

# MASSACHUSETTS EMERGENCY MANAGEMENT AGENCY

## Language Access Plan

### I. Introduction

The Massachusetts Emergency Management Agency (“MEMA”) has prepared this Language Access Plan (“LAP”), which defines the actions to be taken by MEMA to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. This LAP outlines the steps that MEMA will take, given fiscal feasibility, to ensure meaningful access to its services by NES and LEP<sup>1</sup>. MEMA 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 individuals served by MEMA have meaningful access to services, programs and activities although they may be limited in their English language proficiency.

MEMA 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.

### III. Role of MEMA and its Services

MEMA is the state agency with primary responsibility for ensuring the state’s resilience to disasters. MEMA’s staff of professional planners, communications specialists, operations managers and support personnel is committed to an all hazards approach to emergency management. By building and sustaining effective partnerships with federal, state and local government agencies, and with the private sector - individuals, families, non-profits and businesses - MEMA ensures the Commonwealth’s ability to rapidly recover from large and small disasters by assessing and mitigating hazards, enhancing preparedness, ensuring effective response, and building the capacity to recover.

#### Operations Division

The Operations Division of MEMA maintains and operates the state Emergency Operations Center (EOC), monitoring emergencies statewide through the Communications Division 24 hours a day, 7 days a week. The state EOC serves as the command and control center for the Commonwealth during an emergency.

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**Footnote<sup>1</sup>** Persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be considered LEP persons.

The Operations Division manages and coordinates emergency response efforts for the Commonwealth. Through MEMA regional offices, it coordinates the response to requests for aid from local authorities upon depletion of their local resources.

The Massachusetts Emergency Management Team (MEMT) is prepared and trained by the Operations Division. Membership in MEMT is comprised of the many state, Federal, local, volunteer, public and private agencies and organizations which are represented at the State EOC during activation for an emergency for better coordination of the Commonwealth's assets.

Operations Division also is responsible for updating and publishing the Governor's Emergency Notification Roster, preparing and maintaining MEMA's master calendar, and assuring that MEMA maintains a high degree of preparedness and readiness.

### **Disaster Recovery & Mitigation**

The Disaster Recovery Division of MEMA deals directly with local disaster victims. It guides cities and towns, as well as individuals, through the loss reimbursement process. This includes the distribution of federal and state disaster monies for individuals, cities and towns, state agencies and eligible non-profit organizations to assist in their recovery efforts to restore the areas to pre-disaster condition.

This division administers the Public Assistance (PA) and Individual Assistance (IA) programs, monitors applicants to ensure that they have completed the programs in their entirety, and provides a full accounting of funds received.

In conjunction with the Department of Conservation and Recreation (DCR), the Disaster Recovery Division administers and executes all state and federal Flood Mitigation Programs. The division implements mitigation projects by providing local governments with planning assistance, technical assistance and grant funding.

### **Nuclear Preparedness Department**

MEMA's Nuclear Preparedness Department (NPD) is responsible for overseeing planning, training, equipment and exercises to support a radiological emergency response for the Massachusetts population within the 10-mile Emergency Planning Zones (EPZs) around nuclear power stations. This is a peak population of approximately 252,200 persons in the vicinity of Pilgrim Station in Plymouth, Seabrook Station in New Hampshire, and the Vermont Yankee Nuclear Power Station in Vernon, Vermont. The NPD also has safety plans in place for the Yankee Rowe Independent Spent Fuel Storage Installation in Rowe, MA

To protect the food supply in the event of a radiological emergency, the Nuclear Preparedness Department works closely with the Massachusetts Department of Public Health's Radiation Control Program in planning, training and exercises within the power station's' 50-mile radii, known as the Ingestion Pathway Zones (IPZ). Together, these areas comprise most of the Commonwealth of Massachusetts.

## **Planning Department**

The Planning Department works with municipal, state, federal, and volunteer organizations on a variety of emergency management planning issues. The Planning Department assists communities in the development and maintenance of their Comprehensive Emergency Plans (CEMP), addressing mitigation, preparedness, response and recovery from natural and technological emergencies.

