

Massachusetts Office for Refugees and Immigrants (ORI)

Language Access Plan

Date of Last Update: March 20, 2013



I. Introduction

The Office for Refugees and Immigrants (ORI) has prepared this Language Access Plan (LAP), which defines the actions to be taken by ORI to ensure meaningful access to ORI services, programs and activities on the part of persons who have Limited English Proficiency (LEP).

ORI is committed to this Language Access Plan as the appropriate mechanism to ensuring access to 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 ORI service provider staff. A client maintains the right to self-identify as a LEP person.

II. Purpose

ORI as the State agency tasked with ensuring the effective resettlement of refugees into the Commonwealth is committed to ensuring access to services to all new and emerging populations to services, programs, and other entitlements without regard to their capacity to access such services in the English language. The purpose of this plan includes the following:

- (1) Inform ORI staff of language access service provisions;
- (2) Ensure ORI vendors or other funded entities continue to provide culturally and linguistically appropriate services to refugees and other priority groups;
- (3) Designate within ORI a member of staff to whom can receive and/or process concerns and/or complaints with regard to the provisions of language access

- (4) Provide a timeline for revision of the plan as is appropriate and/or indicated by Administration and Finance (ANF).

ORI 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.

III. Agency Description

The Mission of ORI is to promote the full participation of refugees and immigrants as self-sufficient individuals and families in the economic, social and civic life of the Commonwealth. ORI’s responsibility is to administer the federally funded refugee resettlement program, which includes refugee cash and medical assistance, case management, employment services, English language for employment training, foster care for unaccompanied minors, and social adjustment services.

This includes the following activities:

- Fostering a public environment that recognizes and supports the ethnic and cultural diversity of the state;
- Working with other state agencies in developing, clarifying or improving policies or programs that affect or serve immigrant, refugee, asylee clients or other new and emerging populations.

The following describes ORI programs and services:

Refugee Cash Assistance:

Transitional cash assistance for refugees who are not eligible for TANF/TAFDC or SSI, for up to 8 months from their Date of Entry in U.S.

Cash Supports:

- 1) One time Early Employment/Retention Bonus for those refugees who are “early employed” (within four months of Date of Entry in U.S.) and who achieve 90-day employment retention; 2) Client Transportation Reimbursement of \$40/month for a maximum of four months from the first Refugee Cash Assistance payment for those refugees who are participating in employment services.

Refugee Medical Assistance:

Transitional medical coverage for refugees (equivalent to MassHealth Standard coverage) who are not eligible for TANF/TAFDC or SSI for up to 8 months from their Date of Entry in U.S.

Refugee Health Assessment Program:

Initial health assessment of newly arrived refugees within 90 days of arrival.

Refugee Case Management:

Assists refugees in accessing a range of benefits and services to remove barriers to employment and self-sufficiency.

Comprehensive Refugee Employment Services:

Assists refugees with finding their first job and provides post-employment assistance for job retention and job upgrades.

Targeted Assistance Grant/ Formula:

Pre- and post- employment services to assist refugees with multiple barriers in MA counties with a high concentration of refugees (In FFY11 and FFY12, Suffolk and Hampden counties).

Achieving Self Sufficiency in a Short Time:

Specialized employment services and support to members of refugee families.

A Cuban/Haitian Initiative for Entry into Viable Employment:

Specialized pre- and post- employment services for Cuban/Haitian entrants.

Employment Support Services Program:

Employment services for refugees and non-Spanish-speaking immigrants who are eligible for TANF/TAFDC.

Social Adjustment Services:

Translation and Interpreting Project –assists refugees in accessing mainstream services; Refugee Community Services – provides an array of community outreach, education and direct support services; Youth Adjustment Services –assists refugee youth succeed, both in school and in social adjustment through after-school tutoring, enrichment and parent-school liaison services.

Unaccompanied Refugee Minor Program:

Residential and foster care for refugee, asylee, and trafficking victims who are minors and arrive in the U.S. without parents or guardians, and alien minors granted the immigration status of “Special Immigrant Juvenile.”

Citizenship for New Americans Program:

Citizenship services to assist refugees and immigrants with the naturalization process.

Massachusetts Refugee Preventive Health Project:

Builds partnerships between health care and refugee service providers to improve access to medical services. The program also provides health education, prevention and interpreter services to eligible populations.

Program to Enhance Elder Refugee Services:

Builds partnerships between the elder service system and refugee service providers to facilitate participation in mainstream elder services.

Refugee School Impact Program:

Builds partnerships between school districts and refugee service providers which offers after school tutoring, supplemental education and enrichment program to newly arrived (0-3 years) youth, and parent ESL.

