

EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



LANGUAGE ACCESS PLAN

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Disclaimer: the Language Access Plans for the Executive Office, the Department of Public Utilities and the Energy Facilities Siting Board should not be released to the public at this time. The LAPs for these three agencies are subject to a legally binding Informal Resolution Agreement and must abide by a different public process.

OFFICE OF THE SECRETARY
LANGUAGE ACCESS PLAN

OFFICE OF THE SECRETARY MISSION STATEMENTS

The [Executive Office of Energy and Environmental Affairs](#) (EEA) seeks to protect, preserve, and enhance the Commonwealth's environmental resources while ensuring a clean energy future for the state's residents. Through the stewardship of open space, protection of environmental resources, and enhancement of clean energy, EEA works tirelessly to make Massachusetts a wonderful place to live, work, and raise a family.

The [Massachusetts Office of Coastal Zone Management](#) (CZM) is to balance the impact of human activities with the protection of coastal and marine resources through planning, public involvement, education, research, and sound resource management.

The [Massachusetts Environmental Policy Act](#) (MEPA) conducts reviews of environmental impacts of projects that require "Agency Action," such as permits, land transfers, or financial assistance, by state agencies and certain municipal authorities. The intent of the MEPA review process is to provide meaningful opportunities for public review of potential environmental impacts before Agency Action is taken on the project.

The [Massachusetts Office of Technical Assistance](#) (OTA) is a non-regulatory agency that provides free and confidential technical assistance to Massachusetts manufacturers and businesses on toxics use reduction, pollution prevention, and resource conservation.

DEFINITIONS

Individuals with Limited English Proficiency (LEP): Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. Individuals with LEP include individuals who are deaf and hard of hearing.

Language Access: Providing individuals with LEP with reasonable access to the same services as English-speaking individuals.

Meaningful Access: Language assistance that results in accurate, timely, and effective communication at no cost to the individual with LEP needing assistance to eliminate communication barriers, such as sign language interpretation, real-time captioning, or other accessible form of communication as required by the ADA. Meaningful access denotes access that is not significantly delayed, restricted, or inferior as compared to programs or services provided to individuals with English proficiency.

Vital Document: Vital documents are documents containing critical information on agency programs, activities, services, including residents' eligibility rights, available in English which may deny non-English speakers and individuals with limited English proficiency equitable and meaningful access. Vital documents may include information that is critical for accessing programs or activities, and include, but are not limited to: consent and complaint forms, online and paper applications for services, intake forms, notifications pertaining to eligibility of services, notifications pertaining to reduced or elimination of services, appeal notices, notices advising individuals with LEP of free language services, documents required by law, and notifications regarding the availability of language interpretation and assistance.

Environmental Justice Population: A neighborhood that meet one or more of the following criteria: (i) the annual median household income is not more than 65 percent of the statewide annual median household income; (ii) minorities comprise 40 percent or more of the populations; (iii) 25 percent or more of the households lack English language proficiency; or (iv) minorities comprise 25 percent or more of the population and the annual median household income of the municipality in which the neighborhood is located does not exceed 150 percent of the statewide annual median household income.

Translation: The process of converting written text from a source language into an equivalent written text in a target language as fully and as accurately as possible while maintaining the style, tone, and intent of the text, and while considering differences of culture and dialect.

Interpretation: The act of listening, understanding, analyzing, and processing a spoken communication in one language (source language) and then faithfully¹ orally rendering it into another spoken language (target language) while retaining the same meaning. For individuals

¹ Interpreting accurately and completely without adding or taking away from the meaning.

with certain disabilities that affect communication, this can include understanding, analyzing, and processing a spoken or signed communication in the source language and faithfully conveying that information into a spoken, captioned, or signed target language while retaining that same meaning.

I. INTRODUCTION

The Massachusetts Executive Office of Energy and Environmental Affairs (EEA) is committed to improving the accessibility of its programs and services for individuals with limited English proficiency (LEP). EEA has prepared this Language Access Plan (LAP or “plan”) to reduce barriers and ensure LEP populations have meaningful access to services, programs, and activities. EEA will review and update this LAP at least every two years to ensure it continues to be responsive to community needs and in compliance with the Executive Office for Administration and Finance (A&F) Administrative Bulletin #16.

II. PURPOSE

The purpose of this plan is to ensure equitable and meaningful access to all EEA services, programs, activities, and materials for individuals with LEP at no direct cost to them. EEA is committed to making services available to individuals with LEP as part of its mission. EEA will work with each of its agencies, each of which is developing its own LAP, to ensure Secretariat-wide compliance with A&F Bulletin #16 and Executive Order 615, which require LAPs for each agency.

