

- a. Based on the services, programs and activities listed above prioritize and describe the steps the agency will take to ensure such services, programs and activities provide meaningful access to the populations whose language meet or exceed the 5% threshold. For agencies that have regional offices, this process should be described for each region.
- b. Language Makeup of Client Population  
(Each language and the percentage of the language's presence should be identified and listed in this section)
- c. Points of Contact between Agency and Client Population  
(Agency Office including regional offices, website address(es), main telephone numbers, etc.)

(3) Language Resources Assessment:

- a. Identification of existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters  
(Actual staff need not be identified; languages spoken should be)
- b. Community-based resources available to be deployed to assist agency in meeting language access needs

(4) Language Service Protocols:

- a. Which language services are required to implement the Language Access Plan (In this section, the Agency shall indicate the specific types of resources – in-person interpretation, phone interpretation, community-based resources, etc., that are available to provide language access and how the resources will be deployed to meet language access needs)
- b. Define and describe Agency’s language access protocols for providing interpretation services
- c. Define how a client will be able to access and utilize the resources identified in paragraphs (a) and (b)

(5) Vital Document Translation:

- a. Agency to identify, by list, the name of vital documents, in whole or in part, to translate including timeframe for translation
- b. Agency website content, by list, to translate including timeframe for translation

(6) Stakeholder Consultations:

(Did the Agency consult stakeholders in the development of this Language Access Plan – description of consultation?)

(7) Staff Training:

(Describe the Agency’s plan to implement staff training activities)

(8) Notice to Public.

(Describe the Agency’s plan to notify clients of free language assistance and how a client may access such assistance)

(9) Agency Monitoring:

(Describe the agency’s monitoring plan)

(10) Complaints:

(Agency should identify the process by which a client or client representative may file a complaint with either the Language Access Coordinator or the Office of Access and Opportunity)

\_\_\_\_\_  
Agency Head

\_\_\_\_\_  
Date

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date

## **Language Access Complaint Procedure**

(To be included as an attachment to LAP)

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Name of Language Access Coordinator

Agency Name

Business Address

City, MA Zip

Email Address:

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity

Office of the Governor

State House, Room 373

Boston, MA 02133

[Jabes.Rojas@state.ma.us](mailto:Jabes.Rojas@state.ma.us)