AmeriCorps New Americans Integration Program

Works in conjunction with the Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA) and English for New Bostonians (ENB) to address the unmet need of 300,000 legal permanent residents of Massachusetts eligible for naturalization, and another 13,000 Massachusetts residents on waitlists for English for Speakers of Other Languages classes.

AmeriCorps volunteers participating in this initiative will serve a minimum of 1,700 hours over a one-year service period.

Race to the Top; Early Learning Challenge

Working in collaboration with the Department of Early Education and Care (EEC) ORI works to increase two-way communication between newly emerging populations with children ages 0-5 to increase access to early education and improve long-term outcomes among refugee families, as well as to make more robust and culturally accessible early education centers.

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 ORI's 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 ORI will undertake to meet this objective.

(1) Agency Language Access Coordinator:

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(2) Agency Language Access Needs Assessment:

a. Meaningful Access

As the mission of ORI is primarily to promote the effective resettlement of refugees and immigrants in the Commonwealth, ORI requires that all programs and services be linguistically and culturally accessible to the diverse immigrant and refugee populations served by the agency and its network of providers.

ORI service providers are mandated to provide bilingual/bicultural services to newly arrived refugees by the regulations that govern the provision of refugee resettlement in Massachusetts as described in section (4) of this plan.

The following describes additional information regarding ORI data collection as well as language access and diversity plan goals.

Collection of Data - The following are examples of ways that ORI collects linguistic and cultural demographic information:

- The Voluntary Agencies (VOLAGS) that sponsor and resettle refugees in the state provide country of origin information for all new arrivals (total number of individuals resettled per country of origin) through Refugee Case Management Trimester Reports.

- The Refugee Community Services (RCS) program collects client service logs which include country of origin.
- The Translation and Interpreting Program (TIP) service providers document individual client services in a log which includes the language needs of the clients and how and where services were provided.
- The Citizenship for New Americans Program (CNAP) providers collect and report, on a monthly basis, the country of origin of each newly enrolled client.
- Password-protected data on refugee arrivals to Massachusetts providing additional information on destination city and demographic characteristics of cases is available to ORI through the Department of State/Bureau of Population, Refugees, and Migration's Worldwide Refugee Admissions Processing System.

ORI's current language access and diversity goals are:

- Recruit and retain a workforce that reflects the diversity of the state's refugee and immigrant populations.
- Continue to support refugee service providers in their efforts to provide culturally competent and accessible services to families and children.
- Strengthen ORI's capacity to serve as resource on refugee and immigrant issues for other state agencies.
- Increase ORI staff awareness of workplace diversity issues.
- Include in ORI service provider contracts the following language in the "Additional Contract Requirements" attachment section under the heading, Culturally and Linguistically Compatible Services: *"to the maximum extent feasible, [program name] services must be provided in a manner that is linguistically and culturally compatible with a refugee's language and cultural background."*
- Include in ORI-issued Request for Responses (RFR) language on requirements related to the provision of culturally and linguistically compatible services, e.g. the RFR for Comprehensive Refugee Employment Services (CRES), issued in 2008 states: "A. Staffing: Program staffing must reflect the service needs of the client population and have the bilingual/bicultural capacity to ensure effective communication with refugee clients."

- Facilitate the work of the Mutual Assistance Associations Coalition which represents a number of refugee communities (e.g. Bosnian, Ethiopian, Haitian, Russian, Somali, Sudanese, Congolese, Eritrean, and Vietnamese) and other partnerships between refugee organizations and mainstream service systems.
- Collaborate with other state agencies to link them to ORI's diverse network of refugee providers to assist in meeting the bilingual/bicultural needs of their clients.
- Access, on an ongoing basis, resources that provide information on refugee ethnic groups and cultural sensitivity (e.g. Center for Applied Linguistics)
- Implement New Americans' Agenda (NAA) recommendations related to Language Access as described below:

“The Office for Refugees and Immigrants (ORI) has been charged with providing information on its website for immigrants and refugees about accessing state services...ORI has also been directed to provide state agencies with information about how to more actively promote outreach and information distribution about programs and services to immigrant and refugee communities. Information may be shared through community sites such as parent information centers, places of worship, health centers, hospitals, schools, community organizations, libraries and ethnic community websites.”