The objectives of EEA’s LAP are to (i) improve quality and access when it comes to state services, programs, and activities for individuals with LEP; (ii) reduce disparities and delays, if any, in the provision of state services/programs to eligible individuals with LEP; and (iii) increase agency effectiveness and public satisfaction. Adherence to this LAP will promote compliance with Title VI of the Civil Rights Act of 1964, federal Executive Order 13166 and associated Title VI regulations and guidance against national origin discrimination, the state’s anti-discrimination statute, Executive Order 526, and Executive Order 615.

This LAP will eliminate barriers for individuals with LEP and allow greater access to existing services. The LAP will also ensure that all staff are educated on how to best assist individuals with LEP in accessing those resources. EEA will ensure that any of the agency’s services, programs, or activities that are available to English-speaking individuals will also be made language accessible, in a fair and timely manner, to individuals with LEP.

III. POLICY AND APPLICABILITY

It is EEA’s policy to provide equitable and meaningful access to state services, programs, and activities to constituents with LEP. This policy applies to all offices and departments within EEA, including but not limited to the Office of Coastal Zone Management, Office of Law Enforcement and Environmental Police, Massachusetts Environmental Policy Act Office, and Office of Technical Assistance.

IV. LANGUAGE ACCESS RESOURCES

State Contracted Vendors

EEA contracts with multiple [state vendors](#) to provide translation and interpretation services for the office of the Secretary and any of its departments. The list of vendors on the [PRF75](#) (Foreign Language Interpretation and Translation Services) that EEA has awarded includes but is not limited to (i) Fox Translation Services; (ii) Language Bridge, LLC; (iii) Catholic Charitable Bureau of the Archdiocese of Boston; (iv) The ESL & TOEFL Associates, LLC; (v) International Translation Company; and (f) Baystate Interpreters, Inc. Staff can procure any vendors from the state contract list but may need to complete the process for Request for Quotes (RFQ) in COMMBUYS if EEA has not previously awarded the vendor.

Reduce Costs

EEA will standardize documents, where applicable, to reduce cost and translation needs. EEA will also engage in information sharing by Secretariat Language Access Coordinators as well as centralize interpreter or translator services to achieve cost advantages (procuring the service of a vendor for an extended period as opposed to project by project). Further, EEA will use language identification cards (or “I Speak Cards”) to determine the language(s) spoken by individuals with LEP who access its programs, activities, and services. For example, there are “I Speak Cards” in which “Mark this box if you read or speak English” is written in multiple languages (38) available for download [here](#).

Correspondence

EEA will use this generic label for documents providing awareness on programs, services, or activities. EEA will make language services available in at least the top 5 languages spoken in the Commonwealth, and other languages as requested. This generic label could also be included in correspondence or printed and electronic materials to assess additional languages needed.

This document contains important information. Please have it translated immediately.	Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.	ខេត្តសានស៊ីបប៊ី បំប៉នខ្ញុំម្ចាស់សំខាន់ៗ។ រាងគ្រូប្រាសាទខេត្តសានស៊ីបប៊ី ប្រែប្រួល ឡើងវិញ។
В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.	Este documento contém informações importantes. Por favor, traduza-lo imediatamente.	ឯកសារនេះមានន័យសំខាន់ ។
Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.	此文件含有重要信息。 請立即找人翻譯。	សូមបកប្រែជាបន្ទាន់ ។
تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً.	본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.	Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.
Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.	Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.	

Written Translation Guidelines

When translating a document, staff must follow these steps:

- Identify which language(s) are needed for translation for the impacted community. Projects with statewide implications should have the above-referenced label inserted and translated.
- Translate vital documents of interest for individuals with LEP into the top 5 languages. Vital documents are documents that contain critical information on agency programs, activities, and services, including residents' eligibility rights.
- Email a Word document version of the materials to be translated to the vendors listed on the State Contracted Vendors to request a quote. It is recommended that staff seek at least three (3) quotes from vendors on the statewide contract to assess which vendor provides the best rates and is able to meet the applicable deadline.
- The vendor contact information can be found on the [PRF75 Statewide Contract](#).

Interpretation for Live Event Services

EEA shall provide for simultaneous oral interpretation of live meetings, events, and proceedings (including community engagement meetings and public hearings) by qualified interpreters. EEA will also provide such interpretation for other programs and activities if appropriate and other requested languages if doing so allows individuals with LEP to meaningfully participate in those meetings, events, proceedings, programs, and activities. EEA staff will ensure that for lengthy live meetings, events, and proceedings, at least two interpreters will be booked to allow breaks; this is intended to prevent errors caused by mental fatigue. EEA will provide adequate opportunity for the interpreters to review the materials prior to the live meetings, events, and proceedings.

