

The  
Commonwealth of Massachusetts  
Parole Board

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**Language Access Plan**

## **I. Introduction**

The principle of ensuring and broadening access for non-English speaking persons (NES) and persons with Limited English Proficiency (LEP)<sup>1</sup> to agency services is based on a belief in freedom and equality for all individuals, a principle embodied in the Constitution of the Commonwealth of Massachusetts and one that must permeate all policies and decision-making of state agencies. The Massachusetts parole Board (MPB) is thus committed to carrying out this principle and ensuring equal access to its services by all residents, regardless of primary language spoken or English proficiency. This Language Access Plan (LAP) outlines the steps that it will take, given fiscal feasibility, to ensure meaningful access to its services by NES and LEP. MPB will periodically review and update this LAP in order to ensure continued responsiveness to community needs, as well as relevant changes in state demographics.

## **II. Purpose**

The purpose of this plan is to ensure individuals served by MPB have meaningful access to the agency's services and programs although they may be limited in their English language proficiency.

MPB is committed to this Language Access Plan as the appropriate response to meeting MPB's constituent needs. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by the Executive Office of Administration and Finance.

## **III. Role of MPB and Its Services**

The Massachusetts Parole Board is an agency within the Executive Office of Public Safety authorized to grant paroles, supervise the parolee, and make recommendations to the Governor in regard to pardons and commutations. Annually, the agency conducts over 7,500 face-to-face parole hearings (i.e., release, revocation, recession hearings), supervises over 5,500 parolees, and provides notice and assistance to approximately 6,000 victims. The agency's main office is located at 12 Mercer Road in Natick, MA. MPB is comprised of the following divisions:

### **TRANSITIONAL SERVICES DIVISION**

The Parole Board is bound by statutory mandate to conduct hearings for all offenders committed to a term of 60 days or more within 60 days of their parole eligibility. Transitional Service parole officers and support staff are responsible for the operation of parole business related to committed offenders located in 37 state and county correctional facilities. For this purpose, the Transitional Services Division has offices in 28 of the state and county correctional facilities. Transitional Service Division employees play an essential role in ensuring compliance to policy, procedure, regulation and statute as well as maintaining partnerships with correctional staff and other criminal justice professionals.

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**Footnote:**<sup>1</sup>Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be considered LEP persons.

Transitional staff serve as the first point of entry for data on all committed offenders statewide into the Parole Board's database, SPIRIT, and maintenance of each case file. This database serves as the integrated records and information tracking system for Parole Board case management. In calendar year 2012 approximately 13,129 new commitments were entered into the SPIRIT system by Transitional staff. Offender case files are routinely updated for sentence accuracy and hearing dispositions. This database is the foundation upon which the Parole Board operates and conducts business.

The Transitional Services Division is responsible for preparing all state and county parole release, revocation, and rescission cases to be heard by the Massachusetts Parole Board or one of the agency's hearing examiners. Transitional Services is responsible for compiling the necessary data for the Board Members and Hearing Examiners to make an informed, balanced judgment. Duties involve complex date calculations to determine parole eligibilities and parole discharge dates, as well as case preparation which includes: investigation, analyzing data and assessment. This division is responsible for the scheduling, coordination and facilitation of all Parole Board hearing dockets. In calendar year 2012 approximately 14,440 cases were processed for a hearing before the Parole Board. Of those, 7,501 cases were seen by the Board and 6,939 cases were processed as a postponement, waiver or other type of hearing.

The execution of all parole release permits and coordination of transition to the community is the responsibility of the Transitional Staff. Inmates are prepared for parole release by organizing home and work plans, identifying special needs and referring individuals to specialized programs. In calendar year 2012, 2,801 parole release permits were issued by Transitional Service Division staff. Parole violation warrants are tracked and monitored for all parole violators returned to custody. Parole Officers are responsible for the time sensitive coordination of preliminary revocation hearings and service of notice to the offender.

The nucleus of the Transitional Service Division is our administrative unit. This unit is responsible for administrative level maintenance of the SPIRIT system and the tracking of all office votes executed by the Parole Board. These votes do not involve a physical hearing. In calendar year 2012 approximately 3,164 office votes were entered, tracked and processed. This unit is responsible for maintaining the agency file system, archives, and all paper flow related to an offender's file. The Parole Board members' daily hearing assignments are managed by this unit to ensure timely and efficient hearings. The time sensitive tracking and processing of all temporary warrants are processed by the administrative unit. Statistics and case audits are coordinated, monitored and executed through the administrative unit.

