

EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY (EOPSS)

COMMONWEALTH OF MASSACHUSETTS



DEPARTMENT OF CORRECTION

LANGUAGE ACCESS PLAN

APRIL 2026

**LANGUAGE ACCESS PLAN (LAP)
STANDARD OPERATING PROCEDURE (SOP) to
103 DOC 488, Interpreter Services**

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I. INTRODUCTION AND BACKGROUND

A. POLICY STATEMENT

The Department of Correction's (Department) mission is to promote public safety by managing incarcerated and civilly committed individuals while providing care and appropriate programming in preparation for successful re-entry into the community. This Standard Operating Procedure (SOP) is implemented pursuant to and consistent with 103 DOC 488, *Interpreter Services*, to provide guidelines for providing individuals who are identified with Limited English Proficiency (LEP), who are incarcerated individuals, detainees, civil commitments, or otherwise in the custody of the Department (LEP incarcerated individuals/detainees/civil commitments) with meaningful access to Department resources, programs, and activities that would be available to them but for their LEP status. This SOP is intended to ensure that language will not prevent staff from communicating effectively with LEP incarcerated individuals, civil commitments, detainees, their families and others to ensure safe and orderly operations, and that language will not prevent incarcerated individuals, civil commitments or detainees from accessing essential programs and information for which they are otherwise eligible.

B. IDENTIFICATION OF LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS

1. An incarcerated individual, civil commitment, or detainee may self-identify as an individual who does not speak English as their primary language and/or has a limited ability to read, write or understand English. This self-identification can occur during the booking and admissions process where the booking officer would confirm an incarcerated or civilly committed individual's primary language during the initial screening. In addition, and if not done so during the booking process, the individual may self-identify as LEP at any point during their incarceration.

At reception institutions, Education intake staff members shall conduct an initial assessment to determine if the individual is LEP and identify limitations in reading, writing, or speaking English.

To ensure consistency and accuracy in LEP identification, the following process will be followed:

- a. Education intake staff members will generate a Daily Morning Report to identify all new commitments.
- b. The primary language listed in the inmate data screen by booking staff will be verified and based on the language identified, the staff will provide new commitments in the Orientation Unit the appropriate translated Education Intake Form.

- c. Once completed, the Education Intake Form will be collected by Education staff and the information will be entered into IMS and COMPASS.
- d. Education intake staff shall meet with the individual to administer the Test of Adult Basic Education (TABE) Language Assessment Locator Interview, which provides an initial evaluation of speaking, reading, and writing proficiency. Based on results, an individual may then be identified as Limited English Proficient (LEP).

2. **LEP Distinction and Assessment**

If an individual self identifies as having a limited ability to read, write or understand English or is believed by intake staff to have limited proficiency in these areas, Education intake staff shall meet with the individual to administer the Test of Adult Basic Education (TABE) Language Assessment Locator Interview, which provides an initial evaluation of speaking, reading, and writing proficiency.

Results from the Locator will be entered in the individual's case plan academic education tab within IMS, under the testing scores grid and corresponding test comments. Individuals identified as LEP will then be placed on the list to complete the Test of Adult Basic Education (TABE), which assesses reading, math, and language skills, determines academic proficiency, and measures progress over time.

All results will be documented in Education in IMS and COMPASS in accordance with established procedures.

3. **Additional Identification Methods**

In addition to the self-identification and intake assessment process, a staff member may identify an incarcerated individual, civil commitment, or detainee as LEP at any point during incarceration if communication barriers are observed.

LEP incarcerated individuals, civil commitments, or detainees include those who are in the process of learning English and may read, write, speak, or understand some English, but are not able to do so proficiently.

4. **Context-Specific Considerations**

LEP status may be context specific. For example, an individual may have sufficient English language skills to communicate basic information (name, address, commitment number etc.) but may lack the proficiency to communicate detailed information (*e.g.*, medical information, eyewitness accounts, information elicited in an interview, etc.).

C. **APPROACH**

The Department's LAP will be fully implemented subject to the availability of fiscal resources. This LAP is consistent with the guidelines of ANF Administrative Bulletin #16 and details the reasonable steps the Department has undertaken and will continue to take to provide LEP incarcerated and civilly committed individuals with meaningful access to Department resources, programs and activities for which they are otherwise eligible. Such access shall be ensured when the LEP incarcerated and civilly committed individual population meets or exceeds five percent (5%) of the Department's client population.