The Planning Department also maintains the State Comprehensive Emergency Management Plan. The State CEMP is utilized by MEMA to manage multi-agency state response to large-scale emergencies. The State CEMP provides linkage to the Federal Response Plan for requesting federal disaster assistance.

Management of the State Emergency Response Commission (SERC) activities; planning, training, grant management, and SERC sub-committees is the responsibility of the MEMA Hazardous Materials Coordinator within the Planning Department.

Finally, the Planning Department supports planning for hazard-specific events such as major aircraft accidents, debris management, terrorism, donations management and other topics.

## **Training and Exercise Unit**

The Massachusetts Emergency Management Agency Training and Exercise Unit presents emergency preparedness training, seminars, workshops and conferences to state and local first responders defined in Homeland Security Presidential Directive 8 (i.e., police, fire, emergency management, emergency medical services, public health, public works and others).

The Unit develops and maintains professional partnerships with many public and private institutions so that we may meet the training needs of local communities. Based upon needs assessment surveys, the Training and Exercise Unit develops and implements new curricula and courses, offers ongoing legacy training programs. Additionally, the training unit facilitates independent study course programs, coordinates federally sponsored training at the National Emergency Management Institute.

## **IV. Language Access Plan**

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

## **1. MEMA Language Access Coordinator**

Ann M. McCarthy  
Massachusetts Emergency Management Agency  
400 Worcester Road  
Framingham, MA 01702  
Phone: (508) 820-1400  
Fax: (508) 820-2015

## **2. Language Access Needs Assessment**

### **a. Identification of Language Makeup of Constituent Population**

Massachusetts is a highly diverse state in which numerous LEP households reside. According to data from the U.S. Census performed in 2000, 18.7% of all residents over the age of eighteen speak a language other than English, and of those residents, 21% speak English “not well” or “not at all”. Using available census data as a guideline, MEMA has estimated the LEP population (and what language they speak) across counties based on the percentage of non-English speakers that indicated that they speak English “Not Well” or “Not at All”.

The most frequently spoken languages according to U.S. Census data among the LEP population in the Commonwealth are Spanish, French Creole, Italian, Portuguese, Russian, Chinese<sup>2</sup>, Mon-Khmer (Cambodian), and Vietnamese. A summary of these groups can be seen below in Table 1, and Table 2 provides detailed information on these populations by county.

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**Footnote** <sup>2</sup> Note that the 2000 U.S. Census does not distinguish by Chinese language types.

**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%



		<b>Population 18 years &amp; over</b>	<b>Speak only English</b>	<b>Speak a language other than English</b>	<b>Spanish or Spanish Creole</b>	<b>French Creole</b>	<b>Italian</b>	<b>Portuguese or Portuguese Creole</b>	<b>Russian</b>	<b>Chinese</b>	<b>Mon- Khmer, Cambodian</b>	<b>Vietnamese</b>
	Number	227,259	205,232	22,027	5,479	93	1,232	482	517	1,341	286	321
	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				1,456	20	143	142	169	402	106	123
	<i>Determined by using Franklin, Hampden and Hampshire County Data.</i>											
	Number	460,414	373,791	86,623	42,197	241	3,746	5,709	3,620	2,096	589	1,717
	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				11,217	52	435	1,676	1,180	629	218	658
	<i>Determined by using Suffolk County Data.</i>											
	Number	551,223	372,991	178,232	71,090	14,420	10,194	11,661	5,947	15,524	1,348	8,653
	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				18,897	3,084	1,184	3,423	1,939	4,658	500	3,315