ASL Services

Any requests for American Sign Language interpreters should be made at least two weeks prior to the date of service through the Massachusetts Commission for the Deaf and Hard of Hearing and no less than two days prior to the date of service unless the request is an emergency. EEA does not require staff to seek prior approval before submitting a request to procure an ASL interpreter. Please note that after a request is filled, cancellation can be made no more than two business days before the date of service to avoid being billed for the service. The process for requesting an ASL interpreter or CART provider can be found [here](#).

CART Services

Any person who identifies as "Oral Deaf" will use verbal communication or Communication Access Real-Time Translation (CART). CART is a verbatim translation of the spoken word into written text. Requests for CART services should be made at least two weeks prior to the date of service through the Massachusetts Commission for the Deaf and Hard of Hearing and no less than two days prior to the date of service unless the request is an emergency. EEA does not

require staff to seek prior approval before submitting a request to procure a CART or captioning interpreter. After a request has been filled, cancellation can be made no more than two business days before the date of service to avoid service fees. The process for requesting an ASL interpreter or CART provider can be found [here](#).

Meaningful Access for People with Disabilities

The purpose of meaningful access for effective communication for people with disabilities is to ensure that a person with vision, speech, language, hearing, or other disability can convey information to, communicate with, and receive information from the EEA. Auxiliary aids and services may be required in order to meaningfully communicate with people with disabilities. People with disabilities may require different auxiliary devices or assistive technology for language and communication access depending on their functional needs.

EEA will provide screen readers for people who are blind or low-vision as well as alternative text to describe images that screen readers cannot interpret. EEA will also provide ASL or CART services for people who are Deaf or hard-of-hearing. Requests for reasonable accommodations for people with disabilities should be directed to Secretariat Diversity, Equity and Inclusion Director, Secretariat ADA Coordinator, and Non-Discrimination Coordinator, Melixza Ensanyie, Executive Office of Energy and Environmental Affairs, 100 Cambridge Street, Boston, MA 02114, at (617) 872-3270, Melixza.Esanyie2@mass.gov or [here](#).

Protocol for Requesting Language Services

EEA staff must identify the top 5-10 languages spoken in the Commonwealth for interpretation of public meetings and translation of vital documents. If interpretation and translation are needed for a public meeting on a statewide initiative or project, vital documents should be translated, and meetings interpreted into the top 5 languages spoken in the Commonwealth. For site-specific project, all vital documents should be translated, and meetings should be interpreted into the top 10 languages spoken by the population with LEP within a one-mile radius. For projects that are not site-specific and lack an address, all documents should be translated, and meetings should be interpreted into the top 10 languages spoken within a quarter of a mile radius of the project. Additional languages should be provided as requested. Staff must consult the following resources to determine the breadth and scope of language services needed:

- The 2015 American Community Survey (as updated) available via the [United States Census Bureau](#);
- Any demographic data, available via public sources, on language ability indicating that individuals speak English "less than very well";
- EEA's [EJ Map Viewer](#) (state level); and,

- Community organizations, school systems, faith-based organizations, and other community based organizations can often assist with identifying populations where additional outreach is needed.

Competence of Interpreters

EEA staff must obtain at least three quotes from the vendors as noted above to assess the best rates and deadline requirements. To ensure reliable service, it is best practice to inquire about the vendor's area of specialization (i.e., field or industry) and the qualifications of interpreters to provide simultaneous oral interpretation for live meetings, events, and proceedings. An interpreter must demonstrate proficiency in and ability to communicate information in both English and the other language, and to be proficient in the appropriate mode of interpreting (i.e., consecutive, simultaneous, or ASL). It is also crucial that the interpreter has knowledge in both languages of any specialized terms or concepts distinct to the program, service, or activity and of any distinguishing vocabulary or phraseology used by the affected individuals with LEP. Furthermore, interpreters must (i) understand and follow confidentiality and impartiality rules to the same extent as EEA staff and, to the extent their position requires, and (ii) understand and adhere to their roles as interpreters without deviating into a role as legal advisor, engineer, community expert, or another role.

Requesting Translation of Documents

EEA staff should take the steps outlined above to ensure meaningful access to programs, activities, or services by individuals with LEP. EEA staff must ensure that translation of vital documents for public meetings are accessible at least 14 days prior to the public event, if feasible, to ensure that the information reaches the targeted audience in a timely manner to allow for meaningful community participation.

