

**Commonwealth of Massachusetts  
Department of Conservation and Recreation  
Language Access Plan (LAP) 2012**

**I. Introduction**

The Massachusetts Department of Conservation and Recreation (DCR) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by the DCR to ensure meaningful access to agency services, programs, and activities on the part of persons who have limited English proficiency. The DCR will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16. The purpose of the Administrative Bulletin is to provide guidance to state agencies as they develop Language Access Plans. Additionally, the Administrative Bulletin and the Guidelines are meant to establish a common baseline for creating access to state services, program and activities.

Administrative Bulletin #16 was promulgated pursuant to the objectives of Executive Order 526 and Executive Order 519. Among the objectives of EO 526 are to: (1) affirmatively promote equal opportunity in agency program, activities, and services and (2) ensure that agency programs, services, activities and decisions do not discriminate against persons with respect to race, color, age, gender, ethnicity, sexual orientation, religion, creed, ancestry, national origin, disability, veteran’s status or source of income. Pursuant to EO 519, the Office of Access and Opportunity will review and recommend improvements to state agency programs, activities and services to ensure that they foster access and equal opportunity for all persons.

**II. Purpose**

The purpose of this plan is to ensure that the constituents (public, patrons, visitors, and users) of DCR have meaningful access to services, programs, and activities although they may be limited in their English language proficiency.

The objectives of the Guidelines are to: (a) Improved access to and the quality of state services, programs, and activities for non-English speakers and LEP persons; (b) Reduce disparities and delays, if any, in provision of state services/programs to eligible non-English speakers and LEP person compared with eligible English speaker; and (c) Increase agency effectiveness and public satisfaction.

The DCR is committed to this Language Access Plan as the appropriate response to meeting our constituents’ needs. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by the Executive Office of Administration and Finance.

Consistent with the guidance of 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 DCR staff. A DCR constituent maintains the right to self-identify as a LEP person.

### **III. Agency Description**

***DCR Mission – The Department of Conservation and recreation’s mission to protect, promote and enhance our common wealth of natural, cultural and recreational resources for the benefit of all. DCR is dedicated to improving the quality of life in the Commonwealth of Massachusetts. By protecting and conserving our natural and cultural resources through professional stewardship, connecting people to these resources through recreation and education, partnering with other communities and organization that share our common purpose.***

DCR's focus is on:

- Improving outdoor recreational opportunities and natural resource conservation
- Restoring and improving our facilities
- Expanding public involvement in carrying out DCR's mission, and
- Establishing first-rate management systems and practices.

The health and happiness of people across Massachusetts depend on the accessibility and quality of our green infrastructure - our natural resources, recreational facilities, and great historic landscapes. The DCR continues to improve the vital connection between people and the environment. The LAP provides an opportunity to make this a reality for all our constituents.

### **Divisional Structure of DCR**

Although it is one of the country's smallest states, Massachusetts has one of the largest, oldest, and most diverse parks systems, covering an area of approximately 450,000 acres of land. Its 450,000 acres is made up of forests, parks, greenways, historic sites and landscapes, seashores, lakes, ponds, recreational facilities, reservoirs, and watersheds.

The DCR is currently organized into divisions and bureaus.

The **Division of State Parks and Recreation** maintains nearly 300,000 acres of the state's forests, beaches, mountains, ponds, riverbanks, trails, and parks outside of the Greater Boston area. The Division protects land and resources on privately and municipally held land through technical assistance, grant and planning programs, policy development, and other services.

The **Division of Urban Parks and Recreation** has broad management responsibilities for the preservation, maintenance, and enhancement of the natural, scenic, historic, and aesthetic qualities of the environment within the Greater Boston area.

The Division of Water Supply Protection manages and protects the drinking water supply watersheds for Greater Boston. The Division provides technical support to other state agencies, monitors lakes and ponds, well drillers, and rainfall throughout the state.

The **Division of Administration and Finance** plans and delivers fiscal, human resources, contracts administration, and related policies and procedures to support efficiency, consistency, and effectiveness at DCR.

The **Bureau of Engineering** is responsible for the engineering, construction, and improvements of parkways, waterways, dams, and park and recreational facilities.

The **Bureau of Planning and Resource Protection** manages land protection, resource management planning, areas of critical environmental concern (ACEC), historic and cultural resources protection, and ecology programs. It also provides geographic information systems (GIS) to DCR.

The **Office of External Affairs & Partnerships** hosts, promotes, and markets a wide range of programs and events for the public's enjoyment. It also utilizes the media and provides content through the DCR website regarding programs and services. This office also issues special use permits.

