



Commonwealth of Massachusetts  
**Department of  
Developmental Services**

# LANGUAGE ACCESS PLAN

Revised December 2023

## Table of Contents

I.	Introduction.....	2
II.	Purpose.....	2
III.	Policy.....	3
IV.	Applicability .....	3
V.	Agency Description .....	3
IV.	Language Access Plan .....	4
1.	DDS Language Access Coordinator .....	4
2.	DDS Language Access Needs Assessment .....	4
3.	Language Resources Assessment .....	6
4.	Language Service Protocols .....	6
5.	Vital Document Translation .....	10
6.	DDS Website /Web Content .....	11
7.	Accessibility .....	11
8.	Stakeholder Consultation .....	12
9.	Staff Training .....	12
10.	Notice to Public .....	13
11.	Agency Monitoring .....	13
12.	Complaints.....	13
	Appendix A – Preferred Language .....	14

## I. Introduction

The Department of Developmental Services (DDS) is committed to improving the accessibility of its programs and services to eligible non-English speakers and limited English proficient (LEP) individuals within the Commonwealth. DDS has prepared this Language Access Plan (LAP), to outline the Department's commitment to providing universal access for all Individuals, whether they are served by the Department or seeking to participate in services, programs, and activities. This includes those Individuals who are deaf, late-deafened, and hard of hearing<sup>1</sup>. This is the second LAP prepared by DDS. The first was prepared and posted on the DDS website in 2017. The LAP is an integral part of the Department's effort to ensure that services offered enhance the lives of the Individuals we serve and their families and that they are of the highest quality. The LAP also helps ensure that DDS is viewed as an Employer of Choice for human services employees whose first language is not English.

The Department will review and update this plan every two years to ensure that the Department is continuing to respond to community needs and to comply with executive orders 614 and 615, with the Executive Office for Administration and Finance (A&F) Administrative Bulletin 16, with section 1557 of the Affordable Care Act, and with federal regulations at 45 CFR 92.201: *Meaningful access for individuals with limited English proficiencies*, which requires that DDS provide meaningful access to LEP persons.

## II. Purpose

This plan sets the framework and gives guidance to ensure LEP Individuals and/or persons have equal access to Department services, programs, information, and activities. The Department is determined to take appropriate and required actions within its business and operational function to provide communication access to LEP Individuals and/or persons including but not limited to:

- In-person or telephonic communications.
- Written correspondence.
- Documents explaining the Department's services, programs, and activities.
- Information relating to rights and regulations (e.g., Vital Documents); and,
- Documents of waiver, release, consent, or other such documents as required by law.

This Plan applies to all individuals, families, and persons seeking or receiving services from DDS and its employees, contractors, and interns. An individual maintains the right to self-identify as an LEP person. Management will rely on the LAP to outline how the Department will maintain compliance with Administrative Bulletin 16 by disseminating policy directives, assigning responsibility for implementation-related efforts, and furnishing staff with guidance.

This LAP does not create new services, rather it strives to eliminate barriers for LEP individuals accessing existing services and ensure that all staff can assist LEP individuals and accessing those resources. The Department of Developmental Services will provide quality language assistance to LEP individuals in a fair and timely manner, ensuring meaningful access to the Department's services.

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

---

<sup>1</sup> DDS procedure is shaped by the Department's regulations regarding language assistance service requests.

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 LEP persons.
- 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 Department of Developmental Services policy to provide meaningful access to programs and services to persons who are limited in English proficiency.

### IV. Applicability

This policy applies to all offices within the Department of Developmental Services.

### V. Agency Description

The Department's mission is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with intellectual disabilities to participate fully and meaningfully in, and contribute to, their communities as valued members. Through a comprehensive system of specialized services and supports, DDS supports over 47,000 children and adults with intellectual disabilities, and since 2014 and the passage of the Autism Omnibus Law, adults with autism spectrum disorder without an intellectual disability to have opportunities to live the way they choose and the tools and services to maximize their quality of life. The types of specialized services and supports include day support, employment support, residential support, family support, respite, and transportation. The Department provides its services through community-based state-operated day and residential programs and by contracting with private provider agencies.

The Department is comprised of the following organizational structure which administers the state and federally funded specialized services and supports.