		<b>Population 18 years and over</b>	<b>Speak only English</b>	<b>Speak a language other than English</b>	<b>Spanish or Spanish Creole</b>	<b>French Creole</b>	<b>Italian</b>	<b>Portuguese or Portuguese Creole</b>	<b>Russian</b>	<b>Chinese</b>	<b>Mon- Khmer, Cambodian</b>	<b>Vietnamese</b>
RCAP Solutions	Number	558,886	474,518	84,368	30,619	309	3,593	4,557	1,199	2,481	355	3,756
<i>Determined by Using Worcester County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				8,139	66	417	1,338	391	745	132	1,439
	Number	1,137,441	902,289	235,152	45,601	7,767	20,325	30,858	8,445	21,800	6,879	4,716
<i>Determined by using Middlesex County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				12,122	1,661	2,360	9,059	2,753	6,542	2,549	1,807
	Number	749,883	625,522	124,361	18,636	5,539	3,084	67,966	239	1,598	1,378	913
<i>Determined by using Bristol and Plymouth County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				4,954	1,185	358	19,953	78	480	511	350

**Populations which meet the Safe Harbor Threshold at the Estimate of Language Speakers who Speak English "Not Well" or "Not at All"**



b. Contacts Between MEMA and its Constituency

Apart from media releases, direct contact between MEMA and the general public is limited. However, the Disaster Recovery Division of MEMA does deal directly with local disaster victims. It guides cities and towns, as well as individuals, through the post-disaster loss reimbursement process. This division administers the Public Assistance (PA) and Individual Assistance (IA) programs and monitors applicants to ensure that they have completed the programs in their entirety. When necessary to meet NES or LES applicants' needs, MEMA multi-lingual personnel or multi-lingual personnel supplied by the Federal Emergency Management Agency are provided.

**V. Language Resources Assessment:**

MEMA recently conducted a voluntary poll asking employees to self-identify languages other than English that employees are fluent in. MEMA is aware of a limited number of MEMA staff that speaks Spanish (2) and Portuguese (1) fluently.

MEMA currently maintains a statewide multi-ethnic media contact list. This list consists of 69 television, radio and newspaper contacts that receive MEMA media outreach (news releases, media advisories), particularly in preparation for, response to and recovery from emergency situations. Some of these radio and TV stations, which broadcast in English during the majority of the day, have specifically targeted programming through a particular show(s). Because much of what MEMA distributes is time sensitive, and MEMA does not currently have the ability to quickly translate the information on its News Releases into multiple languages, they are distributed in English. Once the news outlets receive these releases they are able to translate and broadcast them to their specific audiences.

**MEMA MULTI-ETHNIC MEDIA CONTACTS**  
**Fax Number and Email**

**Greater Boston -35**

- Boston – *Bay State Banner* (617) 261-2346 / [news@bannerpub.com](mailto:news@bannerpub.com) (Urban)
- Boston – *Boston Chinese News* (617) 607-9252 / [info@bostonchinesenews.com](mailto:info@bostonchinesenews.com) (Chinese)
- Boston – *Boston Courier* (617) 734-7400 / (NA) (Russian)
- Boston – *Boston Haitian Reporter* (617) 436-1222 / [newseditor@dotnews.com](mailto:newseditor@dotnews.com) (Haitian Creole)
- Boston – *Boston Neighborhood Network News* (617) 353-4680 / [comnnn@bu.edu](mailto:comnnn@bu.edu) (Urban)
- Boston – *Boston Russian Bulletin* (617) 277-7102 / [bosrusbul@aol.com](mailto:bosrusbul@aol.com) (Russian)
- Boston – *El Mundo* (617) 524-5886 / [editor@elmundoboston.com](mailto:editor@elmundoboston.com) (Spanish)
- Boston – *Epoch Chinese Times* (212) 239-2806 / [boston.editor@epochtimes.com](mailto:boston.editor@epochtimes.com) (Chinese)
- Boston – *Jamaica Plain Gazette* (617) 524-3921 / [administration@jamicaplaingazette.com](mailto:administration@jamicaplaingazette.com) (Spanish)
- Boston – *La Semana* (617) 427-6227 / [lasemana@lasemana.com](mailto:lasemana@lasemana.com) (Spanish)
- Boston – Radio Mercure Internationale (617) 825-4922 / [ecleo@radiomercureinternationale.com](mailto:ecleo@radiomercureinternationale.com) (Spanish)

