

# **EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY (EOPSS)**

## **COMMONWEALTH OF MASSACHUSETTS**



## **OFFICE OF GRANTS AND RESEARCH**

### **LANGUAGE ACCESS PLAN**

**JANUARY 2024**

## **I. Introduction**

The Office of Grants and Research has developed and updated (last revised 2013) 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 OGR will review and update this LAP as needed to ensure continued responsiveness to community needs.

The OGR 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 OGR staff. A constituent maintains the right to self-identify as LEP.

### **I. Purpose**

The purpose of this plan is to ensure meaningful access to services, programs, activities, and materials for all LEP constituents. The OGR is committed to making services available to LEP persons as part of its mission. Based on this commitment, the OGR 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 accessing existing services and ensure that all staff can assist LEP constituents in accessing those resources. OGR 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:

- 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.

## **II. Policy**

It is the OGR policy to provide meaningful access to programs and services to persons who are limited in English proficiency.

## **III. Applicability**

This policy applies to all offices withing the OGR.

## **IV. Role**

The Office of Grants and Research (OGR) promotes public safety and security in Massachusetts communities through the management of grants funds and research programs focused on crime prevention and intervention,

traffic safety, law enforcement and homeland security initiatives. OGR manages more than \$150 million in state and federal grants that are distributed to state, municipal, education and nonprofit agencies across the Commonwealth. Although OGR has not identified significant demand for translation or interpreter services, we will seek these services as needed or requested.

As mandated by the National Highway Traffic Safety Administration (NHTSA), OGR utilizes a portion of grant funding received from NHTSA to contract with a vendor to produce and distribute paid public service announcements. A selected vendor is expected to provide recommendations regarding production of public service announcements in a language other than English and media buys in non-English language media. OGR relies on data-driven research regarding traffic fatalities, injuries, and crashes to identify the target audience for specific public service announcement campaigns, which guides decisions regarding language and placement of campaign materials. Past media projects (pamphlets, etc) supported with NHTSA funds were translated into other languages for distribution.

## **V. 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 OGR.

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.

### **a. Language Access Coordinator**

Amy Saniuk, Human Resource Manager  
The Office of Grants and Research  
35 Braintree Hill Office Park, Suite 302  
Braintree, MA 02184  
781-366-9657  
Amy.Saniuk@mass.gov

## **Language Resources**

### **i. Translating Publications**

The OGR 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). When reaching out to specific communities in the Commonwealth, OGR staff should ensure that these publications will be accessible in the languages prevalent in each community. Longer and more specific publications should be translated when there are accessibility concerns for the intended audience.

### **ii. Written Translations Guidelines**

When translating a document, follow these steps:

1. Choose which language(s) are needed for translation. Keeping in mind that broadly applicable flyers should be translated into Spanish, Portuguese, Haitian Creole, and Chinese (Simplified or Traditional).  
Section
2. E-mail a Word document version of the publication to be translated to the translation company and request a quote.
3. There are several [state vendors](#), on the PRF75 Statewide Contract

Questions? Contact Amy Saniuk 781-366-9657

### iii. In-Person Interpreting

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

1. Obtain at least 3 quotes from any of the vendors on [this list](#) (vendor list starts on page 11). Simply e-mail the vendors (using BCC so they can't see the recipient list) with the specifics of your request. For example:

*The OGR is seeking quotes for in-person Spanish/English interpreter services. The engagement is scheduled for Monday, February 20, 2024, and will take place at 9:30 AM. The services requested are for a minimum of 1 hour. Would you be interested in such an engagement, and if so, could you provide a quote for the one hour plus 15-minute increment price, no later than January 20, 2024? The maximum time needed for this engagement will not exceed 4 hours. Thank you for your consideration of this request.*

### iv. Correspondence

The generic label below could be included with initial correspondence to constituents and as necessary thereafter. It could also be included below the signature line on automatic replies from general email inboxes. If you are already using your own customized label or tagline notice, you could continue to use your own.

This document contains important information. Please have it translated immediately.	Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.	ខេត្តសាវណ្ណសម័យនេះ បង្កើនការងារសំខាន់ៗ។ រដ្ឋបាលខេត្តសាវណ្ណសម័យនេះ បង្កើនការងារសំខាន់ៗ។ ឯកសារនេះមានសារៈសំខាន់ ។
В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.	Este documento contém informações importantes. Por favor, traduza-lo imediatamente.	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.	

### v. Multilingual Staff at OGR

The OGR is committed to hiring and retaining multilingual staff members for all positions, but especially for public-facing staff. OGR will determine current multilingual employees who have agreed to provide oral translation services, once these employees are determined OGR will create an employee roster. If there is a need for oral translation services, the employee needing assistance may contact an employee who is proficient in the language needing translation as well as that employee's supervisor. The employee in need will inform the multilingual employee of the translation services that are needed.

[OGR multilingual employee roster 2024.xlsx](#)

### vi. Interpreter Services for Walk-in Constituents

While the preference is to provide direct service to LEP constituents in their primary language, OGR staff also have access to an over-the-phone language service that includes over-380+ languages using PRF75: Foreign language interpretation and translation services. Step-by-step instructions on how to use the over-the-phone language services, including ASL, are included below in the section on hotlines and general phone lines.

[download \(mass.gov\)](#)

## Over-the-phone language services

There are several over-the-phone language services providers to assist in interpreting over the phone. All staff should have access to and be trained in the over-the-phone language service providers [download \(mass.gov\)](https://www.mass.gov/info-details/download-massgov). There are other state vendors providing similar services.

The OGR 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 cancelled, 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, [How to Request an ASL Interpreter or CART provider | Mass.gov](#)

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 you should make time prior to the event for the interpreters to connect.

### **b. Staff Training**

The Language Access Plan (LAP) will be:

- a. Posted internally for all employees.
- b. Distributed to all employees.
- c. Incorporated into the orientation for new employees.
- d. 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.
- e. Presented to OGR staff, so such staff is trained to work effectively with LEP constituents and telephone interpreters.
- f. OGR staff will be provided access to the roster of OGR multilingual employees and will receive written instructions regarding the protocols. Staff will also receive written instructions on how to access and utilize Google Translate. The OGR Language Access Coordinator will be available for any questions that may arise from the implementation of this Plan.

## **VI. Monitoring**

The OGR 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, 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 agency's effectiveness and performance in ensuring meaningful access for LEP individuals.
- d. Employees will be instructed to direct language access-based issues/complaints to the appropriate Department head. The Department head will then notify the OGR Language Access Coordinator, described herein, who will coordinate the follow-up and resolution of such issues on an agency wide basis.

Complaint Procedure:

Individuals may file a complaint with the (agency) Language Access Coordinator or Equal Opportunity Coordinator if they believe they have been denied the benefits of this Plan.

A written complaint must be filed within 6 months of the alleged denial. Submit the written complaint to:

Amy Saniuk, LAP Coordinator

Office of Grants and Research  
35 Braintree Hill Office Park, Suite 302  
Braintree, MA 02184  
Email: [Amy.Saniuk@mass.gov](mailto:Amy.Saniuk@mass.gov)  
Telephone Number: 781-366-9657

Or

Christopher Louis, EEO Coordinator  
Executive Office of Public Safety and Security  
One Ashburton Place, Room 2133  
Boston, MA 02108  
Email: [Christopher.louis@mass.gov](mailto:Christopher.louis@mass.gov)  
Telephone number: 617-366-7034