



Matthew H. Malone
Secretary of Education

The Commonwealth of Massachusetts
Executive Office of Education
One Ashburton Place, 14th Floor, Room 1403
Boston, MA 0210 Telephone: (617) 979-8340

Executive Office of Education
Language Access Plan

I. Introduction

The Executive Office of Education (EOE) has prepared this Language Access Plan (“LAP” or “Plan”) which defines the actions to be taken by EOE to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. EOE will review and update this LAP on a biennial basis 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 EOE have meaningful access to services, programs and activities although they may be limited in their English language proficiency.

EOE 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 agency staff. A client maintains the right to self-identify as a LEP person.

III. Agency Description

The Executive Office of Education is at the center of the Commonwealth’s public education system that also includes the Department of Early Education and Care (EEC), the Department of Elementary and Secondary Education (ESE), the Department of Higher Education (DHE), and the University of Massachusetts system (UMass).

The EOE is responsible for coordinating the development and implementation of statewide education policies from birth through postsecondary education, and it also supports the creation of the organizational structures and mechanisms necessary to successfully implement and sustain such policies.

IV. Language Access Plan:

EOE's Plan shall be implemented subject to the availability of fiscal resources. EOE works in partnership with state education agencies to implement education policies and initiatives and has not met the 5% threshold. However, should the 5% threshold be met, EOE would implement the below-detailed plan subject to the availability of fiscal resources.

(1) **Agency Language Access Coordinator:**

Patricia McCarthy, Secretariat Human Resource Director
One Ashburton Place, Room 1403
Boston, MA 02108
(617) 979-8354
patricia.mccarthy@state.ma.us

(2) **Agency Language Access Needs Assessment:** In the event the EOE client population meets or exceeds the 5% threshold, EOE will implement the following:

a. **Access to Services for LEP clients.**

- Oral Translation. For LEP clients who require EOE assistance or service, EOE will provide oral interpretation or reading assistance free of cost within the threshold of the law.
- Written Translation. For LEP clients who require EOE assistance or services, written translation of documents necessary to obtain EOE services or assistance will be provided when oral interpretation is not reasonable or meaningful within the threshold of the law.

b. **Language Makeup of Client Population**

EOE's client population does not meet the 5% threshold in any language. EOE will continue to assess the frequency with which LEP individuals come in contact with programs and services. In the event EOE's client population meets or exceed the 5% threshold, EOE will maintain a reporting system designed to periodically obtain and record key information about the LEP populations who require EOE services or have the potential for doing so.

Point of Contact between Agency and Client Population

Executive Office of Education
One Ashburton Place, Room 1403
Boston, MA 02108
(617) 979-8340
[Executive Office of Education](#)

(3) **Language Resources Assessment.** The EOE client population does not meet the 5% threshold in any language. However,

- a. EOE has identified existing staff who are linguistically, culturally and technically able to deliver services in a language other than English and will voluntarily serve as interpreters or translators if the need arises.
- b. Annually, EOE will continue to outreach for EOE and DHE staff who may be available to voluntarily offer interpreter or translation services if the need arises.

(4) **Language Service Protocols.**

- a. **Language Services Resources:** In the event the EOE client population meets or exceeds the 5% threshold EOE will maintain a comprehensive listing of language assistances resources.
 - Interpreter lists will be updated and distributed regularly to senior staff.
- b. **Language Access Protocols :** In the event EOE's client population meets or exceeds the 5% threshold, the Secretariat Human Resource Director, designated Language Access Coordinator, will work with senior staff to develop protocols for providing interpretation and translation services based upon the LEP populations that have met the 5% threshold and based upon the specific EOE services that these individuals require.
- c. **Client Access to Resources.** Client populations who meet or exceed the 5% threshold will be provided the oral and written translation outlined in Section IV (2) (a) above under **Access to Services for LEP clients**

(5) Vital Document Translation:

- a. In the event the EOE client population meets or exceeds the 5% threshold, EOE will identify the vital documents that LEP clients who require EOE assistance or services will need when oral or other mediums of interpretation or translation are not reasonable or meaningful within the threshold of the law.

EOE does not provide clients with major activities or programs and does not generally have documents that are needed in multiple languages.

- b. **Agency website content.** Currently the EOE client population does not meet the 5% threshold in any language.

(6) Stakeholder Consultations:

Stakeholders were not consulted in the development of this plan.

(7) Staff Training - Train Employees on Language Assistance Services. In the event the LEP client population meets or exceeds the 5% threshold, EOE will develop a training process.

(8) Notice to Public. In the event the LEP client population meets or exceeds the 5% threshold, the following actions may be taken to ensure that LEP clients are aware of the EOE language services available:

a. **Notices of Oral Interpretation Services:**

- Interpreter lists will be updated and distributed regularly to senior staff.
- EOE will provide or post notice the availability of free language assistance services.
- EOE may post relevant information relating to its LAP on its website.

(9) Agency Monitoring

The EOE LAP plan will be reviewed and updated no less than biennially by the Language Access Coordinator.

(10) Complaints - Language Access Complaint Procedure

An LAP Complaint notice will be posted on the bulletin boards outside the Secretary's office along with all similar types of public notice. A draft of the notice is attached. LEP clients may file a complaint with the EOE Language Access Coordinator or the Office of Access and Opportunity if an LEP client

believes they have been denied the benefits of this Plan. The LEP complaint must be filed in writing within 6 months of the alleged denial.

Complaints to the EOE Language Access Coordinator should be submitted to:

Patricia McCarthy, Secretariat Human Resource Director
One Ashburton Place, Room 1403
Boston, MA 02108
(617) 979-8354
patricia.mccarthy@state.ma.us

Complaints with the Office of Access and Opportunity should be submitted to the attention of:

Office of Access and Opportunity

Executive Office of Administration and Finance

State House, Room 373

Boston, MA 02133

Ronald.Marlow@state.ma.us

This LAP is enacted by the Executive Office of Education as of the date of signature below in compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16.

Matthew H. Malone, Secretary

Date:

LANGUAGE ACCESS COMPLAINT PROCEDURE

You may file a complaint with the Executive Office of Education 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:

Executive Office of Education

Patricia McCarthy, Secretariat Human Resource Director
One Ashburton Place, Room 1403
Boston, MA 02108
(617) 979-8354
patricia.mccarthy@state.ma.us

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