V. IMPLEMENTATION

This LAP shall be fully implemented. It demonstrates EEA's commitment to ensuring that all residents of Massachusetts can readily access information and resources and meaningfully participate in programs and activities.

For staff, this plan centralizes resources and training and outlines the standard of meaningful access for individuals with LEP. EEA's LAP strives to ensure meaningful and equitable involvement of all people through the implementation of the following guidelines:

Secretariat Language Access Coordinator

The Secretariat Language Access Coordinator, Caroline Lemoine, Deputy Director of Environmental Justice, at (857) 378-1703 or caroline.lemoine2@mass.gov, is responsible for implementing this plan and ensuring it is compliant. The responsibilities of the EEA Language Access Coordinator include:

- Conducting staff training;
- Assisting with the procurement of language assistance services;
- Periodically or at least every two years reassessing and updating its LAP to reflect updated information on relevant LEP populations;
- Consulting with stakeholders; and
- Facilitating EEA's Language Access Working Group.

Action Steps

The Secretariat Language Access Coordinator will develop language access training for personnel whose responsibility is to arrange language access services for their respective program, division, or office. The Secretariat Language Access Working Group will assist with the development of training components and provide appropriate recommendations.

Reasonable steps will be taken to ensure that appropriate staff receive proper training relative to the LAP, A&F Bulletin #16 policies, and internal processes for requesting language access services. Trainings may include, but are not limited to:

- Working effectively with individuals with LEP and over-the-phone interpreters; and
- Implementation of LAP.

The LAP will be:

- Posted internally for all employees;
- Incorporated into the orientation for new employees;
- Presented to management so they are fully aware of and understand the LAP, to reinforce the plan's importance and ensure its implementation by staff; and
- Presented to EEA staff who have contact with the public so that such staff is trained to work effectively with individuals with LEP and over-the-phone interpreters.

Language Service Needs Assessment

EEA's Language Access Coordinator will collaborate with the Office of Environmental Justice and Equity to conduct a needs assessment. The needs assessment will:

- Identify and characterize the nature and importance of the various services and programs provided by the agency to help determine the priorities for providing services to ensure access for individuals with LEP;
- Gather data on the language makeup of the population served by EEA and consider whether the data indicates that any particular language groups are not being served or are being under-represented; and

- Identify all points of contact between the agency and the public and all potential language or language-related barriers to services and programs.

EEA's Language Access Coordinator will facilitate quarterly meetings with the Language Access Working Group to disseminate information and share lessons learned and best practices to implement EEA's LAP.

EEA uses the [United States Census Bureau](#) to access data on a granular level (American Community Survey) to determine the top languages spoken in Massachusetts, which include Spanish, Portuguese (Brazilian and European), Chinese (Mandarin and Cantonese), Haitian Creole, Khmer, Vietnamese, Russian, Cape Verdean Creole, French and Arabic.

VI. WEBSITE CONTENTS

Website Content

EEA website content will be periodically reviewed and modified so that vital information is translated into the top 5 languages as identified above in Language Service Needs Assessment.

Artificial Intelligence and Language Translate

Websites and their content, in relation to certain vital documents available in text format, will include appropriate disclaimers as shown [here](#). EEA agencies, consistent with policies promulgated by the Information Technology Division or EEA's Chief Information Officer will use existing web-based services or programs that translate website content as shown [here](#).

Social Media Platforms

EEA will utilize its social media platforms to provide translated vital information and increase messaging to populations with LEP. EEA will disseminate information using its Office of Environmental Justice and Equity monthly newsletter and EEA's twitter page to share important information.

Vital Documents Translation

Vital documents are documents containing critical information on agency programs, activities, and services, including residents' eligibility rights, that are available in English but may deny non-English speakers and individuals with limited English proficiency equitable and meaningful access. Vital documents may contain information that is critical for accessing programs or activities, including but not limited to consent and complaint forms, online and paper applications for services, intake forms, notifications pertaining to eligibility of services, notifications pertaining to reduced or elimination of services, appeal notices, notices advising individuals with LEP of free language services, documents required by law, and notifications regarding the availability of language interpretation and assistance. When necessary, EEA will provide financial support for agencies to provide professional and culturally competent translations of vital documents.