Language Makeup of Client Population

In recent years the Commonwealth has resettled refugees and asylees from 63 countries, speaking at least 64 languages, including: Acholi; Afar; Amharic; Arabic; Armenian; Bantu; Bhutanese; Burmese; Cambodian ;Cantonese; Chichewa; Chin; Dari; Dinka; English; Ewe; Farsi; French; Haitian Kreyol; Hebrew; Hindi; Karen; Karenni; Kazakh; Kiganda; Kikongo; Kinyarwanda;; Kirundi; Kiswahili; Kpelle; Krio; Kru; Kyrgyz; Lingala; Lithuanian; Maay; Maldivian Dhivehi; Mandarin; Mandinka; Mende; Mina; Moldovan; Mongol; Nepali; Nubian; Pashto; Portuguese; Punjabi; Russian; Shona; Sindhi; Sinhala; Somali; Spanish; Ta Bedawie; Tajik; Tibetan; Tigrinya; Tshuluba; Ukrainian; Urdu; Uzbek; Vietnamese; Wolof.

The chart below reflects ORI resettlement numbers from Federal Fiscal Years 2006 through 2012 for top 15 languages (76% of the total new arrivals for the FY06 – FY10 period, which equaled 8,964). A significant number of additional languages represented by very small numbers are not included in the chart on the following page.

Top 13 Refugee Languages	FFY 08	FFY 09	FFY 10	FFY 11	FFY 12	Total	%
Arabic	367	658	695	442	516	2678	31%
Nepali	110	437	406	512	621	2086	24%
Burmese	283	370	290	274	127	1344	15%
Somali	71	98	264	100	230	763	9%
Russian	166	95	130	37	26	454	5%
Haitian Creole	52	80	40	74	105	351	4%
Lingala	22	50	74	31	86	263	3%
Tigrinya	6	12	71	98	68	255	3%
Kirundi	93	38	14	7	6	158	2%
Amharic	6	11	18	30	46	111	1%
Vietnamese	28	39	18	4	19	108	1%
Liberian Kreyol	44	21	9	4	6	84	1%
Khmer	8	14	19	5	3	49	1%
Total*	1256	1923	2048	1618	1859	8704	100%

N/A = Yearly data not available

* Does not total 100% due to rounding

c. Points of Contact between Agency and Client Population

ORI administers the federally funded refugee resettlement program; and two state funded programs, Employment Support Services and the Citizenship for New Americans Program. ORI provides no direct client services, rather ORI contracts with providers for delivery of services under these programs. (See list of providers indicated on the final pages of this document).

(3) Language Resource Assessment:

a. Existing Staff

While ORI provides no direct client services the agency employs a diverse staff, whose countries of origin include: Brazil, Cape Verde, China, Democratic Republic of Congo, Ethiopia, Philippines, Russia, Spain, USA/Puerto Rico, and Vietnam. Languages spoken include: Amharic, Brazilian Portuguese, Cape Verdean Kriol, Chinese, French, Russian, Spanish, Tigrinya, and Vietnamese. ORI also has approximately 2-4 interns during the year many of whom speak languages other than English. The number of employees, currently twenty-two (22), is small in comparison to other state agencies. Staff turnover also is unusual. As a result of ORI's size and stable workforce, few opportunities to recruit and hire new employees exist.

b. Community-based Resources

- During the last 5 years, the number of languages spoken by new refugee arrivals has grown immensely. Currently, ORI service providers have bilingual/bicultural refugee case management and refugee community services staff who speak more than 26 languages, including: Arabic, Burmese, Chin, Haitian Kreyol, Karen, Karenni, Tigrinya, Nepali, Lingala, Krio, Swahili, Luganda, Russian, Spanish, Nepali, Somali, Vietnamese, Amharic, Bhutanese, Cambodian, Farsi, French, Hebrew, Hindi, Nepali, Turkish, Portuguese, to name a few.
- In addition to refugee case management staff, ORI administers a community-based Translation and Interpreting Program (TIP) which provides interpretation during necessary client appointments, and also provides interpretation not available through refugee service provider staff language capacity. TIP currently provides approximately 1500 hours of translation and interpretation services for an estimated 300 refugees quarterly. Services are provided in: Greater Boston, Lynn and Springfield at the following agencies:
 - Bosnian Community Center for Resource Development, BCCRD (North Shore)
 - Congolese Development Center, CDC (North Shore/Worcester)
 - Eritrean Community Center, ECC (Boston)

- Ethiopian Community Mutual Assistance Association, ECMAA (Cambridge)
- Haitian American Public Health Initiative, HAPHI (Boston)
- Refugee and Immigrant Assistance Center, RIAC (Boston and North Shore)
- Russian Community Association of Massachusetts, RCAM (North Shore)
- Somali Development Center, SDC (Boston and Chelsea)
- Southern Sudanese Solidarity Organization, SSSO (North Shore)
- Vietnamese-American Civic Association, VACA (Boston)
- ORI also procures interpretation and translation services for agency Fair Hearings through the OSD state contract list, which avoids possible conflict of interest with refugee service providers.