D. **PERIODIC DETERMINATION OF LANGUAGE SERVICE NEEDS**

1. On a continuous basis, data will be collected for the Department's population as a whole as well as by individual institutions. Using data available in the Inmate Management System (IMS), a report including primary and secondary languages of incarcerated individuals, civil commitments, and detainees will be provided every two (2) years.
2. This report will identify any foreign language that is spoken by five percent (5%) or more of the whole population and/or five percent (5%) or more of the population at any Department institution.
3. The Department will create a Language Access Task Force (LATF) comprised of the LAP Coordinator, LEP Institution/Division Monitors, and a cross-section of staff with particular familiarity in the area of programs, services and activities for identified LEP individuals. The LATF will schedule a meeting in the second quarter of each calendar year to determine if the Department has any new LEP incarcerated or civilly committed individual needs to address.

The LATF will consider the following on an ongoing basis:

- a. The number or proportion of LEP incarcerated and civilly committed individuals in the Department overall and their access to Department resources, programs and activities; and
- b. The resources available to the Department which may be used for LEP incarcerated and civilly committed individuals, and costs associated with different language service options.

II. LAP COORDINATOR AND INSTITUTION/DIVISION LEP MONITORS

A. DEPARTMENT'S LAP COORDINATOR

1. The following individual is the Department's LAP Coordinator:

Mitzi King, Administrative Officer IV, Auditor/Language Access Plan
Coordinator
Central Headquarters
50 Maple Street, Suite 3
Milford, MA 01757
Phone: 774-295-6305
Email: Mitzi.King@doc.state.ma.us

The LAP Coordinator shall be appointed by the Commissioner or the Deputy Commissioner of Reentry and Clinical Services.

2. Duties of the LAP Coordinator shall include, but are not limited to:
 - a. Coordinating identification of the Department's language service needs and strategies for responding to those needs;
 - b. Ensuring identification and securing of existing and needed resources (in-house, new hires contract, resource sharing with other agencies, volunteers, or other) to provide oral and written language services;
 - c. Identifying and recommending directives/general orders to implement the LAP.
 - d. Identifying criteria for designation of languages for initial round of translation in accordance with Section III (B) of this plan, based on demographic data and usage projections;
 - e. Assisting in the creation of systems to distribute translated documents, to include electronic and hard-copy availability;
 - f. Identifying training needs and providing for training to Institution/Division LEP Monitors, staff, and managers needing to use language services, as well as language service providers;
 - g. Establishing protocols for ensuring quality, timeliness, cost-effectiveness, and appropriate levels of confidentiality in translations, interpretation, and bilingual staff communications;
 - h. Identifying and implementing a system for receiving and responding to complaints by staff, incarcerated or civilly committed individuals, or others of ineffective language assistance measures;
 - i. Exchanging best practices with other Departments of Correction, law enforcement agencies, and other organizations, as well as between and among Department institutions;
 - j. Establishing a system to coordinate with the institutions and divisions so that incarcerated and civilly committed individual language needs are identified and responded to as early as practicable; and,

- k. Reviewing the progress of the Department and its institutions in providing meaningful access to LEP incarcerated and civilly committed individuals, and modifying the LAP if/when appropriate, and implementing directives/orders, as appropriate.

B. **INSTITUTION/DIVISION LEP MONITORS & DUTIES**

1. Each Institution/Division Superintendent/Director shall, in consultation with the Department's LAP Coordinator, appoint a staff member as the Institution/Division LEP Monitor. A list of LEP Monitor's will be posted on the (PDCU) Intranet page. Institution/Division LEP Monitor duties shall include but not be limited to:
 - a. Working with the LAP Coordinator to identify LEP needs in their institution/division and strategies for meeting those needs so that staff will have access to appropriate language services to interact with LEP incarcerated and civilly committed individuals;
 - b. Providing training to institution/division staff on implementation of the LAP, the 103 DOC 488, *Interpreter Services* policy and any other applicable directives;
 - c. Establishing and maintaining the institution's language assistance resource list including employees with language skills and revise the resource list as needed.
 - d. Assisting institution employees with accessing language resources;
 - e. Ensuring the institution's compliance with the LAP;
 - f. Ensuring that any document that is provided to the inmate population in their institution/division has a Spanish translation available;
 - g. Monitoring the need for additional or enhanced signage.