### **The Field Services Division**

Field Services Division is responsible for supervising parolees in the community by enforcing parole conditions and assisting parolees with reintegration. Each field services office is responsible for the case management and supervision of parolees released to supervision in its region. Parolees include county and state offenders, as well as parolees from other states accepted to Massachusetts under the Interstate Compact.

The management team is comprised of a Chief Parole Supervisor and a Deputy Chief Parole Supervisor. They are responsible for the overall management of the Division including staffing, budgeting, policy and procedure development, state vehicle fleet, equipment, Central Office Hearing Security and training. The Chief reports directly to the Chairman of the Parole Board and attends Executive Sessions with the Parole Board as requested. The Chief of Field Services is the Fleet Manager for the agency. Currently the agency operates with a state vehicle fleet of 107 vehicles. Many of these vehicles are 2005 models or older. A Program Coordinator III and an Administrative Assistant I work with the management team in the Central Office.

There are eight Regional Parole/Re-entry Offices located in Boston (2 co-located with the WAU in one office in Boston), Worcester, Springfield, Lawrence, Brockton, New Bedford, and Framingham. Each office has a Parole Supervisor; one or more Assistant Parole Supervisors, approximately five or more Parole Officers, a Word Processing operator, a Victim Service Coordinator and a Substance Abuse Coordinator (contracted vendor). Seven of the offices also have parole officers assigned as Intensive Parole for Sex Offenders (IPSO) officers. Although the Victim Service Coordinators work in these offices, they are supervised by the Director of Victim Services. The Substance Abuse Coordinators are contracted by various vendors and are paid by the Parole Board and the Department of Public Health. There are a total of six Polygraph Examiners certified as polygraph examiners by the American Polygraph Association. Two of these polygraph examiners are also parole supervisors and the remaining four polygraph examiners also function as assistant parole supervisors.

The Warrant and Apprehension Unit (WAU) includes a Supervisor, Assistant Supervisor and four Parole Officers to conduct investigations, enter parole warrants into NCIC, arrest/transport absconders, provide security for hearings, respond to after-hours calls and work with various interagency Task Forces.

The Interstate Compact Unit includes a Supervisor, Parole Officer and Program Coordinator III. This unit is responsible for processing and tracking parolees that are accepted to Massachusetts supervision, Massachusetts parolees out of state, ICE detainees and deportations, and Lifetime Sex Offenders released from the courts or probation.

One Supervisor is assigned as the division's Training Officer and coordinates all Field Services training including Basic Training and In-Service Training in firearms, pepper spray, defensive tactics, arrests, transports, SPIRIT, and related courses.

Parole Officers are Special State Police Officers and carry firearms, issue parole violation warrants, make arrests and transport parole violators. Supervision duties include conducting home and work investigations, making home and community visits of parolees, verifying parolee employment or programming, ensuring compliance with general and special parole conditions, responding to GPS and electronic monitoring violations, administering substance abuse testing, conducting investigations and reporting on parole violations. Documentation is an important part of the job of a Field Parole Officer. Field POs are responsible for entering data into the Parole Board's State Parole Integrated Records and Information Tracking System (SPIRIT).

## **The Victim Services Unit**

The Massachusetts Parole Board's Victim Services Unit provides services statewide to victims of violent crimes whose offender becomes parole eligible, including victims of homicide, domestic violence, sexual assault, child abuse, motor vehicle homicide and other violent crimes. All victims are entitled to rights and services as outlined in the Victim Bill of Rights (MGLc.258B), specifically all crime victims whose offenders become eligible for parole are entitled to notification of parole events and advocacy services. Victim Service Coordinators (VSCs) provide critical services to victims and family members including but not limited to: information regarding parole eligibility, the parole decision-making process, parole supervision, notification of parole events, assistance in preparing victim impact statements and/or testimony for the parole hearing, accompanying victims and parent/guardians of minor aged victims and family members of homicide victims to parole hearings, crisis intervention, request parole conditions that increase the safety and well-being of victims, safety planning, information on victim compensation, assistance with CORI certification (to receive notification and services victims and family members must be CORI-certified) and referrals to appropriate Criminal Justice agencies and community-based victim service providers.

