



Commonwealth of Massachusetts

Disabled Persons Protection Commission

Language Access Plan

Procedure Name: Language Access Plan

Date Created: August 3, 2020

Procedure ID: Admin-51

Last Revision: August 3, 2020

I. Purpose

The Commonwealth of Massachusetts Disabled Persons Protection Commission (“DPPC”) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by the DPPC to ensure meaningful access to DPPC investigations, activities, information, and services for persons who have limited English proficiency. DPPC will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to the needs of those served by the DPPC and compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16.

The purpose of this plan is to ensure meaningful access to DPPC investigations, activities, information, and services to members of the public who may be limited in their English language proficiency. DPPC is committed to this Language Access Plan as the appropriate response to meeting the population it serves. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by ANF. As provided by ANF Administrative Bulletin #16, a Limited English Proficient (“LEP”) person is someone who is not able to speak, read, write, or understand the English language at a level that allows him/her to interact effectively with DPPC staff. An individual maintains the right to self-identify as a LEP person.

II. Agency Description

As one of the adult protective services agencies in Massachusetts, the nature and scope of DPPC’s mission is to protect adults with disabilities from abusive acts or omissions of their caregivers through investigation, oversight, public awareness, and prevention. DPPC has jurisdiction over adults with disabilities between the ages of 18 and 59 who are in state care or a private setting. DPPC is comprised of the following units: Administration and Finance, Intake, Oversight, Quality Assurance, Investigations, Legal, Informational Technology, Outreach and Prevention, Sexual Assault Response and the State Police Detective Unit.¹ DPPC receives and screens reports of suspected abuse, neglect and deaths of persons with disabilities through its

24-hour Hotline; conducts investigations; oversees investigations conducted on DPPC’s

¹ While physically housed within the DPPC, the State Police Detective Unit is organized within the Massachusetts State Police (“MSP”) and subject to the MSP’s language access plan.
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behalf by other state agencies; ensures that appropriate protective services are provided when abuse has been substantiated or risk is identified; and provides training and education for service providers, medical staff, law enforcement, persons with disabilities and the public.

III. Language Access Plan

A. DPPC Language Access Coordinator

DPPC's Personnel Analyst is the DPPC's Language Access Coordinator and can be reached at the following contact information:

- By phone at (617) 727-6465 ext. 231
- By email at DPPCInfo@massmail.state.ma.us
- By first class mail at Disabled Persons Protection Commission, 300 Granite Street, Suite 404, Braintree, MA 02184

B. DPPC Language Access Needs Assessment

- Language Makeup of Client Population

DPPC has historically addressed the needs of the population served with limited English proficiency on an as needed basis. The DPPC does not keep statistical data concerning the language make-up of the population served. DPPC adopts the position that the Spanish language, on a statewide basis, is the only non-English language that exceeds the language access threshold.

- Points of Contact Between DPPC and Client Population

The primary points of contact are:

- DPPC's Office at 300 Granite Street, Suite 404, Braintree, MA 02184
- DPPC's website at <https://www.mass.gov/orgs/disabled-persons-protection-commission>
- DPPC's abuse reporting hotline at 1-800-426-9009
- DPPC's telephone contact at (617) 727-6465

C. Language Resources Assessment

- Identification of Existing Staff

The DPPC's staff include individuals who are linguistically, culturally, and technically able to deliver some services in a language other than English or to serve as an interpreter in limited situations, for the following languages:

- Spanish
- Italian
- Cape Verdean Creole
- Portuguese

- Haitian Creole
 - French
 - Khmer
- Community-based Resources

When DPPC is requested to provide a speaker for trainings, presentations, or other events where attendees with limited English proficiency are anticipated to attend, the DPPC requests assistances from the event organizer to obtain interpretive services. For those events organized by the DPPC, the DPPC will seek to obtain said interpretive services.

