Language Access Plan

Department of Children and Families

January 2026 – December 2027

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Department of Children and Families
Language Access Plan
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I. Introduction

The Department of Children and Families ("DCF" or "Department") has developed and prepared this Language Access Plan ("LAP" or "Plan"), outlining ongoing efforts taken to provide language services to Limited English Proficiency ("LEP") consumers. This plan also defines the actions DCF is taking to ensure meaningful access to its programs, services, activities, and materials for all LEP consumers.

In drafting this plan, DCF consulted prior Language Access Plans issued by DCF, Executive Office of Administration and Finance Administrative Bulletin 16, and guidance issued by the Governor's Office of Access, Opportunity & Community Affairs.

DCF will review and update this LAP as needed to ensure continued responsiveness to community needs. Commonwealth Executive Orders 592, 559, 614 and 615, Title VI of the Civil Rights Act of 1964, and federal regulations at 45 CFR § 80 require that DCF provide meaningful access to LEP persons. The Department will review and update this Plan at least every two years to ensure that DCF is continuing to respond to community needs.

The Department serves a diverse population of various ages and linguistic origins. An LEP individual is someone with a limited ability to read, speak, write, or understand the English language at a level that allows them to interact effectively with DCF staff. An LEP person may be someone whose first language is not English, but it may also include someone who is deaf, hard of hearing, speech disabled, or someone with a visual impairment. A consumer maintains the right to self-identify as LEP.

II. Purpose

The purpose of this plan is to ensure that DCF consumers have meaningful access to services, programs, information, and activities although they may be limited in their English language proficiency. DCF is committed to this Plan as the appropriate response to meeting our consumers' needs.

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

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

The objectives of this Language Access Plan are to:

- **a)** Improve access to and quality of state services, programs and activities for non-English speakers and LEP persons;
- **b)** Reduce any disparities and delays in the provision of services/programs to eligible LEP speakers; and
- **c)** Streamline training and resources for staff to increase effectiveness and ensure

public satisfaction.

III. Policy

It is the Department's 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 DCF, including but not limited to the Central Office, the five Regional Offices, and the 29 Area Offices. This policy applies to units housed within the Central Office, including the Fair Hearings Unit, the Foster Care Review Unit and the Office of the Ombudsman.

V. Agency Description & Role

The Department ended calendar year 2025 serving 16,579 families involving 55,613 consumers: 27,200 adults, 26,361 children (aged 0-17), and 2,082 young adults (aged 18-22). White, Hispanic/Latinx and Black children and adults account for the most consumers served by the Department.

The Department strives to protect children from abuse and neglect and, in partnership with families and communities, helps ensure that children are able to grow and thrive in a safe and nurturing environment. Services are currently delivered statewide from the Department's Central Office as well as the 5 Regional and 29 Area Offices across the Commonwealth, as described below:

- Central Office, 1 Ashburton Place, Boston, MA 02108 (617) 748-2000
- 5 Regional Offices:
    - Western Regional Office, 1350 Main Street, Suite 800, Springfield, MA 01103
    - Central Regional Office, 5 Brussels Street, Building A, Worcester, MA 01610
    - Northern Regional Office, 280 Merrimack Street, Lawrence, MA 01843
    - Southern Regional Office, 110 Mulberry Street, Brockton MA 02302
    - Boston Regional Office, 1785 Columbus Avenue, 5th Floor, Boston, MA 02119
- 29 Area Offices strategically located within the 5 regions. These locations are the main business points of contact with the client population. Contact information for each office can be located here: www.mass.gov/orgs/massachusetts-department-of-children-families/locations
- Child-At-Risk Hotline 1-800-792-5200

- Website address: https://www.mass.gov/orgs/massachusetts-department-of-children-families

In addition to the contact between consumers and DCF staff in the area offices, DCF direct service staff most often meet families in their homes, visit children in foster and pre-adoptive homes and in the Department's contracted congregate care facilities. Other points of contact take place in the community, courts, schools, day care centers, medical facilities, service provider agencies and other locations in the community as appropriate.

VI. Language Access Plan

The Plan will be fully implemented subject to the availability of fiscal resources to implement it. This Plan represents DCF's administrative blueprint to provide meaningful access to DCF services, programs, and activities on the part of LEP individuals and outlines the tasks DCF will undertake to meet this objective.