VII. MONITORING AND REVIEW OF LANGUAGE ACCESS PLAN

EEA will review, revise, publicize, and implement its plan at least every two years, and, where appropriate, on an ongoing basis, will assess whether a change in services, programs, or activities is necessary to ensure that non-English speakers and individuals with LEP have continuous and equitable access. To ensure stakeholder participation in the revision and further development of its plan, EEA will consult with community-based organizations that provide services to the populations it serves. EEA will also provide a survey after the provision of language assistance services to collect feedback on the accuracy and quality of the language assistance services provided. Further, in conducting its review, EEA will consider assessing changes in:

- Any significant changes in the demographics or language needs of LEP populations within the service area or population affected or encountered by the agency;
- Availability of resources;
- Processes for staff requesting assistance for interpretation and translation needs;
- Processes for training staff on the implementation of this plan;
- Whether the existing plan is meeting the needs of LEP populations; and
- Types of activities or services provided to LEP populations.

The designated Secretariat's Language Access Coordinator shall monitor the effectiveness of this plan and that of each of the agencies under EEA's purview including any affiliated agency. The Secretariat's Language Access Coordinator shall facilitate a quarterly meeting with all EEA agencies' Language Access Coordinators to assess the implementation of each plan.

EEA will post this draft Language Access Plan for a 60-day public comment period and will consider all comments received, with improvements to its draft Language Access Plan incorporated as necessary.

VIII. COMPLAINTS

EEA continuously strives to improve the development and implementation of LAPs. EEA responds to public inquiries and complaints with thorough investigations, implementation of necessary corrective actions, and feedback and communication with the complainant. For any language access concerns or comments, please contact:

Caroline Lemoine
Deputy Director of Environmental Justice
Secretariat Language Access Coordinator
Executive Office of Energy and Environmental Affairs
100 Cambridge Street, Suite 900

Boston, MA 02114

Email: caroline.lemoine2@mass.gov

To file a complaint with the Massachusetts Governor's Office of Access and Opportunity, the written complaint may be submitted to the attention of:

Office of Access and Opportunity

Yarlennys Villaman

Director of Community Affairs

Language Access Coordinator

24 Beacon Street

Office of the Governor

State House, Room 54

Boston, MA 02133

(617) 947-9759

Yarlenys.k.villaman@mass.gov

DEPARTMENT OF CONSERVATION AND RECREATION



LANGUAGE ACCESS PLAN

I. INTRODUCTION

The Department of Conservation and Recreation (DCR) has developed and prepared this Language Access Plan (LAP) outlining ongoing efforts taken to provide language services to Limited English Proficiency (LEP) constituents.

This plan also defines the actions our office is taking to ensure meaningful access to programs, services, activities, and materials for all LEP constituents.

The DCR will review and update this LAP at least every two years or more often if needed to ensure continued responsiveness to community needs.

The DCR serves a diverse population of various ages and linguistic origins. An LEP person is someone who cannot speak, read, write, or understand the English language at a level that allows them to interact effectively with DCR's staff. A constituent maintains the right to self-identify as LEP.

II. PURPOSE

The purpose of this plan is to ensure meaningful access to services, programs, activities, and materials for all LEP constituents.

The DCR is committed to making services available to individuals with LEP as part of its mission. Based on this commitment, the DCR makes every attempt to assist LEP constituents in accessing our services.

This LAP does not create new services; rather, it strives to eliminate barriers for LEP constituents existing services and ensure that all staff can assist LEP constituents in accessing those resources.

DCR will provide quality language assistance to LEP constituents in a fair and timely manner, ensuring meaningful access to the agency's services.

This LAP centralizes language access materials for staff and outlines the regular trainings for new hires to ensure that all staff can access the materials and services listed in the sections below.

The objectives of these Language Access Guidelines are to:

- Improve access to and quality of state services, programs, and activities for non-English speakers and individuals with LEP;
- Reduce any disparities and delays in the provision of services/programs to eligible LEP speakers; and

- Streamline training and resources for staff to increase effectiveness and ensure public satisfaction.

III. POLICY

It is the DCR's policy to provide meaningful access to programs and services to individuals with limited English proficiency.

IV. APPLICABILITY

This policy applies to all offices within the DCR.

V. ROLE

DCR Mission – The Department of Conservation and Recreation's mission is to protect, promote, and enhance our Commonwealth of natural, cultural, and recreational resources for the benefit of all. DCR is dedicated to improving the quality of life in the Commonwealth of Massachusetts. We do this by protecting and conserving our natural and cultural resources through professional stewardship, connecting people to these resources through recreation and education, and partnering with other communities and organizations that share our common purpose.

Although it is one of the country's smallest states, Massachusetts has one of the largest, oldest, and most diverse parks systems, covering an area of approximately 450,000 acres of land. Its 450,000 acres are made up of forests, parks, greenways, historic sites and landscapes, seashores, lakes, ponds, recreational facilities, reservoirs, and watersheds.