III. **LANGUAGE ASSISTANCE OPTIONS**

A. **ORAL LANGUAGE SERVICES**

1. Pre-Existing Language Services Interpretation

The Department currently maintains an agency wide policy regarding Interpreter Services. See 103 DOC 488, *Interpreter Services* policy. Prior to the submission of ANF Bulletin #16, the Department was providing Telephonic Interpreter Services pursuant to 103 DOC 488 for a number of years. 103 DOC 488 establishes a procedural mechanism for incarcerated and civilly committed individuals to utilize Telephonic Interpreter Services ([Lionbridge Website](#)) whenever dealing with specific programs and services provided by the Department, i.e., Inner Perimeter Security Officers (IPS), or Department investigations or questioning, Booking and Admissions, Health Services Unit (HSU), Classification Boards and Disciplinary Hearings.

These services are to be utilized for LEP incarcerated and civilly committed individuals. The 103 DOC 488, *Interpreter Services* policy also requires that Telephonic Interpreter Service information be included in the Department's Orientation Manuals.

2. Direct Communication with LEP Individuals by Staff with Linguistic Skills

Employees at Department institutions who volunteer to provide oral language translations (Oral Interpreter) shall be utilized when convenient and necessary. Please find the list of employees' respective languages below:

- American Sign Language
- Arabic
- Bosnian
- Cambodian
- Cantonese
- Cape Verdean Creole
- Chinese
- French
- French Creole
- German, Gaelic
- Greek
- Haitian Creole
- Jamaican
- Khmer
- Polish
- Portuguese
- Serbo-Croatian
- Spanish
- Tagalog
- Vietnamese

If an incarcerated or civilly committed individual requests an interpreter, or if correctional or medical staff believe the use of an interpreter is necessary, then the telephonic interpreter service shall be utilized in accordance with [103 DOC 488.03, Institution Procedures for Telephonic Interpreter Service Access and Use.](#)

B. WRITTEN LANGUAGE SERVICES

1. General Forms and Documents:

- a. The Department shall translate all of its regulations (CMRs) for those languages that meet the five percent (5%) threshold and has translated policies and directives that are available to incarcerated

- and civilly committed individuals and the public into Spanish.
- b. The LATF has identified Department documents that should be accessible for those languages that meet the five percent (5%) threshold and translation of these documents is ongoing.
 - c. When translations are not possible or reasonable, important information is conveyed verbally in the relevant language. LEP incarcerated and civilly committed individuals may utilize the Telephonic Interpreter Service for translating these documents.

IV. HUMAN RESOURCE PLANNING

The Department is committed to creating a workplace that reflects the diversity of the Commonwealth and all its citizens and will endeavor to provide an inclusive environment that values and respects all cultural differences. The Department is deeply committed to equal access and will continue to implement initiatives that encourage diversifying its workforce and business partners, in an effort to increase meaningful access for programs and services to LEP incarcerated and civilly committed individuals in Department custody and their families.

A. The Department will continue to work to establish a diverse workforce within all divisions/institutions through the following actions:

- 1. Train Department Hiring Managers on 103 DOC 201, *Selection and Hiring* in connection with the Office of Workforce Development in partnership with DHR;
- 2. Participate in diversity career fairs and community networking sessions, partnering with other state agencies to identify and attract professional diverse candidates;
- 3. Partner with community organizations working to outreach for increasing representation of bilingual candidates;
- 4. Attempt to increase the representation of minorities and bilingual employees in Department management;
- 5. Perform exit interviews to provide data for recruitment and retention of members of protected groups with particular emphasis on bilingual employees;

B. The Department will continue to seek out individuals with language skills in recruitment, hiring and job operations through the following initiatives:

- 1. Educate hiring panels to consider an applicant's ability to speak a second language, particularly Spanish, consistent with 103 DOC 201, *Selection and Hiring* policy;

2. Track the language ability of Department staff and identify personnel who are willing to volunteer to serve as interpreters and post their information on the Department's intranet page;

V. PURCHASE OF SERVICE CONTRACTS

A. Review/Description of Service Contracts

The Department maintains contracts for medical, mental health, and social services for incarcerated individuals, civil commitments, and detainees. These contracts include healthcare services, comprehensive sex offender treatment, substance use programming, and recidivism reduction programming.