Providing collaborative and coordinated services to crime victims is essential to upholding the Victim Bill of Rights. To ensure that all victims and family members are informed of the parole process and receive notification and services, the VSU has continued to provide education and outreach to both District Attorney Victim Witness Programs and community-based victim service agencies. Our active participation on more than 25 community collaborations has increased awareness of victim rights in the parole process and created a seamless network of services for crime victims. Our goal, through education, outreach and cross agency collaboration is to ensure that each agency working with crime victims recognizes and understands post-conviction victim rights and that every victim is advised of the importance of the CORI certification process to access post-conviction victim services, including timely notification, assistance, and referral to appropriate resources. We will continue to increase our efforts to identify victims of violent crimes and particularly those crimes resulting in death and provide not only access to the parole process but to critical victim services to assist them in their healing.

## **The Administrative Services Unit**

The unit is comprised of staff performing the day to day operations of human resources and fiscal activities to approximately 205 employees.

The Director is the Chief Financial Officer and Human Resources/Payroll Director for the agency. The unit supports the Sex Offender Registry Board (SOR) through a non-financial ISA by assisting in the budget process, procurements, and accounts payable.

The Human Resource unit is staffed with a Personnel Officer and Administrative Assistant who assist the Director with coordinating employment opportunities, personnel actions, diversity programs, benefits, workers' compensation, civil service, workforce policies and employee and labor relations. In FY13 the agency migrated to Self-Service Time and

Attendance (SSTA). Although the Employee Service Center supports the agency, payroll activities are a significant component of the unit.

The fiscal component of the unit is staffed with one Accountant IV and one WPO who are charged with ensuring the integrity, accountability and efficiency of the Agency's fiscal operations and communication of accurate and timely financial information. The unit is committed to accomplishing this mission in partnership with agency stakeholders and Commonwealth partners.

The supervision fee unit is staffed by one Program Coordinator who is responsible to document and reconcile supervision fees that are collected from Parolees who are actively supervised by the Parole Board. The unit works closely with the fiscal unit as well as Field Services by coordinating referrals for the residential housing contracts.

## **The Legal Unit**

The primary role of the Board's general counsel, and by extension the Legal Unit as a whole, is to support and represent the Chair and the Board in all legal and policy matters. To that end, the general counsel has been appointed a special assistant attorney general for the purpose of representing the agency in state and federal court.

The Legal Unit is responsible for representing and defending the Board in civil lawsuits in Superior Court as well as in labor disputes before the Division of Labor Relations and the Massachusetts Commission Against Discrimination. In 2012, the Legal Unit was responsible for 17 cases in litigation. The Legal Unit also manages all tort claims brought against the agency pursuant to G.L. c. 258A. The Legal Unit drafts and issues legal opinions to agency staff consistent with agency policies, applicable statutes, and relevant regulations. The Legal Unit ensures compliance with agency-wide standard operating procedures. In addition, the Legal Unit complies with all requests for public records pursuant to G.L. c. 66, § 10, responds to approximately 400 requests per year for inmate/parolee records, and serves as a liaison to local law enforcement authorities and the courts seeking guidance on parole matters. The Legal Unit analyzes and interprets relevant new and existing statutes and regulations, proposes updates to regulations, drafts opinions and policies, advises the Chair and the Board on legislative updates, and coordinates legislative activity on behalf of the Chair. The Legal Unit also handles all labor and employment issues, including all employee discipline and investigations into employee misconduct. Further, the Legal Unit handles all requests for assistance from attorneys, media, and the general public in the areas of agency policy, regulations, and protocol. Finally, the Legal Unit coordinates all requests for pardons and commutations on behalf of the Board.

The legal unit, as currently staffed, consists of one attorney (general counsel), one executive clemency coordinator/paralegal, one part-time compliance officer, and three hearing examiners (one of which works part-time hours). The Board's three hearing examiners schedule and conduct preliminary revocation hearings and evaluations for provided counsel at all state and county correctional institutions, parole regional offices, and other designated locations.