#### **Central Office**

Located at 1000 Washington Street, Boston, the Central Office oversees all our functions and operations throughout the state and establishes statewide policies and procedures. Within the Central Office, the primary staff includes the Commissioner, Deputy Commissioner of Operations, Deputy Commissioner for Administration and Finance, General Counsel, Assistant Commissioners, Director of Human Rights for Individuals, and the Statewide Director for Investigations.

#### **Four Regional Offices**

Each Area Office reports to one of four Regional Offices. The Regional Offices are geographically located around the state: Central West Region, Northeast Region, Southeast Region, and Metro Region. The Regional Offices provide management of the 23 area offices, 257 state-operated residential group homes, and 2 Developmental Centers (Hogan and Wrentham).

The primary staff contacts located in the Regional Office include a Regional Director, Community Systems Director, Regional Operations Manager, Regional Family Support Director, Regional Quality Enhancement Director, Senior Investigator, and Assistant General Counsel.

### **23 Area Offices**

Most individuals and families have contact with us through their local Area Office. These 23 offices are located throughout the state of Massachusetts. The staff contacts located in the Area Offices include the Area Director, Assistant Area Director, Area Clinical staff, Program Monitors, and Service Coordinators. Area Offices are responsible for managing and monitoring the services we provide and arrange for the Individuals served by us and their families, who live in the cities/towns covered by the respective Area Office.

## **IV. Language Access Plan**

The plan will be fully implemented subject to the availability of fiscal resources to implement it. This plan has been developed to adhere to the language access policy and guidelines of A&F Administrative Bulletin 16, to Executive Order 614: *Establishing the Digital Accessibility and Equity Governance Board*, and Executive Order 615: *Promoting Access to Governance Studies and Information by Identifying and Minimizing Language Access Barriers*. Language Access Plans developed by the agency, including those developed based on the October 12, 2012, Administrative Bulletin from the Executive Office of Administration and Finance, "Language Access Policy and Implementation Guidelines" were consulted while putting together this plan.

This Language Access Plan represents the Department's administrated blueprint to provide meaningful access to the Department's services, programs, and activities on the part of LEP individuals and outlines the tasks the Department will undertake to meet this objective. This is the second LAP prepared by DDS. The first was prepared and posted on the DDS website in 2017.

### **1. DDS Language Access Coordinator**

As provided by Section IV9b) (1) of the Guidelines, DDS has been designated, as its Language Access Coordinator.

Michelle E. Harris  
Acting Assistant Commissioner, PPC  
1000 Washington Street  
Boston, MA 02118  
[michelle.harris@mass.gov](mailto:michelle.harris@mass.gov)  
(413) 237-2096

### **2. DDS Language Access Needs Assessment**

#### **A. Predominant Language**

The Department of Developmental Services has encountered challenges in assessing race and ethnicity data, along with assessing the preferred language needs of the individuals served, as of November 2023, 23.7% of current client records lack a preferred language indicator. Based on the records that do contain data, English is the predominant language, spoken by 65.9%, followed by Spanish at 6.4%. Other predominant languages such as Portuguese, Vietnamese, Chinese, Arabic, and Haitian Creole each constitute less than 1%. Additionally, records indicate that American Sign Language (ASL) is the preferred language for 248 of the individuals served by DDS.

In addition, the Department consulted other sources of data including the 2022 United States Census Bureau's American Community Survey<sup>2</sup>, where it was found that approximately 75% of people aged 5 and older speak only English in Massachusetts, and approximately 25% speak a language other than English. Of that 25%, 9.6% are Spanish speakers, 9.2% are other Indo-European language speakers, 4.6% are Asian and Pacific Island language speakers and 1.7% speak other languages that do not fall into any of the above-mentioned categories.