All Purchase of Service (POS) contracts contain general provisions emphasizing the need to hire and retain some bilingual staff. As these contract services are extended through contract renewal amendments and/or put out to bid or re-bid through the competitive procurement process, the Department shall continue to emphasize the need to hire and retain bilingual staff.

B. Improvements to Service Contracts

The Department will enhance its service contracts in the following manner:

1. Require that contractors will ensure that a sufficient number of personnel providing services to the incarcerated and civilly committed individuals are bilingual in English and Spanish;
2. Require that all curricula and reading material that is passed out to the incarcerated and civilly committed individuals as part of the program must be made available in English as well as Spanish;
3. Require the contractor to provide the Department a list of bilingual personnel, identifying their fluency in applicable languages, with quarterly updates;
4. Advise bidders that the requirement for bilingual staff will be a component of the evaluation criteria of the bid proposals and a stated contract performance measure.
5. Require that the LEP Coordinator review the current five percent (5%) threshold needs upon renewal, re-bidding or bidding of service contracts.

VI. ADMINISTRATIVE ACTIONS

A. POLICY ENHANCEMENTS

The Department will review the 103 DOC 488, *Interpreter Services* policy annually, in response to its Language Access Plan, and make updates as necessary.

1. Assessment and Evaluation

- a. Record in IMS during booking, an inmate's primary and secondary language and ability to comprehend the English language.
- b. Post or maintain in all Booking areas universal signs for requesting interpreter services and identifying the primary language to request use of the Telephonic Interpreter Services.
- c. Post or maintain in all Booking areas the directions and speakerphone capability to access the Telephonic Interpreter Services;
- d. Update Post Orders for Booking and Admissions positions to the duties listed above;
- e. Ensure that the IMS Offender Face Sheet will be written in English and Spanish for incarcerated and civilly committed individuals who would prefer to complete the information in writing.
- f. Ensure that a staff member familiar with the language of the incarcerated or civilly committed individual, enter the self-reported onto the Booking Screens.
- g. Translate the initial intake for medical and mental health into Spanish to assist when utilizing the Telephonic Interpreter Services.

2. Orientation

- a. Provide the Orientation Manual in both Spanish and English and include information regarding the use of Telephonic Interpreter Services;
- b. Create a video in English and Spanish regarding institution orientation;
- c. Create a list of frequently asked questions in English and Spanish regarding orientation, rules and regulations, medical/mental health access, fear for safety, Prison Rape Elimination Act (PREA);
- d. Ensure PREA information is available in Spanish and English;
- e. Maintain an updated video in English and Spanish of communicable/infectious disease;
- f. Provide each Correctional Program Officer (CPO) and members of medical and mental health staff with access to and directions on how to utilize the Telephonic Interpreter Services.

3. **Classification**

- a. Provide individuals authorized to utilize the COMPAS (Criminal Offender Management Profiling Alternative Sanctions) Assessment Form, with a Spanish translation of questions regarding risk and needs assessment, except for questions regarding criminal records;
- b. Ensure that the Notice to incarcerated individuals on the COMPAS Assessment Form is provided to individuals in English and Spanish.
- c. Provide incarcerated individuals with access to Telephonic Interpreter Services or a staff interpreter, when completing the COMPAS Assessment Form.
- d. Provide classification related documents such as the 48-hour notification and the appeal form in English and Spanish;
- e. Conduct classification hearings and interviews in the incarcerated individual's requested language utilizing the Telephonic Interpreter Services;
- f. Require that the LEP Monitor at each institution ensure that classification staff is familiar with use of Telephonic Interpreter Services and availability of bilingual documents.

B. DISCIPLINARY HEARINGS

1. The Department provides interpretation and translations so that the LEP incarcerated individual, civil commitment, or detainee has an opportunity to understand and participate effectively in the proceedings.
 - a. Ensure that disciplinary hearings and interviews with LEP incarcerated and civilly committed individuals are conducted in the LEP individual's language utilizing the Telephonic Interpreter Services.
 - b. Familiarize disciplinary staff with the use of Telephonic Interpreter Services and availability of bilingual documents.