DCR's focus is on:

- Improving outdoor recreational opportunities and natural resource conservation;
- Restoring and improving our facilities;
- Expanding public involvement in carrying out DCR's mission; and
- Establishing first-rate management systems and practices.

DCR Direct Services Programs

Recreation: Programs and activities for the public at campgrounds, multi-use trails, swimming pools, beaches (salt and freshwater), skating rinks, spray decks, ball fields, picnic areas, and playgrounds.

Universal Access: Provides accessibility to parks and programs for people of all abilities.

Ranger and Interpretive Services: Promotes environmental education, natural and cultural

resource interpretation, and awareness and enforcement of regulations at DCR properties, and the State House. The Ranger Services is also responsible for issuing parking tickets and collecting fees.

Forest Fire Control: Prevents, detects, and suppresses forest fires on public and private lands.

Forestry: Protects and manages forests, watersheds, and landscapes on public and private lands.

Administrative Offices and Headquarters: Provides access to information on employment, response to RFRs & RFPs, special use permits, campground reservations, as well as accommodates various units that operate the parks system, including forestry, recreation, engineering, and planning.

The health and happiness of people across Massachusetts depend on the accessibility and quality of our green infrastructure—our natural resources, recreational facilities, and great historic landscapes. The DCR continues to improve the vital connection between people and the environment. The LAP provides an opportunity to make this a reality for all our constituents.

VI. LANGUAGE ACCESS PLAN

This LAP shall be fully implemented, subject to the availability of requisite fiscal resources. It represents the agency's commitment to ensuring that all residents of Massachusetts can readily access information and resources from the Department of Conservation and Recreation (DCR).

For staff, this plan centralizes resources, training, and the agency's multilingual content and publications while outlining the minimum standard of access to the agency for LEP constituents.

Language Access Coordinator

DCR's interim Language Access Coordinator, Gianni Hill, Deputy Chief of Staff, at Gianni.Hill@mass.gov, will be responsible for implementing and complying with DCR's Language Access Plan.

The role of the Language Access Coordinator includes the following:

- Conducting staff training;
- Assisting with the procurement of language assistance services;
- Periodically, or at least every two years, reassessing and updating LAP to reflect updated information on relevant LEP populations;

- Consulting with stakeholders; and
- Participating in EEA's Language Access Working Group.

DCR will identify and appoint a Language Access Coordinator, at which point the agency will update the Language Access Plan with the coordinator's contact information. The information will also be available on the agency's Environmental Justice webpage on mass.gov.

Language Resources

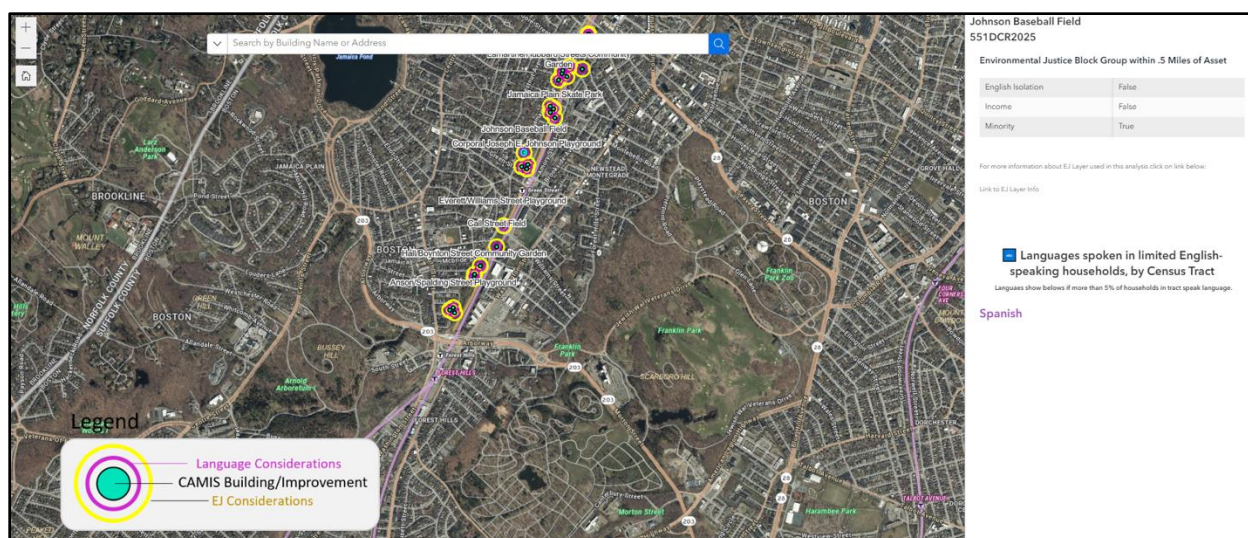
Translation: Means the process of converting written text from a source language into an equivalent written text in a target language as fully and as accurately as possible while maintaining the style, tone, and intent of the text and while considering differences of culture and dialect.