(1) Agency Language Access Coordinator

Rebecca Brink, Assistant Commissioner, Program Support

1 Ashburton Place

Boston, MA 02108

617-874-0229

rebecca.k.brink@mass.gov

(2) Agency Language Access Needs Assessment

DCF strives to ensure that LEP identified individuals or persons seeking services have equal access to programs and services regardless of primary language spoken or English proficiency.

Effective communication by social workers and DCF staff at all levels is imperative, so that consumers may receive services that are accessible as well as culturally and linguistically responsive. To that end, DCF continues to use a combination of approaches throughout the service process from intake, information and referral, assessment, action planning, service delivery and coordination to case resolution. This includes assignment of bilingual staff, securing both telephonic and in-person interpretation services when bilingual staff are unavailable, providing information translated into the language requested by LEP individuals or persons, contracting with providers who commit to meaningful language access and collaborating with community stakeholders so that individuals can be referred to bilingual services in the community.

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The uniquely personal and sensitive nature of our mission requires DCF to create working relationships wherein children and families feel safe and supported regardless of their cultural background or linguistic capabilities.

Language Makeup of Client Population: Data

The Department issues quarterly reports which contain statistical tables providing demographic breakdowns of DCF consumers as well as information regarding foster care providers and case outcomes. The vast majority of consumers open in a DCF case are primary English speakers; the next most commonly identified primary language is Spanish. As of the most recent quarter for which data is available, the most common languages served by DCF are:[1]

Primary Language	Children <18	Youth (18-22)	Adults	All Consumers
English/Unknown	89.0%	85.9%	80.5%	84.7%
Spanish	6.9%	8.4%	11.9%	9.4%
Portuguese	1.6%	0.9%	2.6%	2.0%
Haitian Creole	1.2%	1.3%	2.2%	1.7%
Cape Verdean Creole	0.3%	0.3%	0.7%	0.5%
Arabic	0.2%	0.5%	0.3%	0.2%
Mandarin/Chinese	0.1%	0.1%	0.2%	0.1%
Vietnamese	0.1%	0.0%	0.2%	0.1%
Khmer/Cambodian	0.0%	0.0%	0.2%	0.1%
French	0.0%	0.5%	0.1%	0.1%
Russian	0.0%	0.0%	0.1%	0.1%
American Sign Language	0.1%	0.0%	0.1%	0.1%
Other	0.5%	2.1%	1.1%	0.8%

Until recently, a consumer's primary language was previously not a required field in DCF's case-tracking system. In March 2024, DCF updated the system in order to encourage staff to enter a primary language for all consumers. With this change, staff must affirmatively enter a language for all consumers associated with the case when a 51B response is approved and approximately every six months thereafter (when a Family Assessment and Action Plan is approved).

[1] DCF's quarterly data profile for 10/01/2025 – 12/31/2025.

In January 2025, DCF made another update to the case-tracking system to add "help text" to assist staff when completing the language demographic field. This text, found by clicking on a question mark icon next to the "Primary Language" field, reads: "This information is critical to ensuring that DCF meets the communication needs of its Limited English Proficient (LEP) consumers. Please allow consumers to self-identify their primary language; ask each consumer individually and don't make assumptions based on their language skills. If a consumer's primary language is not English, all of DCF's communication and services should be conducted in that language to the extent possible."

As a result of these improvements to data collection, in conjunction with staff training and education, DCF has seen a steady increase in the number of consumers identified as LEP. In the 2023 calendar year, before these changes were implemented, an average of 16.5% of adult DCF consumers were listed as speaking a primary language other than English. That number averaged 19.1% in the 2024 calendar year, and 19.8% in the 2025 calendar year. DCF is aware that, while improved, our own data likely still overcounts its English-speaking consumers. US Census data indicates that 25% of Massachusetts residents aged 5 and up speak a language other than English at home[2].

(3) Language Resources

The Department ensures meaningful language access to its consumers through a combination of bilingual staff, contracted interpretation and translation services, ensuring vendors with whom DCF contracts provide language access services, and—in collaboration with community stakeholders—identifying bilingual services in which to refer consumers.

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.

When bilingual staff are not available, DCF staff have access to interpreter service to provide culturally and linguistically accessible and responsive direct services to families. In addition to in-person interpreter services, the Department introduced telephonic interpretation services at the beginning of 2019, available 24/7 via a toll-free number that provides access to 200 languages typically within 30 seconds, procured through the Commonwealth's statewide contract. Additionally in 2022, DCF added video remote interpretation services available in 22 languages. Social work staff have been trained on how and when to access interpreter services. More information about in-person interpretation, telephone interpretation, video remote interpretation, and translation services can be found in sub-sections B through F below.