(4) Language Service Protocols:

a. Language services required to implement the Language Access Plan

For the purposes of this Language Access Plan, services accounted for by this plan include:

- Bilingual/Bicultural Staff/Providers;
- Translation and Interpretation;
- Additional Policies Regarding Access to Services.

Bilingual/Bicultural Staff and Providers.

ORI Staff

As noted in previous sections, ORI provides no direct client services. ORI currently has a diverse staff, whose countries of origin include: Brazil, Cape Verde, China, Democratic Republic of Congo, Ethiopia, Philippines, Russia, Spain, USA/Puerto Rico, and Vietnam. Languages spoken include: Amharic, Brazilian Portuguese, Cape Verdean Kriol, Chinese, French, Russian, Spanish, Tigrinya, and Vietnamese with volunteers also support the operations of the Agency and largely are bilingual and/or bicultural themselves.

Refugee Service Providers

Refugee Service Providers (RSPs) serve to foster civic engagement and skills, citizenship and educational services, and other vital services to refugees across the lifespan; families, children with supplemental educational services, and elders. All refugee service providers and/or provider agencies operate with frontline and executive staff who are from refugee and immigrant backgrounds and speak the languages of newest arrivals to the United States.

Voluntary Resettlement Agencies/VOLAGS

Voluntary resettlement agencies, or VOLAGs, are one of the key partners in the refugee resettlement process. VOLAGs maintain cooperative and consultative relationships with the other main entities in the refugee resettlement process: federal, state and local governments, Mutual Assistance Associations (MAAs), and other service providers. VOLAGs are non-profit organizations that provide sponsorship and initial resettlement services for refugees entering the United States. Massachusetts has approximately 22 VOLAGS each of which have frontline and executive staff who are from refugee and immigrant backgrounds and speak the languages of newest arrivals to the United States.

Translation and Interpretation.

Interpretation: Oral transmission of information from one national or ethnic language to another; where the original message is accurately conveyed, including maintaining the tone and register (level of language spoken), emotion, and style of the speaker.

Interpreter: An individual professionally trained and qualified to provide accurate language interpretation, relaying concepts and ideas from the source language to the target language, while possessing competency in both the source culture and target culture.

Translation: Written transmission of information from one language into another.

Translator: An individual professionally trained and qualified to provide accurate written language translation. The translator must ensure that the document reads as though it originated in the target language. Cultural references may need to be explained to the intended audience.

All newly arrived eligible refugees receive interpretation and translation as needed through ORI's Refugee Case Management (RCM) services. RCM contracts require that providers have, or are able to obtain through interpreters and translation services (either through internal bilingual capacity or through external resources), the language capacity to serve all clients. Each refugee client's language needs are identified at initial intake for RCM services. Interpreter services, as well as required translated forms and notices, are provided to the client as needed and applicable.

In 2012 the Translation and Interpretation Program (TIP) provided 4603 hours of services serving more than 300 refugees per each trimester.

Main languages: Nepali, Arabic, Somali, Haitian-Creole, Chin, Karen, Russia, Ukrainian

39% of hours – attributed to medical environments (hospitals, emergency rooms, behavioral health)

15% - Department of Transitional Assistance supports,

6% - Legal supports,

6% - Education, and

6% - Housing.

While our primary populations are refugees and immigrants who are speakers of languages other than English, ORI will ensure access to individual requesting information or services and indicate a preference for American Sign Language (ASL) by coordinating with the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) through its statewide Interpreter and Computer Assisted Realtime Translation (CART) Referral Service. This service provides referral services for sign language, spoken English, oral, tactile and close vision interpreting for Deaf and Deaf - Blind individuals. The service also provides referrals to freelance CART providers for CART provision on behalf of hard of hearing and/or late deafened individuals. MCDHH referred interpreters undergo one of two certification entry points: via

Registry of Interpreters for the Deaf, Inc. (RID) or have been screened and approved by MCDHH.

Per MCDHH all requests for ASL interpretation must be made by submitting a request for services by submission of a request via Virtual Gateway; submitting an online request form during normal business operating hours telephonically or via TTY; or using the approved form via fax. For emergency interpretation needs, a phone request for services can be made to provide after-hours or short-turn-around interpretation. The contact information for MCDHH is listed on the final pages of this document.

Additional Policies Regarding Access to Services.

Refugee Resettlement Program, Refugee Cash Assistance, General, Availability of Agency Policies, 45 CFR 400.55

A State, or the agency(s) responsible for the provision of RCA, must make available to refugees the written policies of the RCA program, including agency policies regarding eligibility standards, the duration and amount of cash assistance payments, the requirements for participation in services, the penalties for non-cooperation, and client rights and responsibilities to ensure that refugees understand what they are eligible for, what is expected of them, and what protections are available to them. The State, or the agency(s) responsible for the provision of RCA, must ensure that agency policy materials and all notices required in §§ 400.54, 400.82, and 400.83, are made available in written form in English and in appropriate languages where a significant number or proportion of the recipient population needs information in a particular language. In regard to refugee language groups that constitute a small number or proportion of the recipient population, the State, or the agency(s) responsible for the provision of RCA, at a minimum, must use an alternative method, such as verbal translation in the refugee's native language, to ensure that the content of the agency's policies is effectively communicated to each refugee.