C. INMATE GRIEVANCES AND INFORMAL COMPLAINT FORMS

1. Provide grievance forms, grievance appeal forms and informal complaint forms in English and Spanish to ensure all incarcerated individuals, civil commitments, or detainees are able to communicate their complaints and concerns in writing.
 - a. [103 CMR 491, Inmate Grievances policy](#)
 - b. [103 CMR 491, Inmate Grievances policy \(Spanish\)](#)
 - c. [103 CMR 491, Inmate Grievances policy attachments](#)
 - d. [103 CMR 491, Inmate Grievances, Standard Operating Procedure, Informal Complaint Resolution](#)

2. Provide incarcerated and civilly committed individuals and staff with access to Telephonic Interpreter Services that enhance communication between staff and incarcerated or civilly committed individuals with regard to grievances, grievance appeals, informal complaints, and settlement agreements.
3. Translate and provide grievance suspension forms issued as a result of abuse of the grievance process in English and Spanish and provide Telephonic Interpreter Services to address all other LEP individual grievance suspensions as needed.
4. Ensure use of Telephonic Interpreter Services, when documenting items in IMS or other applicable records.
5. The use of Telephonic Interpreter Services is outlined in [103 DOC 408, Reasonable Accommodations](#) and [103 DOC 408, Reasonable Accommodations, Standard Operating Procedure](#).

D. HEALTH CARE/MEDICAL (INCLUDING MENTAL HEALTH AND DENTAL)

The Department has contracts for the provision of comprehensive medical, mental health and dental services for all incarcerated individuals, civil commitments, and detainees. All Purchase of Service (POS) contracts contain provisions emphasizing the need to hire and retain bilingual staff to ensure meaningful access for LEP individuals.

Language Access and Interpretation Requirements for Contractors

To ensure consistent and equitable communication for all incarcerated individuals, including those at Bridgewater State Hospital (BSH), the Massachusetts Alcohol and Substance Abuse Center (MASAC), and Civil Commitment units at the Massachusetts Treatment Center (MTC), the following language access standards apply to all contractors and vendors, including but not limited to VitalCore, Recovery Solutions and Spectrum Health Systems:

1. Telephonic Interpretation Access

All applicable contracts shall require access to the Department's telephonic language line interpretation service ([Lionbridge Website](#)) for use by contractor personnel. If a contractor elects not to use the Department's language line, the contractor must, at its own expense, provide an alternative, equivalent interpretation service approved by the Department.

2. Video Relay Interpretation (VRI) for ASL ([Purple Inc.](#)) Contractors shall maintain an on-demand Video Relay Interpretation (VRI) solution to ensure access to American Sign Language (ASL) interpretation for all individuals who are deaf or hard of hearing. The VRI service must be available 24 hours per day, seven (7) days per week, and must meet professional interpretation and confidentiality standards.
3. VitalCore, Massachusetts Regional Office is located at 35 Parkwood Drive, Hopkinton, MA 01748 and can be reached at 1-508-426-6222.
4. All vendors currently use bilingual staff, if available. Ensure that Telephonic Interpreter Services are used to translate for incarcerated and civilly committed individuals in the Health Services Unit (HSU), i.e. medical area, if bilingual staff are not available.
5. Ensure that each institution's HSU has a telephone available with speakerphone capability.
6. If an incarcerated or civilly committed individual requests an interpreter, or correctional or medical staff believe the use of an interpreter is necessary, then the Telephonic Interpreter Service shall be utilized. The request for Telephonic Interpreter Services in these areas can be oral and directed to the appropriate person.
7. All vendors have translated or will interpret vital medical forms, notices, procedures, diagnoses, conclusions, and instructions, while assuring privacy and confidentiality according to system guidelines.
8. Medical Staff shall note the use of the Telephonic Interpreter Service in the progress notes by the health care provider who saw the individual.

VII. INSTITUTIONAL PROGRAMS AND SERVICES

The Department strives to ensure that programming is available to LEP incarcerated and civilly committed individuals. This is accomplished by ensuring that applicable policies, contracts with service providers and recruitment of volunteers take into consideration the needs of LEP incarcerated and civilly committed individuals.

