

LANGUAGE ACCESS PLAN

Executive Office of Housing & Economic Development

I. Introduction

The Executive Office of Housing & Economic Development (“EOHED”) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by EOHED to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. EOHED 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 EOHED meaningful access to services, programs and activities although they may be limited in their English language proficiency.

EOHED is committed to this Language Access Plan as the appropriate response to meeting our clients’ needs. This plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by the Executive Office for 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 EOHED staff. A client maintains the right to self-identify as a LEP person.

III. Agency Description

The EOHED coordinates policies and programs across the Massachusetts Office of Business Development, the Massachusetts Marketing Partnership, the Office of Consumer Affairs and Business Regulation and the Department of Housing and Community Development. The mission of EOHED and its agencies is to enhance the quality of life of Massachusetts residents by expanding affordable housing opportunities and stimulating job growth in all regions of the Commonwealth. EOHED strives to create a positive climate for both commercial and residential development, while at the same time promoting principles of smart growth. Additionally, EOHED seeks to protect consumers through a reasonable regulatory approach to critical business areas such as banking, insurance and telecommunications. Finally, the Massachusetts Marketing Partnership (MMP) is comprised of the Massachusetts Office of Travel and Tourism, the Massachusetts International Trade Office, and the Commonwealth Marketing Office. The three agencies within MMP promote the Commonwealth as a globally competitive, innovative, and opportunity-rich state, and speeding economic recovery. MMP will market Massachusetts domestically and internationally to businesses, entrepreneurs, tourists, and students,

ensuring coordinated and streamlined functions that maximize job growth, business investment, and student retention throughout Massachusetts.

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

Language Access Plan:

(1) Agency Language Access Coordinator:

Sarah Unsworth
1 Ashburton Place, Suite 2101
Boston MA 02108
617-788-3660
sarah.unsworth@state.ma.us

(2) Agency Language Access Needs Assessment:

- a. The EOHEd provides services to a vast number of people throughout the Commonwealth; no language meets or exceeds the 5% threshold. However, the primary second language population we serve is Spanish. To assure the provision of translation of services, EOHEd will work with available Secretariat-wide resources, as needed, to provide translation for Spanish speaking populations.
- 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. Executive Office of Housing & Economic Development
 1 Ashburton Place, Suite 2101
 Boston MA 02108
 Main line: 617-788-3610
 Website: [Executive Office of Housing and Economic Development](#)

Steps for Access

(3) Language Resources Assessment:

Currently EOHED does not employ any staff this is identified as bilingual.

(4) Language Service Protocols:

- a. EOHED will provide interpretation and translations services when requested. EOHED will work with employees within the Secretariat to provide these types of services when necessary.
- b. EOHED has a diverse work force and for years has been utilizing our employees to conduct in-person interpretation and phone interpretation.

(5) Vital Document Translation:

EOHED will review, on a regular basis, where traffic to our website is coming from to determine if there is a need to offer information provided via our website in any language other than English.

(6) Stakeholder Consultations:

This plan was reviewed by EOHED's legal unit and IT staff.

(7) Staff Training:

EOHED will work with all employees to determine to find better ways to serve our clients in the future.

(8) Notice to Public.

EOHED will post this plan on our website and offer information regarding our interpretive services in the languages identified above.

(9) Agency Monitoring:

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

(10) Complaints:

Agency Language Access Coordinator:
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Agency Head
Date

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:

Sarah Unsworth
1 Ashburton Place, Suite 2101
Boston MA 02108
Email Address: sarah.unsworth@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