Interpretation: Means the act of listening, understanding, analyzing, and processing a spoken communication in one language (source language) and then faithfully orally rendering it into another spoken language (target language) while retaining the same meaning. For individuals with certain disabilities that affect communication, this can include understanding, analyzing, and processing a spoken or signed communication in the source language and faithfully conveying that information into a spoken, captioned, or signed target language while retaining that same meaning.

Translating Publications

The DCR is committed to maintaining all its widely applicable publications in the five most spoken languages in the Commonwealth: Vietnamese, Spanish, Portuguese, Haitian Creole, and Chinese (Simplified or Traditional). When reaching out to specific communities in the Commonwealth, DCR's staff should ensure that these publications will be accessible in the languages prevalent in each community.

DCR encourages its staff to use the [DCR Environmental Justice and Language Accessibility web map tool](#) that allows staff to select a DCR building or improvement and ascertain if it is near or in a census tract census tracts where residents reported not speaking English "very well" according to the 2015 data from the Census Bureau's American Community Survey Table B16001.



Screen Capture of DCR's EJ and Language Webmap Tool.

Longer and more specific publications should be translated when there are accessibility concerns for the intended audience.

DCR maintains a translation budget as part of its operating funds. Once a translation or interpretation request is received, DCR ensures compliance with state procurement laws to obtain such services. This may include a request for quotes to language service vendors on statewide contract and then reviewing responses in accordance with procurement to select a vendor to ensure timely and quality service.

Written Translations Guidelines

When translating a document, follow these steps:

- Choose which language(s) are needed for translation. Keep in mind that broadly applicable flyers should be translated into Spanish, Portuguese, Chinese (Simplified or Traditional), Haitian Creole, Khmer, Vietnamese, Russian, Cape Verdean Creole, French and Arabic;
- Fill Out [DCR'S Language Access Online Form](#). The form will capture, track, and collect information related to the request; and
- From there, the Language Access Coordinator will determine whether the request can be completed through DCR's Language Pool or if services are necessary from a statewide contract vendor. If vendor services are needed, DCR's language access coordinator will email a Word document version of the publication to be translated to the translation company, request a quote, and work with fiscal to ensure all procurement requirements are met.

In-Person Interpreting

When requesting an interpreter for an in-person event, follow these steps:

- Fill out [DCR's Language Access Form](#). The form will capture, track, and collect information related to the request; and
- DCR's Language Access Coordinator will obtain at least three quotes. DCR will work with the constituent or staff member requesting the service and the vendor to ensure timely and quality service.

For language access requests related to a disability, medical condition, or need for a reasonable accommodation to access programming or services, please contact the agency ADA Coordinator:

Moneesha Dasgupta
DEI Manager & ADA Coordinator
(617)645-0358
Email: Moneesha.Dasgupta2@mass.gov

Correspondence

DCR will work to include the text below in initial correspondence to constituents and as necessary thereafter.

This document contains important information. Please have it translated immediately.	Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.	ខេត្តសានស៊ីបប៊ី ប័ណ្ណខ្ញុំម្ចាស់សំខាន់។ រាងគ្រប់ខ្ញុំខេត្តសានស៊ីបប៊ីប្រែប្រួល យ៉ាងខ្លាំង។
В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.	Este documento contém informações importantes. Por favor, traduza-lo imediatamente.	ឯកសារនេះមានន័យសំខាន់ណាស់ ។ សូមបកប្រែជាបន្ទាន់ ។
Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.	此文件含有重要信息。請立即找人翻譯。	
تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً.	본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.	Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.
Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.	Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.	

Web Content

All Mass.gov webpages can be auto-translated under “Select Language” at the top of the screen.

DCR will begin providing this text in a variety of languages for attachment to important forms or webpages to alert constituents of this functionality provided by the Mass Gov team.

Please note: all Mass.gov sites can be auto-translated under "Select Language" at the top of the screen. To request a document be translated into another language, please fill out the form below.

Por favor, tenga en cuenta que todos los sitios de Mass.gov pueden ser traducidos automáticamente en "Select Language" ("Seleccionar idioma") en la parte superior de la pantalla.

Observação: todos os sites Mass.gov podem ser traduzidos automaticamente em "Selecionar idioma" na parte superior da tela.