Refugee Resettlement Program, Refugee Cash Assistance, Public/Private RCA Program, 45 CFR 400.61(c) (1):

“.....States and local resettlement agencies mustensure that the services provided.....are appropriate to the linguistic and cultural needs of the incoming populations.....”

Refugee Resettlement Program, Refugee Social Services, Scope, Services Requirements, 45 CFR 400.156(e)

Services funded under this part must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.

Massachusetts Refugee Resettlement Program, Right to Linguistically Appropriate Services, 121 CMR 2.260

“A refugee whose limited English proficiency prevents him or her from understanding his or her rights and responsibilities and from benefiting from the MRRP has the right to services from a case manager who can communicate in the refugee's primary language. If such bilingual staff is not available, an interpreter shall be provided at no cost to the refugee unless the refugee prefers his or her own interpreter. Program notices and forms shall be in languages commonly used by refugees. Any notices not in a refugee's language shall contain an advisory informing the refugee that if he or she needs assistance translating program notices or letters, the Case Management Agency shall provide a bilingual staff member or interpreter to assist.”

Indicated below are the specific protocol employed to ensure quality and due process with regard to the aforementioned services.

b. Language access protocols for providing interpretation services

ORI has designated an Program Coordinator III, located in the Community Building Unit has extensive experience with interpreting services, and manages the vast database of professionally experienced translators and interpreters within the ORI network of service providers.

The protocol for the provided services includes the following:

Interpretation Protocol:

Interpretation for a person who is Limited English Proficient typically occurs within the scope of service delivery and/or onsite at an ORI contracted agency all of which have access to bilingual staff and executive staff who can ensure universal language access.

For individuals where they are speakers of languages others than those available onsite, the following protocol are employed: 1) initial contact to ORI 2) Review of request 3) provision of referral to provider agencies and/or the state blanket of services if state agencies request interpretation services.

Translation Protocol:

Translation of a document from English into a target language typically occurs in a three-phased approach: 1). Request to Translator 2).Original Translation of the Document and 3)Review of the translated document to ensure the integrity of the document mirrors the intent, context and literacy level of the original English document.

Training:

The ORI Program Coordinator will work with DTA administration and field offices to identify training needs regarding cultural competency, LEP issues, and agency roles and responsibilities. This is also available upon request of other sister agencies of the Commonwealth.

c. Access and utilization of resources identified above

ORI's contracted service providers hire bilingual/bicultural case managers in anticipation of the arrival of new refugee communities designated for resettlement. Bilingual/bicultural staff are vital for the successful community orientation and adjustment of refugees and become part of a diverse interpreter pool for the geographic area in which the refugees are resettled. They assist schools, healthcare providers, housing representatives and other health and social service agencies to communicate with refugee families.

(Note: While languages and cultures represented in the ORI provider network reflect ORI's client population, often these are low-incidence languages for other state agencies. However, these newly arriving refugees often reflect growing communities in the Commonwealth for which language access capacity will need to be addressed beyond the initial resettlement period by the broader health and human service system.)

(5) Vital Document Translation:

For the purposes of this Language Access Plan, ORI has determined that any document is considered vital if it contains information that is critical for obtaining services, benefits, or is a document required by law. Vital documents include applications, consent and complaint forms; notices of rights; notices advising LEP persons of the availability of free language assistance; and letters or notices that require a response from the beneficiary or client. Further documents are detailed below:

- a. The Massachusetts Resettlement Program (also referred to as the Massachusetts Wilson/Fish Program) funding application to the U.S. Office of Refugee Resettlement for refugee services, FFY11-FFY14, includes the following assurances regarding bilingual capacity and translations:
 - Massachusetts' Wilson/Fish Program will provide culturally and linguistically appropriate services to clients as required by Title VI (Prohibition Against National Origin Discrimination) and of Civil Rights Act & as required by 45 CFR Sections 400.55 and 400.156 of ORR regulations. To ensure compliance in this area, Wilson/Fish sites shall periodically review client needs and adjust staffing and translation of documents accordingly.