Boston – *Sampan* (617) 482-2316 / [editor@sampan.org](mailto:editor@sampan.org) (Chinese)  
 Boston – *The Boston Korean* (617) 254-4210 / [info@bostonkorean.com](mailto:info@bostonkorean.com) (Korean)  
 Boston – *Telemondo* (617) 242-4540 / [wneu@zgsigroup.com](mailto:wneu@zgsigroup.com) (Spanish)  
 Boston – *Tieng Chuong* (617) 546-5975 / NA (Vietnamese)  
 Boston – *Touch 106* (617) 427-1771 / [touchradiofm@yahoo.com](mailto:touchradiofm@yahoo.com) (Urban)  
 Boston – *WBZ-TV4 Centro* (617) 254-6383 / [yusalcedo@bostoncbs.com](mailto:yusalcedo@bostoncbs.com) (Spanish)  
 Boston – *WCEA CuenciaVision Ch.58/26* (617) 427-6227 / [info@bostonmas.com](mailto:info@bostonmas.com) (Spanish)  
 Boston – *WRCB* (617) 296-9877 / [contact@radioconcorde.com](mailto:contact@radioconcorde.com) (Haitian Creole)  
 Brookline – *El Planeta* (617) 933-7688 / [editor@elplaneta.com](mailto:editor@elplaneta.com) (Spanish)  
 Brookline – *WUNR* (617) 367-2265 / [info@wunr.com](mailto:info@wunr.com) (Spanish/Haitian Creole)  
 Cambridge – *WMBR* (617) 253-4000 / [Haiti@wmbro.org](mailto:Haiti@wmbro.org) (Haitian Creole)  
 Cambridge – *WRCA* (617) 427-6227 / [wrcal130@aol.com](mailto:wrcal130@aol.com) (Spanish/Haitian Creole)  
 Chelsea – *WESX* (617) 884-4515 / [pbnboston@gmail.com](mailto:pbnboston@gmail.com) (Portuguese/Spanish)  
 Dedham – *WAMG La Nueva MegaBoston* (617) 241-0071 / [irodriguez@megastation.net](mailto:irodriguez@megastation.net) (Spanish)  
 Everett – *WKOX* (508) 820-2400 / [jefferyoar@clearchannel.com](mailto:jefferyoar@clearchannel.com) (Spanish/Portuguese)  
 Framingham – *WSRO* (508) 820-8399 / [Melissa@wbixonline.com](mailto:Melissa@wbixonline.com) (Spanish)  
 Medford – *WXKS La Nueva Mia* (781) 475-1526 / [christyler2@clearchannel.com](mailto:christyler2@clearchannel.com) (Spanish)  
 Needham – *WUNI/Ch.27* (781) 455-0029 / [ssuarez@entravision.com](mailto:ssuarez@entravision.com) (Spanish)  
 Newton – *WNTN* (617) 969-1283 / [valmeserge01@yahoo.com](mailto:valmeserge01@yahoo.com) (Multi-ethnic)  
 Quincy – *WJDA* (617) 479-0622 / [arrivas5906@aol.com](mailto:arrivas5906@aol.com) (Multi-ethnic)  
 Somerville – *Brazilian Times* (617) 625-9950 / [news@braziliantimes.com](mailto:news@braziliantimes.com) (Portuguese)  
 Waltham – *WBRS* (781) 736-4759 / [pd@wbrs.org](mailto:pd@wbrs.org) (Russian)  
 Watertown – *Hairenik* (617) 926-1750 / [manager@hairenik.com](mailto:manager@hairenik.com) (Armenian)  
 Woburn – *WAZN/WLYN* (781) 938-0933 / [jeffk@mrbi.net](mailto:jeffk@mrbi.net) (Multi-ethnic)