At preliminary revocation hearings, the hearing examiner determines whether there exists reasonable grounds to believe that a parolee has committed acts that constitute a violation of parole conditions, and if so, whether there is probable cause to hold a parolee in custody/return a parolee to custody for a final revocation hearing and decision of the Parole Board. The hearings are quasi-judicial in nature. Following a hearing, the hearing examiner prepares a summary and submits a recommended decision to the Parole Board.

Evaluations for provided counsel are conducted prior to preliminary revocation hearings and final revocation hearings at a parolee's request to determine indigence and whether a parolee is capable of speaking effectively and has a timely and colorable claim.

The Governor, with the advice and consent of the Governor's Council, has the power to grant executive clemency, whether in the form of a pardon or commutation.

Acting as the Advisory Board of Pardons, the Parole Board reviews all petitions for executive clemency that are submitted to the governor for consideration. The executive clemency coordinator ensures that the requirements for clemency are met. In doing so, all petitions are reviewed for completeness and compliance with guidelines, statutes and regulations.

When petitions are complete and in substantial compliance with the guidelines, a preliminary investigation is conducted and notifications of the petition for clemency are sent to officials and victims.

All findings are compiled into a case summary for the Board's review to determine whether a hearing should be held. If the Board determines that a hearing should be held, the executive clemency unit schedules and coordinates the hearing, and forwards the Board's recommendation to the Governor's office.

#### **IV. MPB LAP Approach**

MPB'S LAP shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This LAP has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. This LAP represents MPB's administrative blueprint to provide meaningful access to Agency services and programs on the part of NES and LEP individuals. This Language Access Plan outlines the tasks Agency will undertake to meet this objective.

## V. MPB Language Access Coordinator

Pamela Minchoff, Director Administrative Services  
Massachusetts Parole Board  
12 Mercer Road, Natick, MA 01760  
Phone: (508) 650-4516 Fax: (508) 652-6801

## VI. Language Access Needs Assessment

### a. Identification of Language Makeup of Constituent Population

Massachusetts is a diverse state whose residents have many different native languages. Many of these residents are categorized as NES or LEP. According to data from the U.S. Census performed in 2000, 18.7% of all Massachusetts residents over the age of eighteen speak a language other than English, and of those residents, 21% speak English “not well” or “not at all.” Using available census data as a guideline, MPB has estimated the LEP population (and what languages they speak) across counties based on the percentage of non-English speakers that indicated that they speak English “Not Well” or “Not at All.”

The most frequently spoken languages according to U.S. Census data among the LEP population in the Commonwealth are Spanish, French Creole, Italian, Portuguese, Russian, Chinese<sup>2</sup>, Mon-Khmer (Cambodian), and Vietnamese. A summary of these groups can be seen below in Table 1, and Table 2 provides detailed information on these populations by county.

**Table 1: Massachusetts LEP populations as a Percentage of Total State Populations**

Population	Number	Percentage (out of total MA population)
Population 18 years and over	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%
French Creole	6,810	0.14%
Italian	6,525	0.13%
Portuguese or Portuguese Creole	39,620	0.82%
Russian	8,990	0.19%
Chinese	18,050	0.37%
Mon-Khmer, Cambodian	5,125	0.11%
Vietnamese	8,990	0.19%

**Footnote<sup>2</sup>:** Note that the 2000 U.S. Census does not distinguish by Chinese language types.

**Table 2: Detailed LEP Population data at the State and RAA Level (2000 Census)**

		<b>Population 18 years &amp; over</b>	<b>Speak only English</b>	<b>Speak a language other than English</b>	<b>Spanish or Spanish Creole</b>	<b>French Creole</b>	<b>Italian</b>	<b>Portuguese or Portuguese Creole</b>	<b>Russian</b>	<b>Chinese</b>	<b>Mon- Khmer, Cambodian</b>	<b>Vietnamese</b>
Massachusetts	Number	4,853,130	3,944,715	908,415	270,460	31,845	56,195	134,960	27,575	60,150	13,830	23,465
	Percentage	100.00%	81.28%	18.72%	5.57%	0.66%	1.16%	2.78%	0.57%	1.24%	0.28%	0.48%
Massachusetts Speak English "Not Well" or "Not at All"				193,785	71,895	6,810	6,525	39,620	8,990	18,050	5,125	8,990
% of Language speakers who speak English "Not Well" or "Not at All"				21.33%	26.58%	21.38%	11.61%	29.36%	32.60%	30.01%	37.06%	38.31%
	Number	104,639	97,607	7,032	1,513	13	945	129	95	188	9	98
<i>Determined by Using Berkshire County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				402	3	110	38	31	56	3	38
	Number	1,137,441	902,289	235,152	45,601	7,767	20,325	30,858	8,445	21,800	6,879	4,716
Determined by using Middlesex County Data.	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				12,122	1,661	2,360	9,059	2,753	6,542	2,549	1,807
<i>Determined by Using Barnstable, Dukes, and Nantucket County Data.</i>												
	Number	227,259	205,232	22,027	5,479	93	1,232	482	517	1,341	286	321