Sites shall also maintain a list of individuals in the community who are available to supplement languages spoken by program staff. All written policies and forms will be available in a refugee's language as they relate to eligibility, duration and amount of cash assistance payments, and participation requirements including penalties for non-cooperation and client rights and responsibilities. The following types of documents will be translated into primary client languages and disseminated to all Wilson/Fish service sites: a) documents that need client signature; b) documents that explain program services; c) documents that explain client rights and responsibilities; d) documents that explain key elements of the Wilson/Fish program; and e) documents that provide notice in change of benefits or opportunity for hearings. These will include the following: Notice of Request for Verifications and Checklist; Client Rights and Responsibilities; Program Participation Requirements and Procedures; Notice of Approval of Application; Notice of Denial of Application; Wilson/Fish Application (agreement page only); Family Self-Sufficiency Plan; Medical Report (release authorization only); Notice of Grant Reduction/Termination; Notice of Conciliation; Conciliation Agreement; Notice of Grant Reduction/Termination (Non-Compliance); Notice of Request for a Fair Hearing; Notice of Fair Hearing; What to Expect at Your Fair Hearing; and Wilson/Fish Brochure. **Note:** Translations of these documents were completed several years ago in the following languages: Arabic, Bosnian, Haitian Creole, Farsi, French, Russian, Somali, Spanish, Swahili, and Vietnamese.

- The Client Rights and Responsibilities document was also translated into Karen and Nepali. The Wilson/Fish Program forms and notices are currently being revised to incorporate new program changes and new funding announcement requirements. ORI is also assessing current language needs to determine the languages the revised forms will need to be translated into. ORI expects this work to be completed during FFY14.
- ORI will develop two-sided forms (with one side in English, and the other in the refugee's primary language) for the languages available in translated form or an advisory on availability of interpreter services so that the refugee can have the same document that is in the case file. For non-primary refugee languages comprising a small proportion of the caseload, for which translations are not available, to ensure that policies are effectively communicated to each refugee, alternative methods such as verbal translation of the forms will be used. Such translations will be documented on the English language version of the form by the signature of the client and case manager/interpreter.
- Pursuant to 45 CFR 400.55, ORI assures that all written policies and forms shall be made available to refugee clients in English and in languages commonly used by refugees, as the material relates to eligibility, duration and amount of cash assistance payments, and participation requirements including penalties for non-cooperation, and client rights and responsibilities.

- For refugee languages comprising a small portion of the caseload, alternative methods of communication, such as verbal translation, will be documented and signed by the client and case manager/interpreter to ensure that policies are effectively communicated to each refugee. Also see: 121 CMR 2.260, Right to Linguistically Appropriate Services.

Currently, the Massachusetts Refugee Resettlement Program forms are translated into 10 languages: Arabic, Bosnian, Creole, Farsi, French, Russian, Somali, Spanish, Swahili, and Vietnamese. The Rights and Responsibilities form also is available in Karen and Nepali. In FFY 12, ORI carried out a language needs assessment on the primary languages represented among the new arrivals. For this category of documents, no additional translations were needed.

Additionally, ORI will revise all previously translated documents for incorporation of new program requirements outlined by the U.S. Office of Refugee Resettlement in the new Wilson/Fish Alternative Program Announcement. The documents are pending final approval. These new requirements are applicable to the provision of the Massachusetts Wilson/Fish Program services during the four-year project term, FFY11 through FFY14.

(6) Stakeholder Consultations

ORI has on-going communication with refugee service providers and gathers information on an ongoing basis on the language needs of newly arriving refugees.

ORI continues to consult with the providers specifically regarding the languages that will be included in the FFY13 and FFY14 translations to ensure decisions reflect the most up-to-date information available on current and expected refugee arrivals.

(7) Medical Interpreter Training for Refugee Clients:

In order to build language access capacity among refugee and newcomer communities, ORI coordinates annual interpreter trainings for refugees based on demand and need throughout various regions of the Commonwealth. Priority audiences for the training include new and emerging language groups/ the 48-hour training curriculum includes:

- Understanding the Role of the Interpreter,
- Basic communication skills (Listening, Memory, Note taking)
- The Interpreter Code of Ethics
- National Standards of Practice
- Triadic Communication
- Dynamics of cross-cultural communication

- Understanding of US Healthcare System
- Basic Medical terminology
- Methods of interpretation in special settings

The training serves to enhance the professional skills of the refugee interpreter pool. The training has served to be a fruitful workforce development mechanism, with regional hospitals, DTA agencies and other social service agencies tapping into emerging talent.