សូមចំណាំ: គេហទំព័រ Mass.gov ទាំងអស់ អាចត្រូវបានបកប្រែដោយស្វ័យប្រវត្តិនៅក្រោមកន្លែង "ជ្រើសរើសភាសា" នៅផ្នែកខាងលើបំផុតនៃអេក្រង់។

Pur favor sabe: tudu siti di Mass.gov pode ser auto-traduzidu na "Selesiona Língua" na parti supirior di ekran. Pur favor sabe: tudu siti di Mass.gov (inkluindu kel formuláriu li) pode ser auto-traduzidu na "Selesiona Língua" na parti supirior di ekran.

Veillez noter que tous les sites Mass.gov peuvent être traduits automatiquement en cliquant sur « Sélectionner la langue » en haut de l'écran.

Vui lòng lưu ý: tất cả các trang Mass.gov đều có thể được dịch tự động ở mục "Chọn Ngôn Ngữ" ở trên cùng của màn hình.

Tanpri sonje: tout sit Mass.gov yo ka tradui otomatikman anba "Chwazi Lang" ki anlè ekran an.

Обратите внимание: все веб-сайты Mass.gov могут быть автоматически переведены на другой язык в разделе Select Language (Выберите язык) в верхней части экрана.

请注意: 所有 Mass.gov 站点内容 均可自动翻译, 请在页面顶部点击"选择语种 (Select Language)"。

Multilingual Staff at DCR

The DCR is committed to hiring and retaining multilingual staff for all positions, but especially for public-facing staff and on the agency's hotlines.

Interpretation for the Deaf and Hard of Hearing at DCR Events

The DCR must provide interpretation for the deaf and hard of hearing when requested. The organization hosting the event might request that our office provide interpretation when scheduling and confirming the event. When registering attendees for our office presentation/event, you should provide an option for attendees to request American Sign Language (ASL) interpretation for the deaf and hard of hearing.

Review these [First Time Use Instructions](#) from the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) to familiarize yourself with the different kinds of interpretation that could be requested.

If ASL interpretation is requested, follow the steps below to request an ASL interpreter. Requests should be made at least two weeks or more in advance of the event. If the services are no longer needed or the event is canceled, you should provide notice to MCDHH at least three days before the scheduled date to avoid fees.

[Massachusetts Commission for the Deaf and Hard of Hearing \(MCDHH\)](#)

Interpreters should be requested from the Massachusetts Commission for the Deaf and Hard of Hearing. The process for requesting interpretation is laid out on the Commission's website, linked above.

Request ASL for the date and time in question. Most events will require two ASL Interpreters.

It is possible to request interpreters from multiple organizations, but you should make time prior to the event for the interpreters to connect.

For language access requests related to a disability, medical condition, or need for a reasonable accommodation to access programming or services, please contact the agency ADA Coordinator:

Moneesha Dasgupta
 DEI Manager & ADA Coordinator
 (617)645-0358
 Email: Moneesha.Dasgupta2@mass.gov

Staff Training

The Language Access Plan (LAP) will be:

- Posted internally for all employees;
- Incorporated into the orientation for new employees;
- Presented to management so they are fully aware of and understand the LAP in order to reinforce the plan's importance and ensure its implementation by staff; and
- Presented to DCR staff having contact with the public, so such staff is trained to work effectively with LEP constituents and over-the-phone interpreters.

Monitoring

The DCR will review and update its Language Access Plan at least every two years or more frequently, as needed.

The review assesses:

- Whether there have been any significant changes in the composition or language needs of the population served;
- Whether the staff knows and understands the LAP document and is comfortable using the services described within;
- Whether additional documents require translation;
- Identification of any issues or problems related to serving individuals with LEP which may have emerged during the past year; and
- Identification of any recommended actions to provide more responsive and effective language services (e.g., adding documents to be translated, creating or expanding partnerships with community organizations, or changing staffing priorities).

Monitoring the effectiveness of a Language Access Plan may include:

- Analyzing current and previous data on language assistance usage, including languages served;
- Surveying staff on how often they use language assistance services, if they believe there should be changes to the services provided or the providers used, and if they believe that the language assistance services in place are meeting the needs of the LEP communities in their service area; and
- Monitoring feedback from community-based organizations, legal services, and other stakeholders about the agency's effectiveness and performance in ensuring meaningful access for individuals with LEP.

DCR's Language Access Coordinator shall attend quarterly meetings hosted by the Executive Office of Energy and Environment Affairs' designated Secretariat Language Access Coordinator to assess the implementation of this plan.