[2] U.S. Census Bureau. "Selected Social Characteristics in the United States." American Community Survey, ACS 1-Year Estimates Data Profiles, Table DP02, 2022.

For deaf and hard of hearing consumers, DCF utilizes interpreter services through MCDHH. Funding for MCDHH interpreter services is managed centrally. More information about MCDHH's services can be found in sub-section H below.

A. Language Services Provided by Vendors

(1) Lead Agency Model

When a social worker requests outside services for an LEP family, they request services in the family's primary language. The Department utilizes a Lead Agency model to match provider services with client needs which allows for services to be more accessible and appropriate for client needs. For consumers with Limited English Proficiency, the social worker requests the service through the Lead Agency to be provided in the primary language of the client. The Lead Agency then checks provider resources within the geographic area to find and match a clinician or treatment provider that speaks the primary language of the consumer.

DCF has contracts with providers who have the capacity to provide counseling and other client services in the primary language of the client, including community based and congregate care providers that serve specific linguistic communities. This is particularly true for community-based providers who serve specific cultural and linguistic communities.

(2) Family Resource Centers

Family Resource Centers (FRCs) have been serving local communities since their inception in 2015. Currently, there are 33 FRCs with at least one located in each of the 14 Massachusetts Counties. FRCs are community support programs procured through DCF and staffed by people from the communities in which they live, who provide parenting education programs, support groups, recreational activities and help parents and children connect to needed services in their community. Two-thirds of the FRCs have bilingual staff embedded in their programs and one quarter of the programs offer bilingual groups at the FRC based upon the linguistic needs of the communities they serve, which DCF consumers can access.

(3) Child-At Risk Hotline: After Hours Services

The Child-At-Risk Hotline (800-792-5200) provides after-hours access for the community to report suspected child abuse and neglect. The Hotline service is provided by a vendor whose employees take reports regarding allegations of child abuse or neglect by phone and make determinations on whether an emergency investigation is warranted. The Hotline vendor has some bilingual capacity among the staff (screeners and supervisors) to communicate with reporters in Spanish and Haitian Creole. The Hotline is staffed in shifts to cover nights, weekends, and holidays and has access to a Telephonic Language Line vendor, as required by its contract.

Deaf and hard of hearing consumers and reporters that call the Hotline use MassRelay Services or a TTY line. The call comes into the Hotline as a regular phone call. There is an operator that facilitates these calls.

(4) Leveraging the Procurement Process

The Department is committed to ensuring our providers provide culturally competent and accessible services to families and children and will leverage its purchasing power to do so.

In two recent procurements, the Child-At-Risk-Hotline procured in 2019 and the Department's Congregate Care Provider Network procured during 2021, the Department stated with specificity a requirement of its contractors to serve LEP individuals. In another recent procurement for immigration legal services for DCF youth, the Department scored responsive vendors on their demonstrated ability to provide services in other languages and provide written translations of key documents.

The Child-At-Risk-Hotline is required to have the capacity to receive calls and provide responses professionally and timely from non-English speaking reporters or from those with limited English proficiency.

The Congregate Care Network Procurement has a section devoted to linguistic competency, which requires that providers communicate with youth and families utilizing American Sign Language (ASL), Communication Access Realtime Translation (CART), as well as provide professional interpreting services whether in person, telephonic or video in the absence of a staff person who is fluent in the primary language of the youth or family and coordinate with DCF in securing interpreter services for a low prevalence language or dialect, or for communication services that are difficult to secure.

In May 2024 the Department posted a Request for Response (RFR) regarding its Support and Stabilization Services. A section of the RFR is devoted to "Cultural Humility and Linguistic Competency" and solicits strategies which can be used to meet the diverse language needs of families to ensure that language access is provided to families in a timely manner, to determine what barriers exist, if any, for families with diverse language needs to receive services, and to identify suggestions for overcoming barriers to ensure timely and meaningful language access to the consumers that DCF serves.

Utilizing a statewide contract, in 2022 the Department re-procured its telephonic interpretation services, video remote interpretation services, in person interpretation services, and translation services, which has provided an additional opportunity to continue to provide quality language access and increasing our total number of vendors on contract from 8 to 15. Updated instructions to access interpretation and translation services have been distributed and are available to staff via the DCF language interpretation and translation services page on the DCF intranet. These contracts expire at the end of 2026, and DCF will be seeking new vendors under the new statewide contract and revising its service agreements with vendors.