In addition, ORI:

- Hosts quarterly ORI provider consultations where ORI staff and refugee service providers meet to discuss the needs of refugees in Massachusetts
- Attends the Office of Refugee Resettlement (ORR) Annual Consultation, which includes workshops that address diversity issues
- Attends the Office of Refugee Resettlement Annual Wilson/Fish Workshop that addresses implementation issues related to the provision of Wilson/Fish services
- Organizes provider trainings on such topics as “Measuring Cultural Standards” and “Healthy Homes: environmental and public health issues in refugee homes,” which are designed to insure cultural sensitivity in the provision of refugee services and to keep staff current on developments in the field of refugee services.
- Utilizes Technical Assistance Consultants, who are contracted by ORR to provide assistance to States on client diversity issues.
- Provides ongoing training and technical assistance to service providers for the day-to-day implementation of program services, thereby ensuring adherence to program/contract requirements, including those related to language access.

(8) Notice to Public

The ORI website links to the ORI regulations, which set forth the Right to Linguistically Appropriate Service. 121 CMR 2.260. also, refugee clients receive a “Rights and Responsibilities” document, which outlines the right to linguistically appropriate services, at the time of their enrollment in the Massachusetts Refugee Resettlement Program.

(9) Agency Monitoring

Monitoring of vendor service contracts and subcontracts and the provision of technical assistance by ORI program staff is ongoing and also includes annual telephone interviews, quarterly/trimester/annual report desk reviews and annual on-site provider visits. Telephone interviews are conducted by individual ORI Program Coordinators in the first quarter of the fiscal year.

The first item in the telephone interview identifies the language capacity of program staff. The interview also includes ethnic breakdown of current clients and the specific question: “What do you use to meet the language needs (internal and/or external resources) of the refugee population(s) served?” This process provides ORI with information needed to determine if the language access needs of clients are adequately met.

Site visits, also conducted by the ORI Program Coordinators, take place in the second half of the fiscal year and again include information regarding language capacity and bilingual/bicultural staff. , site visit and quarterly program reports; document provider outreach activities, their use of ethnic media, “target language” ads and ISpeak cards.

Finally, in the “coordination of services” section of the site visit and quarterly reports, providers describe their collaboration with other refugee service providers, including the sharing of interpreter services.

(10) Language Access Complaint Procedure

A client may file a complaint with the ORI Language Access Coordinator or the Office of Access and Opportunity if the client believes he/she has been denied the benefits of this Plan. The complaint must be written and filed within 6 months of the alleged denial. To file a complaint with the Language Access Coordinator, the written complaint must be submitted to:

Diane M. Randolph, MS, MFA
Office for Refugees and Immigrants (ORI)
600 Washington St, 4th FL
Boston, MA 02111
Email Address: Diane.M.Randolph@state.ma.us

To file a complaint with the Office of Access and Opportunity, the written complaint must be submitted 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

Josiane Martinez
Executive Director
February 2013

Secretary John Polanowicz
Executive Office of Health and Human Services

Provider and Partner Listing for FY13

African Community Education Center

23 North Ashland
Worcester, MA 01609
(508) 799-3564

[African Community Education Center](#)

Asian Center of the Merrimack Valley

1 Ballard Way
Lawrence, MA 01843-1070
(978) 683-7316

[Asian Center of Merrimack Valley](#)

Berkshire Community Action Council

1531 East Street
Pittsfield, MA 01201
(413) 445-4503

[Berkshire Community Action Council](#)

Bosnian Community Center Resource Development

20 Wheeler Street
Lynn, MA 01902
(781) 593-0100

[Bosnian Community Center for Resource Development](#)

Catholic Charities of Boston

275 West Broadway Street
South Boston, MA 02127
(617) 464-8100

[Catholic Charities of Boston](#)

Catholic Charities of Worcester

10 Hammond Street
Worcester, MA 01610-1513
(508) 798-0191

[Catholic Charities of Worcester](#)

Center for New Americans

42 Gothic Street
Northampton, MA 01060
(413) 587-0084

[Center for New Americans](#)

Centro Latino

267 Gothic St.
Chelsea, MA 02150
(617) 884-3238

[Centro Latino](#)

Congolese Development Center

20 Wheeler Street suite 401
Lynn, MA 01901
(781) 593-0100

[Congolese Development Center](#)

Eritrean Community Center

590 Shawmut Avenue
Roxbury, MA 02118
(617) 427-1210

[Eritrean Community Center](#)

Ethiopian Community Mutual Assistance Association

522 Massachusetts Avenue
Cambridge, MA, 02139-4088
(617) 492-4232

Haitian American Public Health Initiative

10 Fairway Street
Mattapan, MA 02126
(617) 298-8076

[Haitian American Public Health Initiative](#)

Immigrants Assistance Center

58 Crapo Street
New Bedford, MA 02740
(508) 996-8113

[Immigrants Assistance Center](#)

International Institute of Boston

1 Milk Street
Boston, MA 02109-5413
(617) 695-9990

[International Institute of Boston](#)