A. DIVISION OF EDUCATION & TRAINING

Currently the Department offers English for Speakers of Other Languages (ESOL) classes at each institution school. The educational staff will assess LEP incarcerated and civilly committed individuals at the intake centers and refers them to appropriate educational classes.

B. VOLUNTEER SERVICES

The Department will continue to recruit bilingual volunteers to assist in the delivery of programs for LEP incarcerated and civilly committed individuals. The volunteer application form shall reflect whether the volunteer is bilingual and if so, what language(s) they speak. The Department will ascertain whether the bilingual volunteer is able to communicate effectively.

C. CIVILIAN ACCESS

1. Telephone options have been expanded to allow LEP civilians access to general institution/division information including but not limited to:
 - a. [Directions to the Institution/Division;](#)
 - b. [Mailing information;](#)
 - c. [Visitation schedule, if applicable; and](#)
 - d. [Dress Code Information.](#)
2. Online visitor information on the [Department's website](#) will address the needs of LEP citizens.
3. The [LEP.gov](#) website will provide access to LEP civilians consistent with requirements of Administrative Bulletin #16.

VIII. TRAINING AND EDUCATION

Training and Education are critical so that staff become competent in providing incarcerated and civilly committed individuals access to language services. Institution/Division LEP Monitors will ensure compliance with this SOP, and 103 DOC 488, *Interpreter Services*. LEP Monitors are encouraged to develop best practices and to share these best practices with their peers at all Department institutions.

Initial training and subsequent annual training and education will be provided to all levels of staff coming into contact with LEP incarcerated and civilly committed individuals, including managers and those responsible for classification, programs, treatment eligibility, medical, disciplinary or any other aspects of 103 DOC 488, and resulting procedures. Education on how to access Interpreter Services for LEP incarcerated and civilly committed individuals will be provided to new employees and volunteers as part of the new employee orientation.

IX. LAP PROGRAM MATERIAL

Updated copies of the 103 DOC 488, including this SOP, and directions for accessing Telephonic Interpreter Services, documents, training opportunities, and other information and tools for ensuring language access will be located on the [Department's internet page](#) for distributing or otherwise making them easily accessible.

X. INSTITUTION LANGUAGE ASSISTANCE RESOURCE LISTS

- A. An Institution Language Assistance Resource List will be maintained and continually updated in collaboration with the LATF, Institution/Division LEP Monitors and the LAP Coordinator. Resources include, but are not limited to:
1. [103 DOC 408, Reasonable Accommodations](#) and [103 DOC 408, Reasonable Accommodations, Standard Operating Procedure](#).
 2. Instructions for handling emergency situations, including radio protocols for accessing language services.
 3. Procedures for providing language assistance, including instructions on how to work with interpreters.
 4. Contact, shift, and language information for staff interpreters.
 5. Contact, on-call availability, and language information for contracted interpreters.
 6. Contact numbers and language information for Telephonic Interpretation Services.
 7. Contact, shift, and language information for bilingual staff and officers.
 8. Location and list of translated materials available for incarcerated and civilly committed individuals and visitors.
 9. List of self-identified LEP incarcerated and civilly committed individuals made available to Institution/Division LEP Monitors.

For further questions on Language Assistance Resources please contact:
Mitzi King, Administrative Officer IV, Auditor/Language Access Plan Coordinator
Central Headquarters
50 Maple Street, Suite 3
Milford, MA 01757
Phone: 774-295-6305
Email: Mitzi.King@doc.state.ma.us

XI. SIGNS IN INCARCERATED/CIVILLY COMMITTED INDIVIDUAL, VISITOR, AND STAFF AREAS

- A. Post signs in incarcerated individual, civil commitment, and visitor areas that detail important information in English and Spanish.
- B. Post signs in staff areas on how staff may access language services.
- C. Institution/Division LEP Monitors will review needs for additional or enhanced signage.