		<b>Population 18 years &amp; over</b>	<b>Speak only English</b>	<b>Speak a language other than English</b>	<b>Spanish or Spanish Creole</b>	<b>French Creole</b>	<b>Italian</b>	<b>Portuguese or Portuguese Creole</b>	<b>Russian</b>	<b>Chinese</b>	<b>Mon- Khmer, Cambodian</b>	<b>Vietnamese</b>
	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				1,456	20	143	142	169	402	106	123
	<i>Determined by using Franklin, Hampden and Hampshire County Data.</i>											
	Number	460,414	373,791	86,623	42,197	241	3,746	5,709	3,620	2,096	589	1,717
	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				11,217	52	435	1,676	1,180	629	218	658
	<i>Determined by using Suffolk County Data.</i>											
	Number	551,223	372,991	178,232	71,090	14,420	10,194	11,661	5,947	15,524	1,348	8,653
	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				18,897	3,084	1,184	3,423	1,939	4,658	500	3,315

		<b>Population 18 years and over</b>	<b>Speak only English</b>	<b>Speak a language other than English</b>	<b>Spanish or Spanish Creole</b>	<b>French Creole</b>	<b>Italian</b>	<b>Portuguese or Portuguese Creole</b>	<b>Russian</b>	<b>Chinese</b>	<b>Mon- Khmer, Cambodian</b>	<b>Vietnamese</b>
RCAP Solutions	Number	558,886	474,518	84,368	30,619	309	3,593	4,557	1,199	2,481	355	3,756
<i>Determined by Using Worcester County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				8,139	66	417	1,338	391	745	132	1,439
	Number	1,137,441	902,289	235,152	45,601	7,767	20,325	30,858	8,445	21,800	6,879	4,716
<i>Determined by using Middlesex County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				12,122	1,661	2,360	9,059	2,753	6,542	2,549	1,807
	Number	749,883	625,522	124,361	18,636	5,539	3,084	67,966	239	1,598	1,378	913
<i>Determined by using Bristol and Plymouth County Data.</i>	Estimate of Language Speakers who speak English "Not Well" or "Not at All"				4,954	1,185	358	19,953	78	480	511	350

**Populations which meet the Safe Harbor Threshold at the Estimate of Language Speakers who Speak English “Not Well” or “Not at All”**

### **b. Additional LEP Population Identification Methods**

According to the Massachusetts Parole Board's annual statistical report for 2011, at the end of 2011, 52% of parolees were White, 24% were Black, 21% were Hispanic, 1% were Asian or Pacific Islander, and 2% were Unknown.

All of the agency's business units answer calls from parolees and members of the public as part of their regular responsibilities. An internal survey of these units illustrated that most of these callers required assistance in Spanish.

BY FY14, MPB will initiate a Language Assistance Tracking Protocol to monitor the number of callers that require language assistance and the particular language in which assistance is needed. MPB will also monitor and track any other requests it receives for language assistance for agency services. Using this protocol, MPB will further determine whether 5% of the population served by the agency requires particular language assistance and whether other language assistance is required.

### **c. Contacts Between MPB and its Constituency**

Contacts between MPB and NES and LEP consist primarily of phone calls, interviews and written forms. Examples of phone call interactions include calls inquiring about the parole status of relatives or questions about the parole process in general. Examples of interviews include inmates seeking a hearing before the parole board. Examples of written forms include various notification forms presented to an inmate seeking parole. Additionally, in 2011 the Parole Board conducted 7,377 hearings for state and county inmates and an additional 108 hearings for inmates serving life sentences.