International Institute of Lowell

144 Merrimack Street, Suite 302

Lowell, MA 01852-9031

(978) 459-9031

[International Institute of Lowell](#)

**Jewish Family and Children's Services
Lynn**

20 Wheeler Street

Lynn, MA 01902-1342

(781) 593-0100

[Jewish Family & Children's Services Lynn](#)

Jewish Family and Children's Services

1430 Main Street

Waltham, MA 02451-1623

(617) 558-1267

[Jewish Family and Children's Services](#)

Jewish Family Service of Metro West

475 Franklin Street, Suite 101

Framingham, MA 01702-6236

(508) 875-3100

[Jewish Family Service of Metro West](#)

Jewish Family Service of Western Mass

15 Lenox Street

Springfield, MA 01108-2666

(413) 737-2601

[Jewish Family Service of Western Mass](#)

Jewish Vocational Services

29 Winter Street

Boston, MA 02108

(617) 399-3200

[Jewish Vocational Services](#)

Lowell Public Schools

43 Highland Street

Lowell, MA 01852

(978) 674-2108

[Lowell Public Schools](#)

**Lutheran Social Services of New England
West Springfield**

593 Main Street

West Springfield, MA 01089-3923

(413) 787-0725

[Lutheran Social Services of NE West
Springfield](#)

**Lutheran Social Services of New England
Worcester**

51 Union Street, Suite 222

Worcester, MA 01608-1134

(508) 754-1121

[Lutheran Social Services of NE Worcester](#)

**Massachusetts Alliance for Portuguese
Speakers**

1046 Cambridge Street

Cambridge, MA 02139

(617) 864-7600

[Lutheran Social Services of NE Worcester](#)

**Refugee and Immigrant Assistance
Center Boston**

31 Heath Street

Jamaica Plain, MA 02130-1650

(617) 238-2430

[Refugee and Immigrant Assistance Center
Boston](#)

**Refugee and Immigrant Assistance
Center Worcester**

340 Main Street, Suite 800

Worcester, MA 01608-1692

(508) 756-7557

[Refugee and Immigrant Assistance Center
Worcester](#)

Refugee Immigration Ministry

142 Pleasant Street, Suite 203

Malden, MA 02148-4819

(781) 322-1011

[Refugee Immigration Ministry](#)

**Russian Community Association of
Massachusetts**

20 Wheeler Street
Lynn, MA 01902-4419
(781) 593-0100

(offices also: BOS & W. Springfield)

Somali Development Center

205 Green Street
Jamaica Plain, MA 02130
(617) 522-0700

[Somali Development Center](#)

SER-Jobs for Progress, Inc.

164 Bedford Street
Fall River, MA 02720
(508) 676-1916

[SER-Jobs for Progress, Inc.](#)

**Southern Sudanese Solidarity
Organization**

20 Wheeler Street
Lynn, MA 01902
(781) 593-0100

Voice & Future Fund, Inc.

26 West St., 3rd FL
Boston, MA 02111
(617) 620 9904

[Voice & Future Fund, Inc.](#)

West Springfield Public Schools

115 Southworth Street
West Springfield, MA 01089
(413) 263-3318

*For access to person who are Deaf and/or hard of hearing, the following resources will be contacted.

Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)

[MCDHH - Executive Office](#)

150 Mount Vernon Street,
Fifth Floor, Suite 550
Dorchester, MA 02125
617-740-1600 Voice, 617-740-1700 TTY, 866-970-7177 Video Phone @ Front Desk
866-470-2515 Video Phone @ Interpreter Referral Department
617-740-1810 Fax, Toll Free: 800-882-1155 Voice, Toll Free: 800-530-7570 TTY

[MCDHH - Southeastern Massachusetts Regional Office](#)

61 Industrial Park Road
Plymouth , MA 02360
508-830-9433 Fax - Send Fax with Cover Sheet - Attn: MCDHH

[MCDHH - Western Massachusetts Regional Office](#)

Springfield State Office Building
436 Dwight Street, Suite 204
Springfield, MA 01103
413-788-6427 Voice/TTY, 866-948-9190 Video Phone, 413-731-5177 Fax

[MCDHH - Central Massachusetts Regional Office](#)

2 Foster Street , Second Floor
Worcester, MA 01608
413-788-6427 Voice/TTY
866-948-4360 Video Phone, 508-860-4000 Fax - Send Fax with Cover Sheet - Attn:
MCDHH

[MCDHH - Berkshire Massachusetts Regional Office](#)

160 North Street, Suite 201
Pittsfield , MA 01201
413-788-6427 Voice/TTY
866-327-0668 Video Phone
413-448-2466 Fax - Send Fax with Cover Sheet - Attn: MCDHH