DDS serves 6.5% Spanish speakers, compared to the general population of 9.6% Spanish speakers; DDS only serves a population of 1% of other Indo-European, and Asian and Pacific Island language speakers, which is not close to the 9.2% and 4.6% of the general population of Massachusetts, respectively. Of DDS non-English speakers, 2% fall into the "other languages" category, which compares to 1.7% of the Massachusetts general population (ASL falls into this category). Because DDS does not have language preference data for 23.7% of its service population, it may be missing identifying individuals who are of limited English proficiency.<sup>3</sup>

Recognizing the significance of understanding the linguistic diversity of the individuals served, the Department is actively addressing the issue by intensifying efforts to collect missing language data for current eligible individuals served by DDS. The Department has taken proactive steps, in accessing the language needs of individuals and families by requesting language information on applications for specialty programs and eligibility application forms to ensure more comprehensive and inclusive service delivery.

**B. Language Makeup of Client Population**

The current language makeup for individuals served by DDS as of November 1, 2023, is identified in Appendix A.

*In Development*

The DDS Data Governance Committee in 2023, initiated a project with the regions and area offices to identify and update missing language preferences and race entries for its current Client Management Database (MediTech) in anticipation of the data exchange to its new Client Management System. The new client management database (CMCCS) is scheduled to go live in April 2024. CMCCS was designed to capture Race and Ethnicity data that aligns with current trends. The new system now includes new fields to capture Preferred Written and Spoken Language for the individual, family, guardian, and secondary contacts. A new Intake and Eligibility application projected for 2024 will also contain these same new fields.

**C. Points of Contact between the Department and Client Population**

**Electronically** - The Department communicates electronically with the individuals served and the public through its website at <https://www.mass.gov/orgs/departments-of-developmental-services>. Outreach and educational messaging are shared by e-mail and social media updates and made available online.

---

<sup>2</sup> <https://www.census.gov/programs-surveys/acs/data.html>

<sup>3</sup> Appendix A



**Telephone** – Members of the public can call Central Offices, Regional offices, and Area offices that serve their community on the DDS website. For contact information for DDS offices by town for the caller, DDS provides <https://areaofficelocator.dds.state.ma.us/Home/LookupByCity>

**Written (Paper) Correspondence** - The Department sends written communication by the U.S. Postal Service regarding the provision of services, such as eligibility and enrollment information, and individual service plans, and periodically sends information and outreach materials.

**In-person** – The Department meets with individuals served by DDS and the public in its Central, Regional, and Area Offices. Staff also meet in the community individuals served at program sites, homes, and public venues.

### 3. Language Resources Assessment

The Agency is committed to an ongoing assessment of its Language Access Plan and intends to implement improvements, as needed, to strengthen universal access to the Department's program services and activities as population changes dictate.

In Appendix B the Department has identified by location existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters.

DDS will review the financial resources available to furnish LEP services annually.

In terms of community-based resources, DDS contracts with language translation providers in the designated regions including but not limited to Bay State Interpreters and Proprio Translation Services

DDS has reviewed the Operations Services Division (OSD) procurement contract regulations for obtaining Foreign Language and Translation Services (PRF75)<sup>4</sup>.

Through DDS-funded Multicultural Family Support Centers and some Family Support and Autism Support Centers DDS can access language resource capacity for interpretation and translation. Multicultural Centers provide information and referrals in the languages of the communities they are contracted to serve.

In addition to the Central Office contracts for Interpretation and Translation, Regional Offices also have contracts for those services.

### 4. Language Service Protocols

**Interpretation and Translation** An interpreter is a person who can provide a spoken translation from English to a target language and from the target language to English. American Sign Language (ASL) interpreters translate from spoken English to ASL and from ASL to spoken English.

A translator converts text that is written in one language into text written in another.

**Interpreter and Translation Services** In ensuring that the Department of Developmental Services meets the language needs of its membership, the Department currently provides the following services.

#### A. General Interpreter Services

Language assistance is provided through qualified interpreters providing in-person, telephonic,

---

<sup>4</sup> <https://www.mass.gov/doc/prf75/download>

and video. Central Office, Regional, and Area Offices have hold contracts from the OSD list <sup>5</sup>of qualified providers of Interpretation and Translation services or access to these services provided by DDS-funded Multicultural Family Support Centers. Since each office has different contractual arrangements, staff should request the contact information from their supervisor. For assistance for Deaf and Hard of Hearing individuals, DDS staff should seek support coordinating interpretation from the DDS ASL Interpreter Coordinator (page 10, Section M).