XII. MONITORING

Through the work of the LATF, the LAP Coordinator and the Institution/Division LEP's much progress has been made to ensure that LEP incarcerated and civilly committed individuals have meaningful access to the Department's resources, programs and activities in order to reduce disparities. The Department remains committed to fulfilling the spirit of [Executive Order 615](#) and [Administrative Bulletin #16](#) and will continue its work by developing the following:

- A. An audit process to be used at each institution that will ensure staff is knowledgeable of the LAP and to ensure the institutions are in compliance with the LAP mandates.
- B. A feedback tool for both incarcerated and civilly committed individuals and staff to assess the quality of access for LEP individuals and families.
- C. Utilization data to determine trends and areas where more services may be required.
- D. Quarterly reporting from the LATF to the Commissioner indicating progress and future needs to improve meaningful access for LEP incarcerated and civilly committed individuals.
- E. Updated and revise LAP at a minimum of every three (3) years.

XIII. COMPLAINTS

Individuals may file a complaint with the Department's LAP Coordinator or the Office of Access and Opportunity if they believe they have been denied benefits of this LAP. The complaint must be written within six (6) months of the alleged denial. The complaint must be in writing. To file a complaint with the Department's LAP Coordinator, individuals must submit a written complaint to:

Mitzi King, Administrative Officer IV, Auditor/Language Access Plan Coordinator
Central Headquarters
50 Maple Street, Suite 3
Milford, MA 01757




To file a complaint with the Office of Access and Opportunity, the written complaint must be submitted to the attention of:


Office of Access and Opportunity
Attention: Eduardo Moreno-Mendez, Office of the Governor
State House, Room 280
Boston, MA 02133

If you have any issues or questions regarding this plan, please reach out to the Governor's Office of Access and Opportunity at eduardo.morenomendez@mass.gov or govcommunityaffairs@mass.gov.

**INSTITUTION/DIVISION LEP MONITORS
UPDATED FEBRUARY 2026**

INSTITUTION	NAME	TELEPHONE	EMAIL	TITLE	DEPARTMENT HEAD
Boston Pre Release	Meridith Atkinson	617-822-5000, ext. 6117	Meridith.Atkinson@doc.state.ma.us	Director of Treatment	John Dean, Superintendent
Health Services	Mary Beth Lees	508-422-3474	Marybeth.Lees@doc.state.ma.us	Program Coordinator III	Jeffrey Fisher, ADC Clinical Services
MCI Framingham	Marvin Marquezlim	508-532-5100, ext. 316	Marvin.E.Marquezlim@doc.state.ma.us	ACA Coordinator/COI	Ryan Donlon, Superintendent
MTC	Keith Forsblom	508-279-8100, ext. 8415	Keith.Forsblom@doc.state.ma.us	Director of Treatment	Lisa Curto, Superintendent
MCI Norfolk	Caitlyn Sharry	508-660-5900, ext. 254	Caitlyn.Sharry@doc.state.ma.us	Director of Treatment	Kenneth Lizotte, Superintendent
NCCI-Gardner	Robert Boutwell	978-630-6000, ext. 155	Robert.Boutwell@doc.state.ma.us	Director of Treatment	Kelly Hastings, Superintendent
NECC	Sarah Larsen	978-371-7941, ext. 1212	Sarah.Larsen@doc.state.ma.us	Director of Classification & Treatment	Stacey Butkowski, Superintendent
OCCC	Sarah Wilbar	508-279-6947	Sarah.Wilbar@doc.state.ma.us	Director of Classification	Jeffrey Gonsalves, Superintendent
Pondville	Joseph Salvucci	508-660-3924, ext. 6337	Joseph.Salvucci@doc.state.ma.us	Director of Classification & Treatment	Joy Gallant, Superintendent
Shattuck	Anne Manning	617-971-3706	Anne.Manning@doc.state.ma.us	Deputy Superintendent	John Dean, Superintendent
MCI Shirley	Irene Ford	978-425-4341, ext. 4807	Irene.m.ford@doc.state.ma.us	Director of Classification	Matthew Divris, Superintendent
SBCC	Misty Byers	978-514-6500, ext. 6806	Misty.Byers@doc.state.ma.us	Deputy Superintendent of Reentry	Stephen Kennedy, Superintendent
Central Headquarters	Mitzi King	774-295-6305	Mitzi.King@doc.state.ma.us	PDCU Auditor	Brianna Arruda, Director of PDCU

