

- a. The MRC continues to make a concerted effort to hire and maintain bilingual staff. Its good faith is demonstrated by the fact that it routinely exceeds parity for women, minorities and people with disabilities and approximates it for Vietnam Era Veterans who are aging out of the workforce. As of 12/29/12,

	<u>Commonwealth</u>	<u>Agency</u>
Minorities	10.40 %	26.67%
Female	48.20 %	73.09%
Vietnam Era Veterans	3.50 %	1.98%
People with Disabilities	12.00 %	15.80%

- b. As of the publication of this LAP, languages spoken by staff include:

- Spanish;
- Portuguese;
- Haitian Creole;
- Mandarin;
- Khmer;
- Vietnamese;
- Cantonese;
- Criollo;
- African – Igbo;
- French Creole;
- German; and,
- Russian.

In the MRC's VR Division, bilingual staff is deployed in areas of concentration of specific ethnic populations statewide.

- c. Language Makeup of Client Population:

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

- d. Points of Contact between Agency and Client Population:

Appendix I lists MRC Vocational Rehabilitation Office locations as of December 2012.

V. 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 and titles of bilingual VR staff by location.

- b. Use of community-based resources

The MRC partners with community based providers to provide necessary communication services. Our community based providers are encouraged to hire and 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 purpose of disability determinations.

3. Language Service Protocols:

- a. Which language services are required to implement the Language Access Plan?

The MRC utilizes bilingual staff within its Vocational Rehabilitation Division and Community Living Divisions. In our DDS Division, the 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, the MRC utilizes translation vendors to provide individual translation services and to translate letters and communications as necessary. Finally, our Homemaker Program utilizes Language Line for Telephone Translation, has funding for face to face interpreters as needed and routinely translates its documents into Spanish. Translations into other languages are done as requested.

- b. Define and describe Agency's language access protocols for providing interpretation services.

As stated above, the MRC utilizes bilingual staff within its Vocational Rehabilitation Division and Community Living Divisions. The Vocational Rehabilitation Division maintains a contract for interpreter services. One of the MRC's Area Directors administers it on behalf of the Division. Within the Community Living Division, case management staff identifies the need for bilingual services. If it is not possible to rely on bilingual staff, case management staff arranges for interpreters.

The MRC DDS Division has Spanish interpreters in each office who place special telephone calls as requested by non-Spanish speaking examiners in individual cases. They call to seek descriptions of functional capacity, to clarify work history reports, to remind claimants of scheduled consultative exams or to carry out other tasks requested by such examiners.

Within the MRC DDS, all claimant letters are translated into Spanish and Portuguese. Consultative Exam (C/E) letters are not but they are issued with a multilingual notice (also known as a Babel notice) in English, Albanian, Arabic, Armenian, Spanish, Italian, Haitian Creole, Hindi, French, Portuguese, Vietnamese, Chinese/Laotian, Greek, Cambodian, Polish, Russian, Slovak, Bosnian, Serbo-Croatian, and Tagalong stating "Important! Please have this notice translated immediately." By the time claimants received such notices, the staff handling their cases have already spoken to them. For clients speaking foreign languages other than Spanish, Language Line is used to call claimants about C/Es. Additionally, face to face interpreters are scheduled for any hearings conducted by the MRC DDS's hearings officers. The same is true for C/Es.

- c. Define how a client will be able to access and utilize the resources identified in paragraphs (a) and (b).

Such procedures are described in the previous section.

4. Vital Document Translation:

The 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. So far, the recommendation is that materials be translated into Spanish, Portuguese, Mandarin, Chinese, Vietnamese, Khmer, Russian and French Creole.

5. Stakeholder Consultations:

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

6. Staff Training:

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

7. Notice to the Public:

This revised LAP will be placed on the agency Intranet and Internet Pages.

