

MASSACHUSETTS REHABILITATION COMMISSION
Language Access Plan

I. Introduction

The Massachusetts Rehabilitation Commission has prepared this Language Access Plan ("LAP" or "Plan"), which defines the actions to be taken by Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency 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 Agency have meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The Massachusetts Rehabilitation Commission 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 Massachusetts Rehabilitation Commission promotes equality, empowerment and productive independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and competencies in the pursuit of independence and employment in the community.

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self sufficiency in the community.

MRC has three primary goals as follows:

- Increase community based alternatives to institutional living for people with disabilities through the provision of Community Living Services.

- Increase the economic self sufficiency of people with disabilities through the provision of Vocational Rehabilitation and Job Placement Services.
- Increase the quality and timeliness of the eligibility determinations for SSI and SSDI public benefits.

IV. Language Access Plan:

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

Language Access Plan:

(1) Agency Language Access Coordinator:

Mary Connelly, Esq., MRC Diversity Officer, Massachusetts Rehabilitation Commission, 27 Wormwood Street, Boston, MA. 02210 Telephone: 617-204-3736.

(2) Agency Language Access Needs Assessment:

- a. In determining language access needs, MRC utilizes input from the State Rehabilitation Council's Underserved Population Committee, The MRC Diversity Committee, The Bilingual Counselor's Group and input from Area Directors and others to assure the agency has the resources to serve all populations in a equitable and fair manner. Towards this end, we have made a concerted effort to hire and maintain bilingual staff. The languages included are as follows:

- Spanish: 27 staff
- Portuguese: 8 staff
- Haitian Creole: 4 staff
- Mandarin: 4 staff
- Khmer: 3 staff
- Vietnamese: 3 Staff
- Cantonese: 2 staff
- Caper Verdean: 1 staff

The bilingual staff is deployed in areas of concentration of specific ethnic populations statewide.

- b. Language Makeup of Client Population

The above distribution describes the primary languages that make up the languages spoken by MRC consumers.

- c. Points of Contact between Agency and Client Population
Appendix I provides MRC Office Locations.

(3) Language Resources Assessment:

- a. Identification of existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters
Appendix II provides the names of Bilingual staff by location.
- b. Community-based resources available to be deployed to assist agency in meeting language access needs
MRC partners with community based providers to provide necessary communication services. Our community based providers are encouraged to hire maintain bilingual staff consistent with community needs. MRC's Disability Determination Services contracts with agencies that provide interpreter services. Such interpreters are utilized in the conduct of consultative examinations for the purposes of disability determinations.

(4) Language Service Protocols:

- a. Which language services are required to implement the Language Access Plan
MRC utilizes bilingual staff within its Vocational Rehabilitation Division and Community Living Divisions. In our DDS Division, MRC utilizes translation services under the Commonwealth's Master Service Agreement. Interpreters attend medical and psychiatric appointments with Social Security benefit applicants. It is a more impartial methodology than using family members. When interpreter services are not available, family members are used as a last resort. Additionally, in our Head Injury program, MRC utilizes translation vendors to provide individual translation services and to translate letters and communications as necessary. Finally, MRC is in the procurement process to have the availability of a telephone translation service to assist our Homemaker program.
- b. Define and describe Agency's language access protocols for providing interpretation services
Interpreter services are primarily utilized by MRC's DDS Division. If a disability examiner determines that a claimant is not proficient in English and a medical examination is required, a request for interpreter services accompanies the examination request. The interpreter service is coordinated by the Medical Relations Department staff.

- c. Define how a client will be able to access and utilize the resources identified in paragraphs (a) and (b)
All consumers can request services from a bilingual counselor in our VR Division. Bilingual staff is made available on a need basis. In our Community Living Division, determination of need is made by case management staff. Procedures in the DDS Division are previously described.

(5) Vital Document Translation:

- a. MRC is working with its Diversity Committee, Marketing Committee, and Bilingual Counselor group to identify key brochures that will be translated into specific languages based on need. A report on this activity is due September 30th, 2011
- b. MRC has entered into a contract with a provider to update its web site content including translation capability. Completion is anticipated December 30th, 2011.

(6) Stakeholder Consultations:

MRC's plan was coordinated through internal stakeholders as previously described. Additionally, input was received from the State Rehabilitation Council.

(7) Staff Training:

Training is provided at all new employee training sessions in all Divisions of MRC. Plans will be undertaken to include language access issues at management and supervisory training sessions.