All interviews and release hearings for state and county inmates take place at the various state and county institutions. The lifer hearings are conducted at the agency's central office located at 12 Mercer Road, Natick, MA. Its general information telephone number is (508) 650-4500. The central office is not accessible by public transportation but does offer ample parking for visitors. If fiscally feasible, MPB will make the directions on its website available in the languages it determines are spoken by 5% or more of its NES and LEP constituency.

### **d. Identification of Vital Documents for Translation**

MPB is engaged in the process of inventorying vital agency documents with an initial focus on Spanish translations in order to accommodate the largest identified LEP population in Massachusetts.<sup>3</sup> The types of documents that must be translated include, but are not limited to, the following:

- Supervision Manual for Parolees;
- Release Letters;
- Hearings (letters);
- LS/CMI Questionnaire;
- Record Of Decision;
- Home Plan request form;
- Work Plan request form;
- Parole Violation forms; and

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**Footnote<sup>3</sup>:** The Office of Access and Opportunity located in the Executive Office of Administration and Finance defines "vital document" as a document that "contains information that is critical for obtaining state services and/or benefits, or is required by law."

- Parole Permit.

MPB will finalize and periodically update this inventory to reflect the documents that are vital to providing agency services to its constituents.

#### **e. Identifying Languages and Planning for Translation**

Due to the significant costs involved, the translation of vital documents into numerous languages will require a multi-year process. Furthermore, MPB will make efforts over the next year to further identify languages, in addition to Spanish, frequently encountered by agency staff using the Language Assistance Tracking Protocol.

Should MPB determine that 5% or more of its constituency is NES or LEP, MPB will strive to translate its vital documents, with an initial focus on Spanish translations in order to accommodate the largest identified LEP population serviced by the agency, with a goal of translation by the end of FY15 and then by one other language as identified by MPB with a goal of translation by FY16.<sup>4</sup> MPB will post all relevant translated documents on its website as they become available.

#### **f. Language Resource Assessment**

Oral interpretation services may be needed for interviews, telephone calls and Board hearings. MPB currently offers formal oral interpretation services for hearings, graduated sanctions meeting and case conference at all parole locations. These services are offered via state contracts. Foreign Language Interpretation (In-Person) and Translation Services available under the OSD Statewide Contract covers thirty (30) of the most commonly used languages in the Commonwealth. All contractors have individual information on the Comm-PASS contract site. Although the aforementioned interpretation services are for in-person interpretation services only, MPB also contracts with an interpreter service that provides both onsite and telephonic interpreters for parole hearings.

MPB also utilizes the Massachusetts Commission for the Deaf and Hard of Hearing for interpretation and transliteration for the deaf and hard of hearing. This program has established a list of qualified individuals to provide interpreting and transliteration services to Deaf, oral deaf, late-deafened, and hard of hearing individuals in a variety of settings. (See Attachment II Manual for MCDHH's Interpreter contract)

In regards to translating vital documents, MPB has also explored resources offered by the Massachusetts Office of Refugees and Immigration (MORI), the Translation and Interpreting Project (TIP). TIP provides translation and interpreting services for refugees in targeted communities. The objective of this project is to provide community-based translation and interpretation to assist refugees to access mainstream services in Greater Boston, Lynn and Springfield. MORI also offers a list of providers that offer services, including translation, to the Commonwealth's Immigrant and Refugee community. This Provider List is attached to this LAP as Appendix A.

MPB will continue to utilize qualified bilingual staff resources<sup>5</sup> and will strive to identify community groups, non-profits, and other organizations that may serve as a cost-effective resource when necessary and appropriate for NES and LEP communications. MPB is engaged in the process of

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**Footnote<sup>4</sup>:** Translation of these documents is subject to fiscal feasibility. MPB will also examine the feasibility of using existing free, web based services or programs that translate website content such as Google Translation to translate relevant agency documents.

**Footnote<sup>5</sup>:** MPB has staff members who are fluent in the following languages: Spanish (6 staff); Portuguese ( 5 staff); Cape Verdean ( 2 staff); Creole ( 2 staff); Japanese (1 staff); Chinese (2 staff); Greek (1 staff)

completing an agency wide protocol for utilizing and prioritizing interpreter services. This protocol will be reviewed and updated periodically.