The **Office of the General Counsel** provides legal service and counsel to DCR in the areas of employment, real estate and land acquisition, and contract law, regulatory and environmental compliance.

**DCR Direct Services Programs include:**

**Recreation:** programs and activities for the public at campgrounds, multi-use trails, swimming pools, beaches (salt and freshwater), skating rinks, spray decks, ball fields, picnic areas, and playgrounds.

**Universal Access:** provides accessibility to parks and programs for people of all abilities.

**Ranger and Interpretive Services:** promotes environmental education, natural and cultural resource interpretation, and awareness and enforcement of regulations at DCR properties, and the State House. The Ranger Services is also responsible for issuing parking tickets and collecting fees.

**Forest Fire Control:** Prevents, detects, and suppresses forest fires on public and private lands

**Forestry:** Protects and manages forests, watersheds, and landscapes on public and private lands.

**Administrative Offices and Headquarters:** provides access to information on employment, response to RFRs & RFPs, special use permits, campground reservations, as well as accommodates various units that operate the parks system, including forestry, recreation, engineering, and planning.

#### **IV. Language Access Plan:**

The DCR Language Access Plan (LAP) shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This Language Access Plan has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. This Language Access Plan represents DCR's administrative blueprint to provide meaningful access to its services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks DCR will undertake to meet this objective.

Language Access Plan:

1) Language Access Coordinator:

Penny Carney, Director of Human Resources  
251 Causeway Street, Suite 600  
Boston, MA 02114  
Email: [poreilly@MassMail.State.MA.US](mailto:poreilly@MassMail.State.MA.US)  
Tel. 617-626-1284  
Fax. 617-626-1448  
Reception/Main number: 617-626-1500

2) Language Access Needs Assessment:

The DCR is organized into (2) Divisions, Mass State Parks and Water Supply Protection.

- a.) Based on the service, programs, and activities listed above, DCR will ensure meaningful access to this population by:

Surveying various stakeholders to gather information on constituent interest in recreational activities, environmental education, historic and cultural resources, and access to such.

Training all staff, and especially staff at administrative office and headquarters, and employees that come in direct contact with the public such as visitor centers, and recreation facilities, to assist LEPs, and to understand the goals and tools involved with this plan. DCR Human Resources will manage the training program, which includes training our seasonal employees in customer service and greeting the public.

To translate essential documents including the main rules signs, permit instructions, facility information, and volunteer information, and to host this material on the DCR website, and /or use universal signage as applicable

To promote language access and these initiatives to the public through partnerships, special events, and regional headquarters and visitors centers. Recreation facilities will achieve this through press releases, multi-lingual special events, and initiatives to expand

volunteerism by LEPs. To utilize various media channels for outreach efforts, with emphasis give to local media observed in the communities served.

Perform outreach and recruitment to multi-lingual applicants for positions of lifeguards, park rangers, and interpreters, and assign multi-lingual employees to facilities that serve diverse communities. Examples include the DCR Lifeguard Training Program.

To offer multi-cultural events and educational programs in various languages and to the communities served.

b. Language Makeup of Constituent Population-Commonwealth of Massachusetts

**Table 1: Massachusetts LEP populations as a Percentage of Total State Populations**

<b>Population</b>	<b>Number</b>	<b>Percentage (out of total MA population)</b>
Population 18 years and over	4,853,130	100.00%
Speak only English	3,944,715	81.28%
Speak a language other than English	908,415	18.72%
Total MA LEP Population (people who speak English "Not Well" or "Not at All")	193,785	3.99%
Spanish or Spanish Creole	71,895	1.48%
French Creole	6,810	0.14%
Italian	6,525	0.13%
Portuguese or Portuguese Creole	39,620	0.82%
Russian	8,990	0.19%
Chinese	18,050	0.37%
Mon-Khmer, Cambodian	5,125	0.11%
Vietnamese	8,990	0.19%

(figures compiled by DHCD)

c. Points of Contact between DCR and Constituent Population

Constituent population may contact the agency either by calling, or visiting the DCR's offices in Boston, and Regional Offices or by visiting our website.