(8) Notice to Public.

Notification of the public will be coordinated by the MRC Marketing Team.

(9) Agency Monitoring:

MRC's Diversity Officer will provide monitoring through the receipt and analysis of reports. She will provide regular updates at Commissioner's Leadership Team Meetings.

(10) Complaints:

An individual may file a complaint with MRC's designated Language Access Coordinator or the Office of Access and Opportunity. Complaints must be filed within six months of the alleged denial and must be in written form. The claim must be submitted to:

Mary Connelly, Esq.
Massachusetts Rehabilitation Commission
27 Wormwood Street
Suite 600
Boston, MA. 02210
Email Address: Mary.Connelly@mrc.state.ma.us
Complaints to the Office of Access and Opportunity may be submitted to:

Office of Access and Opportunity
Executive Office of Administration and Finance
State House
Room 373
Boston, MA 02133

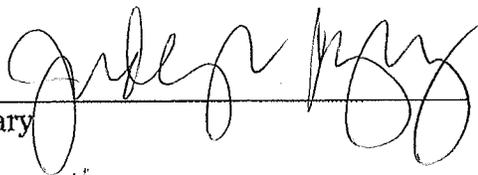
Email Address: Ronald.Marlowe@state.ma.us



Agency Head

17 March 2011

Date



Secretary

4/11/2011

Date

Language Access Complaint Procedure

(To be included as an attachment to LAP)

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:

Mary Connelly, Esq.
Massachusetts Rehabilitation Commission
27 Wormwood Street
Suite 600
Boston, MA 02210
Email Address: Mary.Connelly@mrc.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