## **Northeast- 9**

Lawrence – *La Guia del Valle* (617) 345-6795 / [laguia@siglio21.com](mailto:laguia@siglio21.com) (Spanish)  
 Lawrence – *Rumbo* (978) 975-7922 / [rumbo@rumbonews.com](mailto:rumbo@rumbonews.com) (Spanish)  
 Lawrence – *Siglo21* (978) 687-1569 / [editor@siglo21.com](mailto:editor@siglo21.com) (Spanish)  
 Lawrence – *WCCM* (978) 687-1180 / [info@1110wccmam.com](mailto:info@1110wccmam.com) (Spanish)  
 Lawrence – *WCEC* (978) 687-1180 / [jdeltoro@power800am.com](mailto:jdeltoro@power800am.com) (Spanish)  
 Lawrence – *WLLH* (877) 838-6342 / [info@power1310.org](mailto:info@power1310.org) (Spanish)  
 Lawrence – *WNNW* (978) 687-1180 / [jgonzalez@powerdeboston.com](mailto:jgonzalez@powerdeboston.com) (Spanish)  
 Lowell – *Lowell Assn. For the Blind* (978) 454-5704/ [labinfo@lowellassociationfortheblind.org](mailto:labinfo@lowellassociationfortheblind.org) (TIC)  
 Lowell – *WVBF* (781) 834-4400 / [wvbf1530@hotmail.com](mailto:wvbf1530@hotmail.com) (Talking Info Center)

## **Southeast - 14**

Brockton – *Radio Soliel Internationale* (508) 580-9772 / [smartin11@comcast.net](mailto:smartin11@comcast.net) (Haitian Creole)  
Brockton – *WMSX* (508) 587-1410 / [dford@thepowernetwork.net](mailto:dford@thepowernetwork.net) (Spanish)  
Fall River – *El Latino Expreso* (508) 678-1798 / [ellatinoexpreso@yahoo.com](mailto:ellatinoexpreso@yahoo.com) (Spanish)  
Fall River – *O Jornal* (508) 678-1798 / [editorial@ojournal.com](mailto:editorial@ojournal.com) (Portuguese)  
Fall River – *O Jornal Brasileiro* (NA) / [ldasilva@ojournal.com](mailto:ldasilva@ojournal.com) (Portuguese)  
Fall River – *WHTB* (508) 677-3737 / [vozoemigrante@apol.net](mailto:vozoemigrante@apol.net) (Portuguese)  
Marshfield – *WATD* (781) 834-7716 / [general@ticnetwork.com](mailto:general@ticnetwork.com) (Talking Info Center/Spanish)  
Mashpee – *Audible Local Ledger* (508) 539-2030 / [allrasio@verizon.net](mailto:allrasio@verizon.net) (Talking Info Center)  
New Bedford – *Cape Verdean News* (508) 997-2300 / [cvn@comcast.net](mailto:cvn@comcast.net) (Cape Verdean)  
New Bedford – *Portuguese Times* (508) 997-3118 / [ptimes@aol.com](mailto:ptimes@aol.com) (Portuguese)  
New Bedford – *TV20* (508) 995-8585 / [edward.lima@mac.com](mailto:edward.lima@mac.com) (Portuguese)  
New Bedford – *WFHL* (508) 991-7600 / [radio@radiowfhl.com](mailto:radio@radiowfhl.com) (Portuguese/Spanish)  
New Bedford – *WJFD* (508) 990-3893 / [cataldo@wjfd.com](mailto:cataldo@wjfd.com) (Portuguese/Spanish)  
Somerset – *WHTB Radio Voz do Emigrante* (508) 677-3737 / [johncarrsco@yahoo.com](mailto:johncarrsco@yahoo.com) (Spanish/Portuguese)

## **Central - 7**

Fitchburg – *Raivaaja* (978) 343-8147 / [editor@raivaaja.org](mailto:editor@raivaaja.org) (Finnish)  
Marlborough – *WUTF/Ch.66 Telefutura* (508) 562-1166 / (NA) (Spanish)  
Worcester – *Vocero Hispano* (508) 792-1608 / [voceronews@aol.com](mailto:voceronews@aol.com) (Spanish)  
Worcester – *WCIN* (508) 757-4074 / [info@audiojournal.net](mailto:info@audiojournal.net) (Talking Info Center/Spanish)  
Worcester – *WCUW* (508) 753-1012 / [wcuw@wcuw.org](mailto:wcuw@wcuw.org) (Multi-ethnic)  
Worcester – *WORC* (508) 752-6897 / [info@power1310.com](mailto:info@power1310.com) (Spanish)  
Worcester – *WNEB* (508) 831-7964 / [secure@hotmail.com](mailto:secure@hotmail.com) (Spanish)

