

Operational Services Division

Language Access Plan

I. Introduction

The Operational Services Division (OSD) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by OSD to ensure meaningful access to OSD services, programs and activities on the part of persons who have limited English Proficiency. OSD 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 Operational Services Division’s meaningful access to services, programs and activities although they may be limited in their English language proficiency.

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

III. Agency Description

The Operational Services Division oversees the purchase of commodities and services for the Commonwealth. Part of our mission is to establish statewide contracts for commodities and services through a fair, open and competitive procurement process. Our goal is to provide the public purchasing community with contracts that represent best value in terms of price, quality and service.

Additionally, OSD oversees other programs and services, such as: the Environmental Purchasing Program, the Supplier Diversity Office, the Small Business Purchasing Program, Special Education Pricing, Auditing of Human and Social Service Providers and the disposition of federal and state surplus property. Two programs internal to the operation of State Government and particularly to Executive Branch Agencies are the Office of Vehicle Management and the Commonwealth’s Print Services.

Finally, OSD manages the Commonwealth’s e-Procurement system known as Comm-PASS (the Commonwealth’s Procurement Access and Solicitation System at [Comm-Pass](#)).

IV. Language Access Plan:

OSD's Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said Plan. This LAP has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16.

This Language Access Plan represents the Agency administrative Blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP (Limited English Proficiency) individuals. This Language Access Plan outlines the tasks OSD will undertake to meet this objective.

1. Agency Language Access Coordinator:

Bonnie Cunningham, Chief Financial Officer
Operational Services Division
One Ashburton Place, Room 1017
Boston, MA 02108
617-720-3300
Bonnie.cunningham@state.ma.us

2. Agency Language Access Needs Assessment:

- a. OSD has met with all of the Program Directors within OSD to determine if such resources are needed based on the mission and programs that OSD provides. It was determined that no program or section within the Division meets or exceeds the 5% threshold for customers who are identified LEP persons, including such programs as Procurement of goods and services, the Supplier Diversity Office, Supplier Diversity Program, Training and Outreach and the Small Business Purchasing Program. Since OSD does not meet the 5% threshold, OSD will continue to post its procurements, training and outreach materials and other programs online in English only.
- b. Language Make-up of Client population – N/A
- c. Points of Contact between Agency and Client Population

Main Office:

Operational Services Division
One Ashburton Place, Room 1017
Boston, MA 02108
[Operational Services Division](#)

Office of Vehicle Management
Lyman Street
Westborough, MA 01581
617-835-3216

Commonwealth Print Services
One Ashburton Place
Plaza Level
Boston, MA 02108
617-720-3340

Comm-PASS Help Desk
One Ashburton Place, Room 1017
Boston, MA 02108
[Comm-PASS](#)
888-MA-STATE 627-8283

3. Language Resources Assessment

- a) Identification of existing staff that are linguistically, culturally and technically able to deliver services in the following languages and/or serve as interpreters: OSD staff are fluent in the following languages: Spanish, Portuguese, Cape Verdean/ Portuguese, Mandarin, Cantonese, Shanghainese, Toisanese, Amharic/Semitic Language, Jamaican Patois, Haitian Creole, Hindi, and Russian.
- b) Community Based resources – N/A
- c) Language make-up of client population – N/A

4. Language Service Protocols:

If an interpreter is needed for any of the programs or services provided by OSD, the client would have to provide an Interpreter. Additionally, OSD has a statewide contract in place for Interpreter Services, if there is a need to bring in an Interpreter for an individual or group, etc.; OSD will use the statewide contract. This would only happen on an “as needed” basis and will be charged to the requestor or OSD depending on the program and or service requested on a case by case basis.

Questions 5-9 are not applicable

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:

Bonnie Cunningham
Operational Services Division
One Ashburton Place, Room 1017
Boston, MA 02108
Email Address: bonnie.cunningham@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

SIGNAGTORY PAGE

AGENCY HEAD DATE

SECRETARY DATE