<u>ADMINISTRATION OFFICES</u> Charles Carr 27 Wormwood St., Suite 600 Boston, MA 02210-1616 (617) 204-3600 FAX: (617) 727-1354	<u>VR AREA OFFICES</u>	<u>HOLYOKE AREA</u> Jorge Messmer 187 High Street Holyoke, MA 01040 (413) 536-8200 FAX: (413) 533-5022	<u>QUINCY AREA</u> Linda Lawrie-Braunstein 275 Hancock Street, 2 nd Floor Quincy, MA 02171-2249 (617) 471-1600 FAX: (617) 770-1893
<u>PROTECTIVE SERVICES</u> Sabrina Cazeau-Class 21 Spring Street, 2 nd Floor Taunton, MA 02780 (508) 823-2874 FAX: (508) 823-5186	<u>DOWNTOWN BOSTON</u> Mary Mahon McCauley 59 Temple Place, Suite 905 Boston, MA 02111-1307 (617) 357-8137 FAX: (617) 482-5576	<u>LAWRENCE AREA</u> Gary Hale One Parker Street, 2 nd Floor Lawrence, MA 01843 (978) 685-1731 FAX: (978) 975-9907	<u>ROXBURY AREA</u> Fabienne Renelien-Hannigan 40 Dimock Street, 3 rd Floor Roxbury, MA 02119-1210 (617) 442-5510 FAX: (617) 442-5724
<u>DDS—BOSTON</u> Barbara Kinney 110 Chauncy Street Boston, MA 02111 (617) 654-7400 FAX: (617) 654-7575	<u>BROCKTON AREA</u> Diane C. Kendrick 55 City Hall Plaza Brockton, MA 02301 (508) 583-1530 FAX: (508) 427-5788	<u>LOWELL AREA</u> Carolyn Langevin 325 Chelmsford Street, #4 Lowell, MA 01851 (978) 458-4544 FAX: (978) 937-9879	<u>SALEM AREA</u> Robert Coughlin 35 Congress Street, Building #2 Salem, MA 01970 (978) 745-8085 FAX: (978) 745-9063
<u>DDS—WORCESTER</u> Barbara Kinney 22 Front Street 300 Midtown Mall Worcester, MA 01608 (508) 752-5001 FAX: (508) 797-1562	<u>BROOKLINE AREA</u> Hobart Nichols 320 Washington Street, 2 nd Floor Brookline, MA 02445-6850 (617) 739-9080 FAX: (617) 232-9256	<u>MALDEN AREA</u> Rick Conway 157 Pleasant Street, Street Floor Malden, MA 02148-4821 (781) 324-7160 FAX: (781) 388-9345	<u>STATEWIDE EMPLOYMENT SERVICES</u> James Fratillo 27 Wormwood St., Suite 600 Boston, MA 02210-1616 (617) 204-3600 FAX: (617) 727-1354
	<u>CAPE & ISLANDS AREA</u> Ted Mello EHS Service Center 181 North Street Hyannis, MA 02601 (508) 775-6173 FAX: (508) 790-4926	<u>MILFORD AREA</u> Dino DeBartolomeis Home National Office Plaza 100 Medway Road, Suite 102 Milford, MA 01757 508-478-0700 FAX: (508) 634-0746	<u>SOMERVILLE AREA</u> Karen Sampson-Johnson 5 Middlesex Ave., 3 rd Floor Somerville, MA 02144 (617) 776-2662, 7-6679 FAX: (617) 776-1331
VR DISTRICT OFFICES	<u>FALL RIVER AREA</u> Margaret Anderson (Peg) 170 Pleasant Street, Room 300 Fall River, MA 02721-3015 (508) 678-9041 FAX: (508) 676-2734	<u>NEW BEDFORD AREA</u> Alice Oliviera 888 Purchase Street New Bedford, MA 02740 (508) 993-6255 FAX: (508) 979-8554	<u>SPRINGFIELD AREA</u> Cheryl Baron Marrewa 1 Federal Street, Building 102-1 Springfield, MA 01105 (413) 736-7296 FAX: (413) 737-5693
<u>VR NORTH DISTRICT</u> Lorraine Barra, Director 5 Middlesex Ave., 3 rd Floor Somerville, MA 02144-9909 (617) 776-1181 FAX: (617) 776-8331	<u>FITCHBURG AREA</u> 76 Summer Street, Room 330 Fitchburg, MA 01420-5785 (978) 345-1713 FAX: (978) 343-6949	<u>NORTH ADAMS</u> Kate Angelini 85 Main Street, Suite 426 North Adams, MA 01247-3478 (413) 663-5391 FAX: (413) 664-7963	<u>STURBRIDGE AREA</u> Dino DeBartolomeis 57 Main Street Sturbridge, MA 01566 (508) 347-7661 FAX: (508) 347-5743
<u>VR SOUTH DISTRICT</u> Marcel Dube, Director 21 Spring Street, 1 st Floor Taunton, MA 02780 (508) 823-8141 FAX: (508) 821-3796	<u>FRAMINGHAM AREA</u> Ted Rosenberg 463 Worcester Road, Suite 305 Framingham, MA 01701-5356 Phone and TDD (508) 370-4700 Fax (508) 370-4799	<u>PITTSFIELD AREA</u> Kate Angelini 6 Clinton Avenue Pittsfield, MA 01201-6795 (413) 499-2720 FAX: (413) 443-4835	<u>TAUNTON AREA</u> Ann Ahearn 21 Spring Street, 1 st Floor Taunton, MA 02780 (508) 823-8141 FAX: (508) 821-3796
<u>VR WEST DISTRICT</u> Dino DeBartolomeis, Director 1 Federal Street, Building 102-1 Springfield, MA 01105 (413) 781-7420 FAX: (413) 732-8627	<u>GREENFIELD AREA</u> 238 Main Street Greenfield, MA 01301 (413) 774-2326 FAX: (413) 774-4654	<u>PLYMOUTH AREA</u> Mitchell Zahn 40 Industrial Park Rd., Suite 206 Plymouth, MA 02360-4884 (508) 747-5922 FAX: (508) 830-1899	<u>WORCESTER AREA</u> Leonard Cooper 359 Main Street Worcester, MA 01608 (508) 754-1757 FAX: (508) 799-7576