(5) Collaboration with Community Stakeholders

Four DCF social work units, called PATCH offices, are strategically embedded in the communities of Dorchester, North Quabbin, New Bedford and Lawrence. These sites were selected based upon a Community Connection Coalition and a DCF Regional and Area Office having a strong relationship. The PATCH sites partner the neighborhood prevention work of the Community Connections with the child protective case practice of DCF social workers so that families can be connected to community resources more quickly, including resources that meet the linguistic needs of DCF consumers.

B. In-Person Interpretation

In-person interpreting, otherwise known as face-to-face or on-site interpreting, is when a spoken language interpreter meets staff and a consumer at any given location for an assignment. In-person interpretation is preferred for in-person meetings with consumers.

Vendors provide DCF with a dedicated toll-free phone number to schedule interpreters. DCF staff utilize the number from the vendor of their choosing. The vendor must respond to the request and confirm availability within 60 minutes of the call being placed by DCF staff. The vendor must provide an interpreter within 24 hours after DCF places the request. Interpreters must be available, at a minimum, Monday-Friday, 9 am – 5 pm. Vendors are required to arrive at least fifteen (15) minutes prior to the scheduled time of the on–site scheduled appointment in order to receive any instructions from DCF.

As in-person interpretation vendors vary by area office, DCF staff should contact their Area Administrative Manager ("AAM") for instructions on utilizing the vendors that are contracted to work with their office. Central Office Staff should contact Rebecca Brink, Assistant Commissioner for Program Support, at rebecca.k.brink@mass.gov.

C. Telephone Interpretation

Telephone interpretation connects human interpreters via telephone. Telephone interpretation is preferred for phone calls with consumers.

There is one vendor, Lionbridge, that provides this service to Department staff. It is available 7 days a week, 24 hours a day via a toll-free phone number. DCF staff dial this number, respond to a series of questions, select the language they need and will be immediately connected to an interpreter.

The vendor is required to respond to incoming calls/requests for services within an average of 15 seconds (for a live agent) or 5 seconds (for an automated voice response system). The vendor must maintain an average monthly successful connection (to interpreter) time, for all languages provided, of 30 seconds or less.

In non-emergency situations, Area Office staff should contact their Area Administrative Manager ("AAM") prior to calling Lionbridge. In an emergency (including but not limited to

screening a 51A or conducting responses), staff should follow up with the AAM after the service has been utilized.

Lionbridge can be accessed by calling 1-800-444-6627. Each Area Office and Central Office Unit has been provided with a unique "Customer Code" assigned by Lionbridge. The customer code identifies which location is utilizing these services for both billing and reporting purposes. Staff should contact their AAM or manager to obtain the code for their office/unit.

D. Video Remote Interpretation

Video remote interpreting ("VRI") is a video-telecommunication service that uses devices such as web cameras or video phones to provide spoken language interpreting services. This is done through a remote or offsite interpreter. VRI is preferred for web-based video meetings with consumers.

Vendors provide DCF with a dedicated toll-free phone number to schedule interpreters. DCF staff utilize the number from the vendor of their choosing when in need of VRI interpretation. DCF staff will connect to the vendor, respond to a series of questions, select the language they need and be immediately connected to an interpreter. These Interpretation Services are available 7 days a week, 24 hours a day.

As VRI vendors vary by area office, DCF staff should contact their Area Administrative Manager ("AAM") for instructions on utilizing the vendors that are contracted to work with their office. Central Office Staff should contact Rebecca Brink, Assistant Commissioner for Program Support, at rebecca.k.brink@mass.gov.

E. Translated Vital Documents

The Office for Civil Rights of the U.S. Department of Health and Human Services defines vital documents as "documents that affect access to, retention in, or termination or exclusion from a recipient's program services or benefits." DCF has taken a broad view of which documents to translate, including all notices, forms, applications, and pamphlets regularly used by the agency.

The Department is committed to maintaining all its vital documents in the nine most commonly encountered languages encountered by DCF: Spanish, Portuguese, Haitian Creole, Cape Verdean Creole, Arabic, Vietnamese, Khmer, Chinese, and Russian. These translated documents are available on a single DCF intranet page so that DCF staff may easily find them for distribution to LEP consumers.

During this LAP cycle, DCF's Civil Rights Compliance Coordinator will continue to review which vital documents need translation. If any vital documents are not available in a particular language, staff should contact Rebecca Brink, Assistant Commissioner for Program Support, to request translation. Members of the public can also request vital document translation by contacting the Office of the Ombudsman as described in Section VIII.