Boston: 617-626-1250 (Main Number), 251 Causeway Street, Suite 600, Boston, MA 02114  
Website: [Massachusetts Department of Conservation](http://Massachusetts Department of Conservation)

Regional Offices:

Boston Region, - 165 Day Boulevard, South Boston, MA 02127 - 617-727-5290

South Region, - Myles Standish S.F., P.O. Box 66, South Carver, MA 02366  
508-866-2580x104

North Region - DCR State Parks, 25 Shattuck St, Lowell, Mass. 01852 - 978-937-2092x102

Central Region - DCR, P. O. Box 484, Amherst, MA 01001- 413-545-5744

Western Region, - DCR, State Parks, P.O. Box 1433, Pittsfield, MA 01202 - 413-784-1828

DCR has multiple facilities across the agency that the public can enjoy and access.

3. Language Resources Assessment:

- a. DCR has identified staff available as needed to assist with interpreter services. These employees are linguistically, culturally, and technically able to deliver services in a language other than English. The languages that our staffs speak are Spanish, Russian, Portuguese, Creole, Chinese, and French. DCR staff is not certified interpreters.
- b. DCR is organizing a list of community based resources to support the delivery of programs at parks.

4. Language Service Protocols:

a. To Implement the Language Access Plan:

DCR will provide a list of in-house personnel who may be available as needed to provide interpreter services in their respective languages as needed. This may include translation of correspondence received and responded to, telephone calls, and in-person interviews or requests for information.

In the event that we are not able to provide the services in-house and as long as there is sufficient notice and funding available, the DCR will attempt to provide the information in a timely manner from an outside source (i.e. approved Commonwealth vendors and the associated cost.)

If DCR is not able to provide the requested information, the requestor will be notified in writing that the request cannot be met.

- b. DCR's language access protocols for providing interpretation services
  - In the event that a designated staff person is unable to assist with the interpretation services, sufficient notice is given to DCR which identifies the translation and document/service being requested.
- c. Constituents will be able to request the information either in person or by submitting a written request.

5. Vital Document Translation:

- a. If requested to do so, DCR will list the name of vital documents, in whole or in part, to be translated including the timeframe for translation:
  - Due to the anticipated cost involved of translating any documents, the translation of vital documents into numerous languages would take several years. The DCR will identify appropriate languages for translation after a survey of our constituent population has been completed, and need identified.
- b. Agency website content, by list, to translate including timeframe for translation
  - DCR will post translated documents on its website ([www.mass.gov/dcr](http://www.mass.gov/dcr)) when available and make note of the fact that the information is available in another language and the language(s) that it is available in.

6. Stakeholder Consultations:

- The DCR did not consult with outside organizations as to the development of this plan. However, the DCR Waquoit Bay National Estuarine Research Reserve did conduct a Cultural Needs Assessment, Final Report – December 2008 , with the Center for Environmental Health Studies, JSI Research & Training Institute, Boston, to garner a better understanding of how to engage populations living in the watershed area (Cape Cod) that are not native English Speakers. Also the DCR is knowledgeable of its visitor populations through park supervisors and rangers.

7. Staff Training:

- Program, Receptionist, Human Resources, and Contract staff will be trained first. Training will ensure that identified employees are aware of the contents of the Plan and its protocols. Additional Program staff may be trained as needed. The information will be included in the DCR Seasonal Handbook, and new hire orientation.

8. Notice to Public:

- Notices referencing the Plan will be posted in conspicuous locations within the agency such as on bulletin boards throughout the Boston and Regional Headquarters.
- Copies of the Plan will be available to the public upon request and payment of fee for copying. A copy of the Plan may also be obtained by downloading a PDF copy from the DCR website:  
[MA. Department of Conservation & Recreation](http://MA.DCRR.org)

## **9. Monitoring:**

Each year, the DCR will review and update its LAP, if needed. The review may assess:

- Determination if additional vital documents require translation.
- Any issues or problems related to serving LEP persons which may have arisen during the past year.
- Whether or not there have been any significant changes in the language needs of the program population currently served by DCR.
- Determine if recreation and interpretive programming and signage are meeting the needs of DCR constituents.

## **Language Access Complaint Procedure**

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint and complaints should be addressed to the LAP Coordinator.

All complaints should be sent to:

Penny O'Reilly Carney, Human Resources Director  
Massachusetts Department of Conservation and Recreation  
251 Causeway Street, Suite 600  
Boston, MA 02114  
Tel. 617-626-1284  
Email Address: [poreilly@MassMail.State.MA.US](mailto:poreilly@MassMail.State.MA.US)

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  
Executive Office of Administration and Finance  
State House, Room 373  
Boston, MA 02133  
Email Address: [Ronald.Marlow@state.ma.us](mailto:Ronald.Marlow@state.ma.us)

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Agency Head

Date

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Secretary

Date