



Listening Session on EEA and DPU Language Access Plans

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Webinar Logistics

- **Language Interpretation** is being offered in: Español, Kreyòl ayisyen, Português, 普通话, Tiếng Việt, and Kriòlu Kabuverdianu.
 - To participate in English, click the “Globe” icon and select English.
 - Para entrar no canal em português, clique no ícone “Globe” e selecione “Portuguese”
 - Si alguien desea interpretación en español, haga clic en “Globe” y seleccione “Spanish”
 - Pou rantre nan chanèl kreyòl ayisyen an, klike sou ikòn “Globe” an epi chwazi “Haitian Creole”
 - 要以普通话参加会议，请单击口语图标并选择“普通话”
 - 如以廣東話參加會議，請點擊口語圖標並選擇“廣東話”
 - Để tham gia bằng tiếng Việt, hãy bấm vào biểu tượng “Globe” và chọn Tiếng Việt.
 - Pa partisipa na Kriòlu Kabuverdianu, kalka na “Globe” y selesiona Kriòlu Kabuverdianu.

Interpretation



Unmute



Chat



Live Transcript



Interpretation

Leave

Closed Captioning





Purpose of Language Access Plans

- Improve quality and access to all EEA / DPU services, programs, proceedings, activities, and materials for individuals with Limited English Proficiency (LEP) at no direct cost to them
- Reduce any disparities and significant delays in the provision of services and programs to individuals with LEP through translated materials and interpretation.



EEA Language Access Plan

- The LAP is a living document that will be reviewed and updated at least every two years to reflect changes in community needs
- Ensure equitable access to agency activities, services, and programs
 - Translation of vital documents
 - Availability of language services
- Ensure staff are trained and implement language access protocols appropriately
- Enhance outreach using social media platforms
- Massachusetts is a diverse state and embedding language access in services, activities, and programs will help minimize barriers for LEP individuals



DPU Language Access Plan

- Translate relevant documents into languages regularly encountered
 - Top 5 languages spoken in the Commonwealth, and the top 10 spoken within a particular service area.
 - Endeavor to provide additional translation or interpretation services upon request
- Include information in all notices of filing about how to request interpretation and/or translation services for individuals with LEP
- Maintain assisted listening and interpretation equipment for hearings
- Format website to allow for translation into multiple languages using the translate function on the page
- Develop and maintain a list of technical and legal terms commonly used in Department matters
- Provide over-the-phone interpretation services to staff in over 200 languages to assist members of the public who call in to the Department.



Inviting Feedback on draft LAPs and Survey Questions

- What are best practices to ensure that the EEA and DPU are providing language access through multilingual materials translated into the languages regularly spoken by residents and workers?
- DPU seeks to provide meaningful language access by translating documents into the languages regularly spoken by residents and workers impacted by a proposal. Should the Department define “languages regularly spoken” as “the top five languages spoken in the Commonwealth, and the top ten spoken within a particular service area” or “the languages spoken by at least five percent of the population in a particular service area” or another definition? Please explain.
- It can take more time for the DPU to translate documents into more languages rather than fewer languages. Should the agency wait to post documents in its policy proceedings not affecting individual rights until all the translated documents can be posted at the same time or should the Department post documents at different times as the translations are complete?



Public Comments

To offer public comments, please use the Raise Hand function. We will call on attendees in the order they appear on the screen.

Please limit your comments to 3 minutes to allow time for others to speak.





Additional Resources and Information

- Draft EEA and DPU Language Access Plans - https://www.mass.gov/info-details/eea-and-dpu-language-access-plans-lap?auHash=0QxnsoturC22wx79_Hork6N9HH4gX9bdDRfrT84YqC0
 - [LAP - English](#) | [LAP - Haitian Creole](#) | [LAP - Portuguese](#) | [LAP - Simplified Chinese](#) | [LAP - Traditional Chinese](#) | [LAP - Spanish](#) | [LAP - Vietnamese](#)
- **Listening Session 2: In-person**
 - **July 9, 6:00 – 8:00 pm**, Bruce C Bolling Municipal Building, 2300 Washington Street, 6th Floor, Room 6-66, Roxbury, MA 02119. [Click here to register.](#)
- [Comments on draft EEA and DPU LAPs can be submitted through this portal](#) or via email to ej.inquiries@mass.gov until **August 3, 2024**.