F. Translating Individualized Documents

Social workers can request translation of case-specific documents (such as the Family Assessment and Action Plan, Placement Agreements, Foster Parent Agreements, and Fair Hearing decisions) from the Department's contracted translation providers. The vendor will provide a quote for the translation cost as well as an estimate regarding the time it will take to provide the translated document prior to each translation engagement. Documents to be translated should be provided in Word and/or PDF format.

As translation vendors vary by area office, DCF staff should contact their Area Administrative Manager ("AAM") for instructions on utilizing the vendors that are contracted to work with their office. Central Office Staff should contact Rebecca Brink, Assistant Commissioner for Program Support.

In addition, DCF staff are encouraged to produce materials using plain language in accordance with Federal Plain Language Guidelines.

G. Agency Multilingual Staff

DCF employs hundreds of bilingual or multilingual social work staff who are authorized to communicate directly with consumers in their primary language. These bilingual staff represent approximately 20-30% of DCF's social work staff. The Department also has some direct service employees who are proficient in ASL.

DCF's bilingual staff, including those fluent in ASL, may communicate directly with LEP consumers on their assigned caseload. However, these staff should not regularly be used as interpreters or translators by other staff members. Instead, staff should utilize the interpretation and translation vendors described above.

It is a priority for the Department to continue to recruit and hire bilingual, bicultural staff to work more effectively with families served by DCF. This includes a focus on increasing DCF staff diversity and inclusion at all levels, through recruitment, improved retention, and promotional opportunities.

One of the strategies that the Department employs to recruit and retain staff who reflect the diversity of the areas that they serve and to meet families' cultural and linguistic needs is the use of a differential pay scale. Bilingual social workers and social work technicians receive differential pay for carrying a caseload with a significant number of LEP consumers that speak the language in which the staff person has proficiency.

H. Communication Services for the Deaf & Hard of Hearing

The Department exclusively contracts with the Massachusetts Commission for the Deaf and Hard of Hearing ("MCDHH") to provide ASL interpreters and other communication services for DCF consumers who are deaf or hard of hearing. MCDHH can provide American Sign Language ("ASL") Interpreters, Certified Deaf Interpreters ("CDI"), Deaf-Blind Interpreters, Oral

Transliterators, and Communication Access Realtime Translation ("CART") captioning, depending on the needs of the consumer.

When a need for communication services is identified, DCF staff first determines the consumer's preferred communication method and their available dates and times, before submitting a request to MCDHH. At least two weeks prior to the scheduled event, staff submits the request directly to MCDHH through their website. If emergency communication services are required, staff contact MCDHH's emergency request number in addition to submitting an online request. After a request has been submitted, staff then forward confirmation emails to the DCF-MCDHH-Requests@mass.gov for invoicing purposes. Staff consult with their Regional Disability Specialist if they have any questions or concerns about communication access or an MCDHH request. A more detailed description of MCDHH's communication options, detailed instructions on submitting communication requests, and tips on working with MCDHH interpreters and transcribers can be found in Appendix C in DCF's Disability Policy.

I. Use of Artificial Intelligence (AI) for Language Access Services

The Commonwealth of Massachusetts has entered into a new partnership with OpenAI. DCF recognizes that the use of qualified professional human translators/interpreters to provide language access and translation services should always be a priority to accomplish these services. DCF does not plan to use AI for language access services.

(4) Agency Website

To translate DCF's website, a "Select Language" drop-down menu at the top of every page may be used to translate the site into any of 38 different languages.

(5) Stakeholder Consultations

DCF receives direct feedback from its LEP consumers via the Continuous Quality Improvement (CQI) Unit, as described in more detail in the "Agency Monitoring" section below. DCF regularly receives ongoing feedback from MCDHH regarding the provision of communication access to its deaf and hard of hearing consumers. And in October 2024, DCF's General Counsel and First Deputy General Counsel met with the Massachusetts Appleseed Center for Law and Justice to solicit feedback on its language access efforts. During this LAP cycle, the Department will identify additional community-based stakeholders to provide feedback on the LAP.

(6) Staff Training

The ability to collaborate with families is dependent upon the Department's use of language to create understanding and agreement. The Department stresses this fact deeply during the new worker training series because it is vital for social workers to hold it as a value in their work. The Department includes information regarding available translation and interpretation services in

training provided at all levels: new social workers, supervisors, and managers.