Bilingual staff who are paid a differential to provide interpretation and translation for the individuals they support on their caseloads may be requested to assist in some circumstances. Requests for such support must go through the bilingual staff's supervisor.

DDS does not enlist family or community members for language assistance, and this should only be used in exceptional circumstances or when the person with LEP requests language assistance from them. Interpretation and translation are provided free of charge.

**B. In-person Interpretation**

Where feasible Regional and Area Offices should use bilingual staff in that office to communicate with LEP individuals whose primary language is the same as the bilingual staff member. This includes assisting such individuals with understanding program materials, filling out forms, answering questions about programs, and responding to requests for information. At present, DDS employs 49 bilingual staff who carry caseloads and provide interpretation and translation for the individuals they support. DDS also employs bilingual staff who are not paid a differential, and who may volunteer for interpreting services, but DDS is mindful of creating a burden on these staff members.

**C. Phone Interpretation**

LEP individuals will have the availability of a bilingual staff when requesting information or making appointments with staff. The Regional and Area staff will be instructed to place calls for LEP individuals to the appropriate bilingual Service Coordinator<sup>6</sup> who will assist the LEP individuals who may be seeking services or assistance. Area and Regional staff should utilize the Proprio Interpreter on Demand phone number (844) 864-0263 in the absence of the availability of the bilingual Service Coordinator or if the LEP individual self-identifies as an LEP who speaks a language other than that of the bilingual Service Coordinator.

**D. Common Notice Solution**

A notice will be posted at Area, Regional, and Central offices stating that DDS has developed a language access plan which is available free of charge upon request. The posted notice will outline how to access language assistance.

*In Development*

---

<sup>5</sup> <https://www.mass.gov/doc/prf75/download>

<sup>6</sup> See Appendix A for a list of the current bilingual staff by site who are paid a differential for translation and interpretation



The Department of Developmental Services is seeking to create a “Notice of Free Interpreter Services” to reflect the current leading languages which will be available at Central/Regional and Area offices and be posted next to the public notice at entrances and other areas where individuals with limited English proficiency may interact with the organization and need assistance.

DDS will develop “I speak” cards or “language identification cards,” which help identify what language an individual speaks, and to identify what language an interpreter will need to speak to communicate effectively with that individual. The cards will contain the text “I speak” in the languages used most commonly by people DDS serves. They are intended to help an individual point to a language he or she understands.

DDS will also incorporate the use of taglines on printed and electronic materials. Taglines are designed to inform individuals with limited English proficiency about the availability of language assistance services.

DDS plans to implement these by April 2024.

E. Community-Based Resources

The Department of Developmental Services provides funding for Family Support Centers across the state designed to provide information, assistance, and an array of supportive services to families with children and adults with disabilities who are living at home.

Any member of the public can contact one of the Family Support Centers listed in this Directory for information and referral services. <https://www.mass.gov/info-details/dds-family-support-centers>

F. Translating Publications

The Department of Developmental Services is committed to maintaining all its widely applicable publications in the five most spoken languages in the Commonwealth: English, Spanish, Portuguese, Haitian Creole, and Chinese (Simplified or traditional). For publications that are related to the general public, service recipients, and/or their families, requests are sent to the Language Access Coordinator along with a request for the languages needed for translation. The Language Access Coordinator will determine which of the two contracted vendors to submit the request.

G. Written Translation Guidelines

The Department contracts with two vendors to provide culturally competent and linguistically appropriate written translations for outreach and informational documents. For written documents that are related to general notices to service recipients and their families, requests are sent to the Language Access Coordinator along with a request for the languages needed for translation. The Language Access Coordinator will determine which of the two contracted vendors to submit the request. Written documents for Intake and Eligibility and DDS specialty programs such as DESE, and Children’s Autism Waiver are made available on the DDS website, in Arabic, Burmese, Chinese (Mandarin & Cantonese), Haitian Creole, Cape Verdean Creole, Portuguese (European), Spanish, Khmer, Vietnamese, Nepali, and Somali. Taglines are included on

documents to indicate that Interpretation and Translation are available for other languages at no cost.

Documents that need translation for specific individuals served by the Department that are not able to be handled by bilingual staff are handled through the contracts held by the four Regional Offices and staff follow the business process for their region.