8. Agency Monitoring:

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

9. 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 F. Connelly, J.D.
Director of Diversity/ADA Coordinator/Human Resources Liaison
Massachusetts Rehabilitation Commission
600 Washington Street, Second Floor
Boston, MA 02111
Email Address: Mary.Connelly@mrc.state.ma.us

Complaints to the Office of Access and Opportunity may be submitted to:

Ronald Marlow, Director
Office of Access and Opportunity
Executive Office of Administration and Finance
State House, Room 373
Boston, MA 02133
Ronald.Marlow@state.ma.us

SIGNATURE PAGE

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 think you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial of services. All complaints must be in writing. The contact information for MRC's Language Access Coordinator is:

Mary F. Connelly, J.D.
Director of Diversity/ADA Coordinator/Human Resources Liaison
Massachusetts Rehabilitation Commission
600 Washington Street, Second Floor
Boston, MA 02111
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:

Ronald Marlow, Director
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

			Attachment
<u>ADMINISTRATION OFFICES</u> Charles Carr 600 Washington Street Boston, MA 02111 (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> Julie Proud-Ray 275 Hancock Street, Second Floor Quincy, MA 02171-2249 (617) 471-1600 FAX: (617) 770-1893
<u>PROTECTIVE SERVICES</u> Sabrina Cazeau-Class 21 Spring Street, Second 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, Second 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> Maureen Kriff 325 Chelmsford Street, #4 Lowell, MA 01851 (978) 458-4544 FAX: (978) 937-9879	<u>SALEM AREA</u> Teury Marté 35 Congress Street, Building #2 Salem, MA 01970 (978) 745-8085 FAX: (978) 745-9063
<u>DDS—WORCESTER</u> Patricia Roda 340 Main Street, Suite 500 Worcester, MA 01608 (508) 752-5001 FAX: (508) 797-1562	<u>BROOKLINE AREA</u> Jessica Cimini 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 SERV.</u> James Fratolillo 600 Washington Street Boston, MA 02111 (617) 204-3600 FAX: (617) 727-1354
	<u>CAPE & ISLANDS AREA</u> Ted Mello 181 North Street Hyannis, MA 02601 (508) 775-6173 FAX: (508) 790-4926	<u>MILFORD AREA</u> George Fortier 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> Mitchell Zahn 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> Jeffrey Roberge 76 Summer Street, Room 330 Fitchburg, MA 01420-5785 (978) 345-1713 FAX: (978) 343-6949	<u>NORTH ADAMS</u> Kate Angelini 37 Main Street, 3 rd floor, North Adams, MA 01247-3478 (413) 663-5391 FAX: (413) 664-7963	<u>STURBRIDGE AREA</u> George Fortier 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> Patricia Chabot 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> Mark Dore 238 Main Street Greenfield, MA 01301 (413) 774-2326 FAX: (413) 774-4654	<u>PLYMOUTH AREA</u> Cheryl Cormier 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