All newly hired social workers are required to attend New Social Worker Pre-Service Training. This training includes a module on Equity Minded Practice, which in part discusses accessing supportive services in the family's primary language. The curriculum for new supervisors and managers includes a presentation on the topics of cultural humility, disabilities and accommodations, and language access; the language access plan is also distributed.

During the last LAP cycle, the Civil Rights Compliance Coordinator developed a Language Access training which was presented at a statewide managers' meeting and distributed to area office management to be presented at their own staff meetings. This same training has also been presented to a statewide meeting of Area Administrative Managers and as part of a series of legal training for each class of newly-hired social work supervisors and managers.

The Language Access Plan and training is posted on the Language Access intranet page. The LAP is also posted on the New Social Worker Pre-service Training page, where all training curriculum is located.

Language access training priorities include implementing an interactive training on language access and how to work with LEP consumers and interpreters.

(7) Notice to Public

DCF's website includes a language access page, which includes the Language Access Plan as well as information about how to file a language access complaint. The Department also has posted signage notifying consumers that they have the right to interpretation services at no cost in each area office.

VII. Agency Monitoring

A key element to an effective Language Access Plan is to monitor the plan. To that end, DCF's Continuous Quality Improvement (CQI) Unit includes in its case review process a series of questions to assess whether staff is providing meaningful language access to LEP consumers. CQI currently provides a report assessing a sample of 120 cases every 6 months, of which approximately 15%-20% are cases involving LEP consumers. In these cases with LEP consumers, CQI asks whether DCF made concerted efforts to consistently meet the language needs of the consumer. This "concerted effort" metric has generally been on an upward trajectory, with the most recent report showing that concerted efforts were made in 100% of LEP cases assessed.

The Department continues to employ a full-time Civil Rights Compliance Coordinator, separate and distinct from the Language Access Coordinator. This staff member works closely with staff in the Office of the Ombudsman to help resolve complaints made by DCF consumers to address concerns raised by parents, caregivers and others involved in DCF matters as it pertains to complaints of discrimination, including language access.

In summary, during this LAP cycle, the Department through its staff will do the following:

- The Civil Rights Compliance Coordinator will continue to analyze data on languages served by DCF and language assistance usage.
- The Civil Rights Compliance Coordinator will continue to review which vital documents need translation as well as more generally monitor Departmental practices, services and activities to assist both consumers and foster parents in communicating with the Department.
- DCF will continue to promote Language Access trainings at area offices across the state and provide Language Access training to each new class of social work supervisors and managers.
- The Child Welfare Institute and the Civil Rights Compliance Coordinator will implement an interactive training on language access and how to work with LEP consumers and interpreters.
- Ensure that signage notifying consumers that they have the right to interpretation services at no cost continues to be posted in each area office.
- The Continuous Quality Improvement Unit will continue to conduct a review of a sampling of individual cases on a routine basis to assess whether staff is providing meaningful language access to LEP consumers. This information will be shared on a regular basis with the Civil Rights Compliance Coordinator and others.
- The Civil Rights Compliance Coordinator will continue to help resolve complaints and address concerns raised by parents, caregivers and others involved in DCF matters.
- The Department will identify additional community-based stakeholders to provide feedback on the LAP.
- As the statewide contract for interpretation and translation services (PRF75) expires at the end of 2026, DCF will be seeking new vendors under the new statewide contract and revising its service agreements with vendors.

VIII. Complaints

Individuals may file a complaint with the DCF Office of the Ombudsman or the Office of Access and Opportunity if they believe they have been denied the benefits of this plan. Language access-related complaints submitted to the Office of the Ombudsman will be reviewed with the assistance of the Civil Rights Compliance Coordinator. Complaints must be filed within 6 months of the alleged denial. The complaint must be in writing.

To file a complaint with the Office of the Ombudsman, individuals must submit the written complaint to:

Office of the Ombudsman

Department of Children and Families

1 Ashburton Place

Boston, MA 02108

(617) 748-2444

dcfombudsman@mass.gov

To file a complaint with the Governor's Office of Access, Opportunity & Community Affairs, individuals must submit a written complaint to:

Governor's Office of Access, Opportunity & Community Affairs

Attn: Eduardo Moreno Mendez, Office of the Governor

State House, Room 280

Boston, MA 02133

eduardo.morenomendez@mass.gov

IX. Approvals



10/6/2026

Staverne Miller, Commissioner of the Department of Children and Families

Date