

# LANGUAGE ACCESS PLAN

Division of Standards

## **I. Introduction**

The Division of Standards (DOS) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by DOS to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The DOS 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.

## **II. Purpose**

The purpose of this plan is to ensure clients of the DOS meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The DOS is committed to this Language Access Plan as the appropriate response to meeting our clients’ 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 DOS staff. A client maintains the right to self-identify as a LEP person.

## **III. Agency Description**

The mission of the DOS is to enforce laws, rules and regulations relating to weights and measures and the use of weighing and measuring devices used in commercial transactions. The DOS is responsible for certifying all weights and measures officials appointed to enforce weights and measures laws in cities and towns over 5,000 in population throughout the Commonwealth.

Additionally, the DOS regulates the advertising and retail sale of motor fuel and oil. The DOS issues licenses for the retail sale of motor fuel and oil, hawkers and peddlers, transient vendors, auctioneers, promoters, and issues registrations to auto damage repair shops. The DOS also enforces the item pricing law, unit price regulations and inspects electronic pricing systems for accuracy in retail stores.

#### IV. Language Access Plan:

Approach: The Agency Language Access Plan 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 DOS's administrative blueprint to provide meaningful access to DOS's services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks DOS will undertake to meet this objective.

##### Language Access Plan:

(1) Agency Language Access Coordinator:

Charles Carroll  
One Ashburton Place, Room 1115  
Boston, MA 02108  
[Charles.Carroll@state.ma.us](mailto:Charles.Carroll@state.ma.us)

(2) Agency Language Access Needs Assessment:

- a. The DOS provides services to a vast number of people throughout the Commonwealth; no language meets or exceeds the 5% threshold.
- b. While the agency does not meet or exceed a language threshold greater than 5% for any non-English speaking population served, we follow the results of the 2000 census data below.

Table 1: Massachusetts Limited English Proficiency (LEP) populations as a percentage of the total population

Population	Number	Percentage (out of total MA population)
Population 18 Years or older	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%
Portuguese or Portuguese Creole	39,620	0.82%
Chinese	18,050	0.37%
Russian	8,990	0.19%
Vietnamese	8,990	0.19%
French Creole	6,810	0.14%
Italian	6,525	0.13%
Mon-Khmer, Cambodian	5,125	0.11%

- c. Division of Standards  
One Ashburton Place, Room 1115  
Boston, MA 02108  
(617) 727-3480  
Website: [Division of Standards](#)

Steps for Access

- (3) Language Resources Assessment:

<b>Language</b>	<b>Number of employees</b>
<b>Cambodian</b>	1
<b>Spanish (at a connected office)</b>	1

- (4) Language Service Protocols:

- a. The DOS will provide interpretation services as requested. The DOS employs one individual fluent in Cambodian and often works with a Spanish-speaker in another office on the same floor of the building.
- b. The DOS has a diverse work force and for years has been utilizing our employees and other state employees in offices close to DOS to conduct in person interpretation and phone interpretation.
- c. A message will be posted on our web site and we will have signage at our reception desk to assist clients who may need interpretation services.

- (5) Vital Document Translation:

- a. The DOS offers translation services for license applications as requested.
- b. The DOS website does not include information in any language but English.

- (6) Stakeholder Consultations:

This plan was discussed with senior staff and staff at the Office of Consumer Affairs and Business Regulation.

- (7) Staff Training:

The DOS plans to initiate regular training for all employees as resources allow in order to better serve our clients in the future.

(8) Notice to Public

The DOS will post this plan on our website and offer information regarding our interpretive services in the languages identified above. The DOS will also post a sign for all clients as they enter our reception area.

(9) Agency Monitoring:

The DOS will conduct biannual reviews of this plan and assess the needs of any additional services.

(10) Complaints:

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One Ashburton Place, Room 1115  
Boston, MA 02108  
[Charles.Carroll@state.ma.us](mailto:Charles.Carroll@state.ma.us)

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Agency Head  
Date

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Secretary  
Date

## **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. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Charles Carroll  
One Ashburton Place, Room 1115  
Boston, MA 02108  
[Charles.Carroll@state.ma.us](mailto:Charles.Carroll@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)