MASSACHUSETTS REHABILITATION COMMISSION
Bilingual and Multilingual Staff/2010



<p>ADMINISTRATIVE OFFICES 27 Wormwood St. Suite 600 Boston, MA 02210 (617) 204-3600 fax: (617) 727-1354</p>	<p>Herminio Miranda Ingrid Miranda Emmy Nguyen</p>	<p>Benefits Spec. Benefits Spec. Benefits Spec.</p>	<p>Spanish Spanish Vietnamese</p>
<p>BROCKTON AREA 55 City Hall Plaza Brockton, MA 02301 (508) 583-1530, 7-8728 fax: (508) 427-5788</p>	<p>Maria DeJesus Orlando Espinal M. Joanne Maniche Ludwidge Desrosiers</p>	<p>Clerk Counselor Counselor Counselor</p>	<p>Spanish Spanish Cape Verdean Crioulo/Portuguese Spanish/French Haitian Creole</p>
<p>BROOKLINE AREA 320 Washington Street 2nd floor Brookline, MA 02445 (617) 739-9080, 7-7163 fax: (617) 232-9256</p>	<p>Sonia Matute Maritza Berrios-Rosado</p>	<p>Head Clerk Counselor</p>	<p>Spanish Spanish</p>
<p>DOWNTOWN BOSTON 59 Temple Place Suite 905 Boston, MA 02111 (617) 357-8137 fax: (617) 482-5576</p>	<p>Nancy Eng Rebeca Aviles-Saltares Iris Mendez Teresa Yeung</p>	<p>Head Clerk Counselor Clerk Counselor</p>	<p>Cantonese/ Chinese Spanish Spanish Cantonese/ Chinese/ Mandarin</p>
<p>FALL RIVER AREA 170 Pleasant Street Room 300 Fall River, MA 02721 (508) 678-9041, 7-4578 fax: (508) 676-2734</p>	<p>Margaret Anderson Joseph Fernandes Sokvann Sam Cecilia Aguiar</p>	<p>Area Director Counselor Counselor Clerk</p>	<p>Portuguese/Spanish Portuguese/Spanish Khmer Portuguese</p>

GREENFIELD AREA 238 Main Street Greenfield, MA 01301 (413) 774-2326 fax: (413) 774-4654	Angel Nazario	Counselor	Spanish
HOLYOKE AREA 187 High Street Holyoke, MA 01040 (413) 536-8200 fax: (413) 533-5022	Jorge Messmer Adelaida Fortier Linnette Mendez	Area Director Counselor Counselor	Spanish Spanish Spanish
LAWRENCE AREA One Parker Street, 2 nd Floor Lawrence, MA 01843 (978) 685-1731, 7-5808 fax: (978) 975-9907	Paula Santagati José Nhancale Jeanine Sanchez Wanda Cruz	Counselor Counselor Counselor Counselor	Spanish Portuguese Spanish Spanish
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NATICK AREA 251 West Central St., Ste 25 Natick, MA 01760 (508) 651-7531, 7-6208 fax: (508) 655-8799	Eileen Sheehan	Counselor	Spanish/ Portuguese
NEW BEDFORD AREA 888 Purchase Street 4 th Fl. New Bedford, MA 02740 (508) 993-6255, 7-1310 fax: (508) 979-8554	Maria Monteiro Delia Pozo Alexandra Silva	Clerk Clerk Counselor	Portuguese Spanish Portuguese Portuguese/ Spanish
QUINCY AREA 275 Hancock Street 2 nd Fl. Quincy, MA 02171 (617) 471-1600, 7-8978 fax: (617) 770-1893	Courtney Nguyen Yin Yu Wong Shirley Goldinger	Counselor Counselor Counselor	Vietnamese Mandarin, Cantonese Spanish

ROXBURY AREA 40 Dimock Street 3 rd floor Roxbury, MA 02119 (617) 442-5510 fax: (617) 442-5724	Fabienne Renelien Carlos Colon Jesus Mendez Anna Deshommès Marie Thesatus	Acting Area Director Counselor Counselor Clerk III Counselor	Haitian/Creole Spanish Spanish Haitian/Creole Haitian/Creole
SALEM AREA 35 Congress Street Building #2 Entrance D Suite 105 Salem, MA 01970 (978) 745-8085 fax: (978) 745-9063	Sokheang Hong Teury Marte Thany Por	Counselor Counselor Social Work Technician	Khmer Spanish Khmer
SOMERVILLE AREA 5 Middlesex Ave. 3 rd Fl. Somerville, MA 02145 (617) 776-2662, 7-6679 fax: (617) 776-1331	Jesus Rafael Acevedo	Counselor	Spanish
SOUTH DISTRICT 59 Temple Place, Suite 905 Boston, MA 02111 (617) 357-8137 fax: (617) 695-9174	El Jane Mon	Contract Specialist I	Mandarin, Cantonese, Burmese
SPRINGFIELD AREA 1 Federal Street, Building 102-1 Springfield, MA 01105 (413) 736-7296 fax: (413) 737-5693	Madeline Arzola Maria Neris Ilka Colon	Counselor Counselor Clerk	Spanish Spanish Spanish
WORCESTER CITY 359 Main Street Worcester, MA 01608 (508) 754-1757 fax: (508) 799-7576	Susita Ulloa Maria Diaz	Counselor Clerk	Spanish Spanish