H. Correspondence

Documents that need translation for specific individuals served by the Department that are not able to be handled by bilingual staff are handled through the contracts held by the four Regional Offices and staff follow the business process for their region. Business process documents may be obtained from the appropriate Regional Contract Office.

I. Department Multi-lingual staff

The Department of Developmental Services has 49 staff who are fluent in languages other than English, and who are paid a differential for translation and interpretation duties associated with managing their caseloads. Bilingual Service Coordinators are assigned LEP individuals served by DDS as part of their caseload.

J. Interpreter Services for Walk-in Constituents

Where feasible the Department should use bilingual staff to communicate with LEP individuals whose primary language is the same as the bilingual staff member. This includes assisting such individuals with understanding program materials, filling out forms, answering questions about programs, and responding to requests for information.

Central Office, Regional, and Area staff can utilize the Proprio Interpreter on Demand phone number (844) 864-0263 in the absence of the availability of the bilingual Service Coordinator, other bilingual staff or if the LEP individual speaks a language other than that of the bilingual Service Coordinator/Staff. The Interpreter on Demand can be placed on speaker with the LEP individual and the staff assisting the individual.

K. Hotline and General Phone Lines

Central Office, Regional, and Area staff should utilize the Proprio Interpreter on Demand phone number (844) 864-0263 in the absence of the availability of the bilingual Service Coordinator, other bilingual staff or if the LEP individual speaks a language other than that of the bilingual Service Coordinator. The Interpreter on Demand can be conferenced into a call with the LEP individual and the interpreter.

L. Over the phone Language Services

LEP individuals will have the availability of a bilingual staff when requesting information or making appointments with staff. The Regional and Area staff will be instructed to place calls for LEP individuals to the appropriate bilingual Service Coordinator who will assist the LEP individuals who may be seeking services or assistance. Area and Regional staff should utilize the Proprio Interpreter on Demand phone number (844) 864-0263 in the absence of the availability of the

bilingual Service Coordinator or if the LEP individual speaks a language other than that of the bilingual Service Coordinator. A list of bilingual service coordinators who are paid a differential to provide translation and interpretation is in the appendix.

**M. Interpretation for the Deaf & Hard of Hearing at DDS Events**

Central Office, Regional, and Area staff should utilize Julie B. Kingsley, the DDS American Sign Language Interpreter Coordinator to request interpretation for Deaf and Hard of Hearing individual and group meetings, events, or training by email at [Julie.kingsley@mass.gov](mailto:Julie.kingsley@mass.gov). Please put this request form into the body of an email with the following information.

- Date of Meeting:
- Type of Meeting:
- Time of meeting:
- Length of meeting:
- Individual name:
- Is a Certified Deaf Interpreter needed:
- Who else from the Vendor needs ASL Interpreters?
- Name of Vendor agency:
- Total number of attendees:
- Meeting location:

In addition, to request CART Captioning Services, if available, please visit <https://www.mass.gov/how-to/how-to-request-an-asl-interpreter-or-cart-provider>.

**5. Vital Document Translation**

The Department of Developmental Services prioritizes translating essential documents, determining their significance based on the program information they convey and the potential impact on the LEP individuals if the information is not provided accurately or promptly.

Documents that may be considered “vital” may include, but are not limited to, specific communication regarding an individual and the Department, such as waiver forms; application forms; public outreach or educational materials (including web-based material); forms or written material related to individual rights; notices of community meetings or community outreach.

Documents that need translation for specific individuals served by the Department that are not able to be handled by bilingual staff are handled through the contracts held by the four Regional Offices and staff follow the business process for their region. Business process documents may be obtained from the appropriate Regional Contract Office.

Written documents for Intake and Eligibility, SIS evaluations, and DDS specialty programs such as DESE, and Children’s Autism Waiver that are managed out of the DDS Central Office are sent to the Central Office Coordinator for those programs who will work with the Language Access Coordinator to who will coordinate the translation.

## 6. DDS Website /Web Content

The DDS website at <https://www.mass.gov/orgs/departments-of-developmental-services> contains valuable information for families and individuals currently receiving services or interested in receiving services. Currently, some member information, such as member notices and forms, is available in Spanish. In addition, the Children's Autism Waiver Program, the DDS/DESE program, and Intake & Eligibility documents are available in several languages.