## **West - 4**

Pittsfield – *Berkshire Talking Chronicle* (413) 442-1562 / [bprentice@ucpbeshire.org](mailto:bprentice@ucpbeshire.org) (Talking Info Center)  
Pittsfield – *WRRS* (NA) / [general@ticnetwork.com](mailto:general@ticnetwork.com) (Talking Info Center)  
Springfield – *El Pueblo Latino* (413) 788-1212 / [lucilajsantana@gmail.com](mailto:lucilajsantana@gmail.com) (Spanish)  
West Springfield – *WACM/WSPR* (413) 734-2240 / [nelsonbrudys@aol.com](mailto:nelsonbrudys@aol.com) (Spanish)

## **Mass 2-1-1**

MEMA and the Council of Massachusetts United Ways have agreed to utilize Mass 2-1-1 as the Commonwealth's primary telephone information call center during times of emergency. The easy to remember 2-1-1 telephone number is utilized as a resource for human service and public safety/disaster response and planning agencies. Mass 2-1-1 offers people access to vital updated disaster information, numerous post-disaster programs, interpreter services, and call tracking of caller locations.

Mass 2-1-1 also has the ability to act as the registration site for spontaneous volunteers and donations from the public during an emergency or crisis. Mass 2-1-1 serves every community in the Commonwealth and maintains a comprehensive website in both English and Spanish.

## **VI. Vital Document Translation**

MEMA will engage in the process of identifying vital agency documents.<sup>3</sup> Once MEMA identifies vital agency documents in need of translation, MEMA will examine the feasibility of using free, web based services or programs that translate website content such as Google Translation to translate relevant agency documents. Should these free services not be suitable, the translation of vital documents is subject to MEMA's fiscal constraints. MEMA will strive to translate its vital documents, with an initial focus on Spanish translations in order to accommodate the largest identified LEP population in Massachusetts.

## **VII. Staff Training**

MEMA will train supervisors and managers regarding their LAP responsibilities. MEMA will also make all MEMA staff aware of this LAP.

## **VIII. LAP Monitoring**

MEMA will conduct an annual review of the LAP to determine if any changes or modifications are necessary. The monitoring will include an analysis of any changes in language needs of the population served by MEMA, determination of any additional changes to documents or resources and the feasibility and cost of implementing those changes.

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**Footnote<sup>3</sup>** The Office of Access and Opportunity located in the Executive Office of Administration and Finance defines "vital document" as a document that "contains information that is critical for obtaining state services and/or benefits, or is required by law."

## **IX. LAP Complaints**

In the event that a person wishes to file a complaint regarding an alleged violation of the parameters of this LAP, he/she should file a complaint with the MEMA Language Access Coordinator. A complaint may also be filed with the Office of Access and Opportunity (OAO), which will refer the matter to the MEMA Language Access Coordinator for response and/or redress.

In the event the complaint cannot be resolved at the agency level, the OAO will seek to resolve the complaint.

Office of Access and Opportunity  
State House  
Room 373  
Boston, MA 02133  
617-727-2040  
[Ronald.Marlow@state.ma.us](mailto:Ronald.Marlow@state.ma.us)

*Signature of Director on file*

**Kurt N. Schwartz**

Director  
MEMA

*Signature of Secretary on file*

**Andrea J. Cabral**

Secretary  
Executive Office of Public Safety & Security

## **Language Access Complaint Procedure**

You may file a complaint with the MEMA 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:

Ann M. McCarthy, General Counsel  
Massachusetts Emergency Management Agency  
400 Worcester Road  
Framingham, MA 01702  
Email Address: [ann.m.mccarthy@state.ma.us](mailto:ann.m.mccarthy@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)