D. Language Service Protocols

Translators are provided upon request or as needed for the receiving of intakes and the conducting of investigations. The DPPC utilizes the services of either qualified staff or state contracted providers listed within PRF63:

<https://www.mass.gov/doc/prf63/download>

E. Vital Document Translation

- Vital documents accessible in languages other than English include the following:
 - Sexual Assault Response Unit general informational flyer: Spanish
 - Mandated Reporter Brochure: Spanish, Portuguese, Chinese, Vietnamese
 - DPPC Reporting Poster: Spanish
 - The Building Partnerships for the Protection of Persons with Disabilities Initiative Brochure: Spanish
 - Alleged Abuser Rights Form: Spanish
- Ad hoc translations of other documents, such as investigation reports and decisions letters, can be performed upon request and subject to the availability of discretionary financial resources. These services are provided by state contactors listed within PRF63: <https://www.mass.gov/doc/prf63/download>

F. Website Content

The DPPC's website, <https://www.mass.gov/orgs/disabled-persons-protection-commission>, is accessible in the languages as provided by the translation services available through mass.gov.

G. Stakeholder Consultation

Due to limited resources for the development of this plan, DPPC did not consult persons served by DPPC in the drafting of this plan.

H. Staff Training

New staff are informed of the policy during the On-Boarding Training. Current DPPC staff are aware of the resources available for assisting members of the public and the population served with limited English proficiency. Also, all policies are distributed to staff upon promulgation and when amended.

I. Notice to Public

The DPPC notifies members of the public and the population served of the translation services provided as the need becomes apparent through interaction. The DPPC also informs individuals of the method by which a complaint may be filed through the attached Public Notice, which is conspicuously posted in the DPPC's main lobby.

J. Agency Monitoring

DPPC monitors this plan based upon the receipts of complaints.

K. Complaints

Complaints must be in writing and be filed within 180 days of the incident giving rise to the complaint. The LAP coordinator will be responsible for investigating the complaint and taking appropriate action to resolve the complaint within 60 days of its filing.

RELATED ATTACHMENTS AND POLICIES

| Description | Date | Location |
|---|------------|------------|
| Language Access Complaint Procedure | 08/03/2020 | Attachment |
| Public Notice: Limited English Proficiency Services | 08/03/2020 | Attachment |
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POLICY CHANGE CONTROL

| Revision Date | Description of Changes |
|---------------|------------------------|
| 08/03/2020 | Created |
| | |
| | |

ATTACHMENT A

DISABLED PERSONS PROTECTION COMMISSION

Language Access Complaint Procedure

You may file a complaint with the Disabled Persons Protection Commission (“DPPC”) Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied language access as provided in the DPPC’s Language Access Plan. A copy of the plan is available on the DPPC’s website at <https://www.mass.gov/orgs/disabled-persons-protection-commission>. You must file your complaint within 180 days of the alleged violation. Your complaint must be filed in writing. To file a complaint with the Language Access Coordinator, submit the written complaint to:

- By email at DPPCInfo@massmail.state.ma.us
- By first class mail at
Disabled Persons Protection Commission
300 Granite Street, Suite 404
Braintree, MA 02184

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to:

Office of Access and Opportunity
Attn: Language Access Coordinator
24 Beacon Street
Office of the Governor
State House, Rm. 373
Boston, MA 02133

ATTACHMENT B

PUBLIC NOTICE



DISABLED PERSONS PROTECTION COMMISSION

LIMITED ENGLISH PROFICIENCY SERVICES

August, 2020

The Disabled Persons Protection Commission strives to make its programs, activities, and services available in languages other than English to individuals with limited English proficiency, consistent with its Language Access Plan.

The Plan is available for review from the DPPC's Language Access Coordinator, who can be reached at the contact information below:

- By phone at (617) 727-6465 ext. 231
- By email at DPPCInfo@massmail.state.ma.us
- By first class mail at Disabled Persons Protection Commission, 300 Granite Street, Suite 404, Braintree, MA 02184

Complaints should be addressed to Personnel Analyst in writing, no later than 180 days after the incident which gave rise to the complaint. To the best of its ability, the DPPC will strive to resolve any complaints within 60 days from filing