All mass.gov websites feature a "Select Language" option in the menu at the top of the page. By choosing this widget, visitors to the site can translate the page into 37 languages.

### *In Development*

As part of the LAP, the Department is undertaking an inventory of all documents on the website to determine if any need to be translated into Spanish, if there is a need for additional language translations of publications to reach underserved populations, and if documents need to be updated to include taglines. DDS plans to complete the inventory by March 1, 2024, and have appropriate documents translated by June 30, 2024.

## 7. Accessibility

### *Accessibility*

Section 504 requires appropriate steps to ensure effective communication with people with disabilities, including through the provision of appropriate auxiliary aids, application of plain language principles, and services such as sign language interpreters.

For virtual meetings, DDS ensures that the platform being used provides for closed captioning and that the captioning function is enabled by the host. DDS ensures that participants can highlight another participant's screen and keep focus on that screen so that sign language users can focus on a sign language interpreter, even if the interpreter is not speaking. DDS uses ZOOM as a preferred platform for training, as it meets the needs of DDS staff who are Deaf or Hard of Hearing. DDS staff can request the use of a ZOOM account through Regional Training Coordinators for meetings with individuals, families, and the public.

DDS provides attendees the option to request auxiliary aids and services or reasonable modifications in the virtual meeting invitation so that individuals with disabilities may take part in the meeting. In practice, this will generally amount to requests for captioning and/or sign language interpreters so that attendees with disabilities may participate. The invitation may require that any requests for auxiliary aids and services or reasonable modifications be made by a certain date before the meeting to allow the meeting organizer sufficient time.

For eLearning and other video recordings, written transcripts are available to download. Training materials from MassAchieve are also available in print to DDS staff.

### *Plain language*

The Department of Developmental Services strives to ensure documents are accessible to all by using plain language that is appropriate for the audience and is clear, concise, and well-organized, in accordance with the Federal Plain Language Guidelines.<sup>7</sup>

### *In Development*

DDS is rewriting documents related to the service descriptions the Department provides to eligible individuals in plain language. The projected timeline for the documents will be available on a SharePoint site for staff to print and posted on the DDS website by September 2024.

## **8. Stakeholder Consultation**

The Department of Developmental Services collaborates with various stakeholder groups such as community-based organizations, self-advocates, advisory boards, provider agencies, labor unions, and organizations specifically dedicated to or representing individuals with limited English proficiency. Ongoing feedback from these groups informs decisions on optimizing the accessibility of DDS programs, services, and activities for LEP populations.

On an ongoing basis, DDS welcomes input and will proactively consult with community-based organizations that provide services to the populations served by DDS. It also welcomes input from any stakeholder groups or the public regarding this Language Access Plan and will continue to update the plan as needed.

DDS will share this plan with our two primary interpreter services, Bay State Interpreter Services and Propio Language Services, and our DDS-funded Multi-Cultural Family Support Centers.

## **9. Staff Training**

The Department of Developmental Services' current LAP training video for staff training is available at <https://www.youtube.com/watch?v=f1igXBetmjw>. The video shares at the end how staff can receive a copy of the DDS Language Access Plan.

In addition, the Language Plan (LAP) will be:

- a. Posted internally for all employees.
- b. Incorporated into the orientation for new employees.
- c. 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.
- d. A DDS required training for all existing staff through MassAchieve (In Development).

### *In Development*

The DDS Learning and Development will update the Department's LAP training video and upload it into the Commonwealth's MassAchieve Learning Management System (LMS). The new DDS LAP MassAchieve Training will be mandatory for all existing DDS staff in 2024 and will be added as part of the MassAchieve mandatory training for all new incoming DDS employees. Using MassAchieve will enable the Department to track staff compliance with the LAP training completion.

---

<sup>7</sup> [Federal Plain Language Guidelines. March 2011, revised May 2011 https://www.plainlanguage.gov/guidelines/](https://www.plainlanguage.gov/guidelines/)

## 10. Notice to Public

The Department's LAP will be available to the public in written form and on the DDS website <https://www.mass.gov/lists/dds-language-access-plan>. A notice will be posted at Central, Regional, and Area offices stating that DDS has developed an LAP and is available free of charge upon request.