Vocational Rehabilitation Bilingual Staff As Of February, 2013 - Attachment

Location	Last Name, First	Position	Address	Telephone	Language
Adm. Offices	Miranda, Ingrid	Benefits Specialist	600 Washington St, Boston	617-204-3600	Spanish
Adm. Offices	Nguyen, Emmy	Benefits Specialist	600 Washington St, Boston	617-204-3600	Vietnamese
Adm. Offices	Miranda, Herminio	Benefits Specialist	600 Washington St, Boston	617-204-3600	Spanish
Adm. Offices	Roman-Hampton Vivian	Vet Program Coord.	600 Washington St, Boston	617-204-3733	Spanish
Adm. Offices	Chea, Audria	Program Coordinator	600 Washington St, Boston	617-204-3649	Khmer
Boston	Eng, Nancy	Head Clerk	59 Temple Place	617-357-8137	Chinese
Boston	Mendez, Iris	Clerk	59 Temple Place	617-357-8137	Spanish
Boston	Jean-Baptiste, Betsy	QVRC	59 Temple Place	617-357-8137	Haitian Creole
Boston	Aviles-Saltares, Rebeca	QVRC	59 Temple Place	617-357-8137	Spanish
Brockton	Desrosiers, Ludwige	QVRC	55 City Hall Plaza	508-583-1530	Haitian Creole
Brockton	Espinal, Orlando	QVRC	55 City Hall Plaza	508-583-1530	Spanish
Brockton	Dejesus, Maria	Clerk	55 City Hall Plaza	508-583-1530	Spanish
Brockton	Maniche, M. Joanne	QVRC	55 City Hall Plaza	508-583-1530	Criollo/Por/Spa
Brookline	Matute, Sonia	Head Clerk	320 Washington St.	617-739-9080	Spanish
Fall River	Fernandes, Joseph	QVRC	170 Pleasant St.	508-678-9041	Portug./Spa
Fall River	Sam, Sokvann	QVRC	170 Pleasant St.	508-678-9041	Khmer
Fitchburg	Pichardo, Abel	QVRC	76 Summer St., Ste. 330	978-345-1713	Spanish
Framingham	Sheehan, Eileen	QVRC	463 Worcester Rd., Ste. 305	508-370-4700	Spanish
Greenfield	Rodriguez, Enrique	QVRC	238 Main Street	413-774-2326	Spanish
Holyoke	Fortier, Adelaida	QVRC	187 High St.	413-536-8200	Spanish
Holyoke	Mendez, Linnette	QVRC	187 High St.	413-536-8200	Spanish
Holyoke	Robles, Manuel	QVRC	187 High St.	413-536-8200	Spanish
Holyoke	Messmer, Jorge	Area Director/Holyoke	187 High St.	413-536-8200	Spanish
Lawrence	Cruz, Wanda	QVRC	One Parker St., 2nd Floor	978-685-1731	Spanish
Lawrence	Nhancale, Jose	QVRC	One Parker St., 2nd Floor	978-685-1731	Spanish
Lawrence	Sanchez, Jeanine	QVRC	One Parker St., 2nd Floor	978-685-1731	Spanish
Lawrence	Colon, Enid	QVRC	One Parker St., 2nd Floor	978-685-1731	Spanish
Lawrence	Santagati, Paula	QVRC	One Parker St., 2nd Floor	978-685-1731	Spanish
Lowell	Nazario, Angel	QVRC	325 Chelmsford St., #4	978-458-4544	Spanish
Lowell	Posada, Dary	Clerk	325 Chelmsford St., #4	978-458-4544	Spanish
Lowell	Ty-Riebe, Ratana	QVRC	325 Chelmsford St., #4	978-458-4544	Khmer
Lowell	Lien-Kirk, Ching	QVRC	325 Chelmsford St., #4	978-458-4544	Chinese
New Bedford	Monteiro, Maria	Head Clerk	888 Purchase St.	508-993-6255	Portuguese
New Bedford	Silva, Alexandra	QVRC	888 Purchase St.	508-993-6255	Portug./Spa
Quincy	Nguyen, Courtney	QVRC	275 Hancock St.	617-471-1600	Vietnamese
Quincy	Goldinger, Shirley	QVRC	275 Hancock St.	617-471-1600	Spanish
Quincy	Yu-Wong, Yin	QVRC	275 Hancock St.	617-471-1600	Chinese
Roxbury	Colon, Carlos	QVRC	40 Dimock St.	617-442-5510	Spanish
Roxbury	Deshommes, Anna	Clerk	40 Dimock St.	617-442-5510	Haitian Creole
Roxbury	Jean-Louis, Cassandra	QVRC	40 Dimock St.	617-442-5510	Haitian Creole
Roxbury	Mendez, Jesus	QVRC	40 Dimock St.	617-442-5510	Spanish
Roxbury	Renelien- Hannigan, F.	Director/Roxbury	40 Dimock St.	617-442-5510	Haitian Creole
Salem	Marty, Teury	Area Director//Salem	35 Congress St., Suite 105	978-745-8085	Spanish
Salem	Hong, Sokheang	QVRC	35 Congress St., Suite 105	978-745-8085	Khmer
Salem	Por, Thany	Social Work Tech	35 Congress St., Suite 105	978-745-8085	Khmer

Springfield	Arzola, Madeline	QVRC	1 Federal St., Building 102-1	413-736-7296	Spanish
Springfield	Colon, Ilka	Clerk	1 Federal St., Building 102-1	413-736-7296	Spanish
Springfield	Neris, Maria	QVRC	1 Federal St., Building 102-1	413-736-7296	Spanish
Sturbridge	Alvarado, Elvira	Clerk	Fiske Hill Mall, 57 Main St.	508-347-7661	Spanish
Somerville	Acevedo, Raphael	QVRC	1 Davis Square, 1st Floor	617-776-2662	Spanish
Worcester	Diaz, Maria	Clerk	359 Main St.	508-754-1757	Spanish
Worcester	Ulloa, Susita	QVRC	359 Main St.	508-754-1757	Spanish