 MA DOC Data Analytics Unit		Internal MA DOC Daily Facility Languages										Report Date Wednesday, January 7, 2026			
 Hover to see information	Primary Languages by Facility														Population Count
	BOS	CFI	FRA	GAR	LEM	MASPLY	MTC	NEC	NOR	OCC	PCC	SBCC	SHI	STH	Total
English	36	131	218	564	15	30	425	153	964	448	120	1,057	883	190	5,234
Spanish	15	21	8	130	3	1	77	31	165	38	15	166	147	11	828
Portuguese	0	0	2	11	0	0	10	0	12	4	0	5	3	2	49
French	0	0	0	7	1	0	5	0	3	1	1	8	3	1	30
Cape Verdean	0	0	0	5	0	0	4	0	4	1	1	6	2	0	23
No Data in IMS	0	2	3	0	1	3	1	0	0	0	0	0	0	6	16
Khmer	0	1	0	3	0	0	1	0	3	1	0	3	2	0	14
Vietnamese	1	0	1	1	0	0	0	0	7	0	0	2	1	0	13
Chinese	0	1	0	2	0	0	0	0	5	0	0	2	0	1	11
Sign Language	0	0	0	1	0	0	4	0	0	0	0	0	0	0	5
Arabic	0	0	0	2	0	0	0	0	1	1	0	1	0	0	5
Thai	0	0	0	2	0	0	1	0	1	0	0	0	0	0	4
Urdu	0	0	0	1	0	0	0	0	1	0	0	0	0	0	2
Korean	0	0	0	0	0	0	1	0	0	0	0	0	0	1	2
Italian	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Hindi	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2
Armenian	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2
Yaroba	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Turkish	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Tagalog	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Serb	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Russian	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Hebrew	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Greek	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Farsi	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	52	156	232	730	20	34	531	185	1,168	495	137	1,253	1,043	214	6,250
Facility	Security Level		Population Type		Assigned Sex		Age on Report Date		Race - Ethnicity		Religion		Language		
All	All		All		All		All		All		All		All		
Population	Housing Type			Reception			Offense Category			Offense Type					
All	All			All			All			All					
Filters: Facility All Security Level All Population Type All Assigned Sex All Age Group Report Date All Race-Ethnicity All Religion All Language All Population All Housing Type All Reception All Offense Category All Sentence All															



MA DOC
Data Analytics Unit



Internal MA DOC
Daily Primary Languages

Report Date
Wednesday, January 7, 2026

Population Summary	OMH/SMI Summary	Demographics Summary	Language Summary
6,250 Active Population 355 Civil (6%) 49 Pre-Trial (1%) 5,846 Criminal (94%) 1,683 Life Sentenced (27%)	Open Mental Health 2,965 (47%) Serious Mental Illness 2,643 (42%)	2,260 White (36%) 1,861 Black/African A. (30%) 1,922 Hispanic (31%) 207 Other (3%)	5,234 Primary English (84%) 828 Primary Spanish (13%) 188 Other (3%)

i Hover to see information
 Primary Language by Assigned Sex

■ Male
 ■ Female


	Male	Female	Total	
English	4,988	246	5,234	
Spanish	819	9	828	
Other [+]	180	8	188	
Total	5,987	263	6,250	

Primary Language by Facility

	English	Spanish	Other	Total
Boston Pre-Release Center	36	15	1	52
Bridgewater State Hospital	190	11	13	214
CFI County/Fed/Interstate	131	21	4	156
Lemuel Shattuck Hospital CC	15	3	2	20
MA Treatment Center	425	77	29	531
MASAC at Plymouth	30	1	3	34
MCI Framingham	218	8	6	232
MCI Norfolk	964	165	39	1,168
MCI Shirley	883	147	13	1,043
NCCI Gardner	564	130	36	730
Northeastern CC	153	31	1	185
Old Colony CC	448	38	9	495
Pondville CC	120	15	2	137
Souza-Baranowski CC	1,057	166	30	1,253
Total	5,234	828	188	6,250

Facility	Security Level	Population Type	Assigned Sex	Age on Report Date	Race - Ethnicity	Religion	Language
All	All	All	All	All	All	All	All

Population	Housing Type	Reception	Offense Category	Offense Type
All	All	All	All	All



Filters: Facility All Security Level All Population Type All Assigned Sex All Age Group Report Date All Race-Ethnicity All Religion All Language All Population All Housing Type All Reception All Offense Category All Sentence All