### *In Development*

The Department of Developmental Services will work to include taglines in all public-facing documents, applications, and announcements that free interpreter services are available upon request in the current leading languages. This will be shared as a business practice in February 2024.

## 11. Agency Monitoring

The Department of Developmental Services will review and update its Language Access Plan at least every two years or more frequently, as needed. The review assesses:

- a. Whether there have been any significant changes in the composition or language needs of the population served.
- b. Whether the staff knows and understands the LAP document and is comfortable using the services described within.
- c. Whether additional documents require translation.
- d. Identification of any issues or problems related to serving LEP persons which may have emerged during the past year; and
- e. 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, expanding capacity or the number of OSD-qualified interpretation and translation service providers contracted with by DDS, or changing staffing priorities).

Monitoring the effectiveness of a Language Access Plan may include:

- a. Analyzing current and previous data on language assistance usage, including languages served.
- b. 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
- c. Monitoring feedback from community-based organizations, legal services, and other stakeholders about the Department's effectiveness and performance in ensuring meaningful access for LEP individuals.

## 12. Complaints

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  
Attn: Yarlennys Villaman – Office of the Governor  
State House, Room 280  
Boston, MA 02133



## Appendix A – Preferred Language

			Region						
ID	Preferred Language	CW	ME	NE	SE	AUTI	FFAC	MCBC	Total
ENG	ENGLISH	11649	6391	6268	6579	202	232	15	31337
		2388	1772	3083	3907	68	22	2	11242
SPA	SPANISH	1524	622	690	171	43	1	0	3051
POR	PORTUGUESE	55	98	63	130	11	1	0	358
ASL	AMERICAN SIGN LANG	57	62	57	44	0	0	28	248
OTH	OTHER	69	41	30	7	4	0	0	151
VIE	VIETNAMESE	46	52	26	18	6	0	0	148
CRH	CREOLE HAITIAN	2	74	42	20	2	0	0	140
ARA	ARABIC	50	22	24	15	5	0	0	116
NON	NON-RECEPTIVE	8	73	6	16	0	0	0	103
KHM	KHMER/CAMBODIAN	3	2	92	2	0	1	0	100
CHC	CHINESE, CANTONESE	1	39	14	18	4	0	0	76
CAP	CAPE VERDEAN	0	31	0	41	1	0	0	73
CHM	CHINESE, MANDARIN	7	19	17	14	2	0	0	59
ASO	SIGN LANGUAGE other	11	13	6	14	0	0	12	56
RUS	RUSSIAN	25	17	4	0	0	0	0	46
CHO	CHINESE, OTHER	8	18	9	3	1	0	0	39
SOM	SOMALI	9	10	4	0	2	0	0	25
UNK	UNKNOWN	9	2	3	2	0	0	0	16
CRE	CREOLE FRENCH	1	6	4	3	0	0	0	14
ALB	ALBANIAN	6	4	1	2	0	0	0	13
KOR	KOREAN	4	6	3	0	0	0	0	13
FRE	FRENCH	2	6	2	1	1	0	0	12
CRP	CREOLE PORTUGUESE	0	1	1	9	0	0	0	11
POL	POLISH	10	1	0	0	0	0	0	11
HIN	HINDI	2	5	3	0	0	0	0	10
ERD	ERDU	3	2	2	2	0	0	0	9
FAR	FARSI/IRANIAN/PERSIAN	1	3	4	0	0	0	0	8
ARM	ARMENIAN	0	6	0	0	0	0	0	6
GRE	GREEK	0	3	3	0	0	0	0	6
HMO	HMONG	3	0	0	1	0	0	0	4
ITA	ITALIAN	0	3	1	0	0	0	0	4
JAP	JAPANESE	0	1	2	1	0	0	0	4
SER	SERBO-CROATIAN	0	0	2	2	0	0	0	4
PUN	PUNJABI	1	1	0	0	0	0	0	2
BOS	BOSNIAN	0	0	1	0	0	0	0	1
LAO	LAOTIAN	0	0	1	0	0	0	0	1
Total		15954	9406	10468	11022	352	257	58	47517

Kathleen E. Smith

3/18/24