**g. Prospective Hiring of Employees with Specific Language Skills**

Using the data that will be collected from MPB Language Access Tracking Protocol, MPB will incorporate into its affirmative action and diversity plans a strategy to utilize the in-house language capacity through the designations of bi-lingual staff to various agency locations.

**h. MPB Staff Training**

MPB will train supervisors and managers regarding their LAP responsibilities. This LAP will also be disseminated to all MPB staff through a posting on the agency's information tracking system (SPIRIT) site to provide staff members who are likely to have contact with NES and LEP populations with information on LAP implementation. MPB will engage in periodic reviews to ensure appropriate LAP implementation.

**i. LAP monitoring**

MPB will conduct an annual review of the LAP to determine if any changes or modifications are necessary. The monitoring will include an analysis of any changes in language needs of the population served by MPB, determination of any additional changes to documents or resources, and the feasibility and cost of effectuating those changes.

**j. LAP Complaints**

In the event that a person wishes to file a complaint regarding an alleged violation of these parameters of this LAP, he/she should file a complaint with the Agency Language Access Coordinator. A complaint may also be filed with the Office of Access and Opportunity (OAO), which will refer the matter to the Agency Language Access Coordinator for response and/or redress. In the event the complaint cannot be resolved at the agency level, the Office of Access and Opportunity will seek to resolve the complaint. OAO may be contacted at State House, Room 373, Boston, MA 02133, (617) 727-2040.

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Josh Wall, Chairman  
Agency Head  
Date:

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Andrea J. Cabral  
Secretary  
**Date**

**APPENDIX A**  
**Massachusetts Office for Refugees and Immigrants (MORI)**  
**Provider List – Updated 2011**

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**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

[www.asiancentermv.org](http://www.asiancentermv.org) **Berkshire Community Action Council**

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

[www.bcacinc.org](http://www.bcacinc.org) **Bosnian Community Center for Resource Development**

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

[www.bccrd.org](http://www.bccrd.org) **Cambodian Mutual Assistance Association**

120 Cross Street  
Lowell, MA 01854  
(978) 454-6200 [www.cmaalowell.org](http://www.cmaalowell.org)

**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](#)

(617) 298-8076  
[www.haphi.org](http://www.haphi.org)

**Immigrants Assistance Center**

58 Crapo Street  
New Bedford, MA 02740  
(508) 996-8113  
[www.immigrantsassistancecenter.com](http://www.immigrantsassistancecenter.com)

**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 & Children's Service](#)

**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 MA](#)

**Jewish Vocational Services**

29 Winter Street  
Boston, MA 02108  
(617) 399-3200 [www.jvs-boston.org](http://www.jvs-boston.org)**Lawrence Council on Aging**  
155 Haverhill Street  
Lawrence, MA 01840  
(978) 794-5886  
[www.cityoflawrence.com/council-on-aging.aspx](http://www.cityoflawrence.com/council-on-aging.aspx)**Lowell Public Schools**  
43 Highland Street  
  
(978) 674-2108  
[www.lowell.k12.ma.us](http://www.lowell.k12.ma.us)

**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  
**ONE Lowell**  
9 Central Street, Suite 203  
Lowell, MA 01852

(978)654-6957 [One Lowell](#)

**Refugee and Immigrant Assistance Center Boston**

31 Heath Street  
Jamaica Plain, MA 02130-1650  
(617) 238-2430 [Refugee & Immigrant Assistance Center Boston](#)

**Refugee and Immigrant Assistance Center Worcester**

340 Main Street, Suite 800  
Worcester, MA 01608-1692  
(508) 756-7557 [Refugee & Immigrant Assistance Center Worcester](#)

**Refugee Immigration Ministry**

142 Pleasant Street, Suite 203  
Malden, MA 02148-4819  
(781) 322-1011 [Refugee Immigration Ministry](#)

**SER-Jobs for Progress, Inc.**

164 Bedford Street  
Fall River, MA 02720  
(508) 676-1916 [SER-Jobs for Progress](#)

**Russian Community Association of Massachusetts**

20 Wheeler Street  
Lynn, MA 01902-4419

**(781) 593-0100 Somali Development Center**

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

**Southern Sudanese Solidarity Organization**

20 Wheeler Street  
Lynn, MA 01902

**(781) 593-0100 Vietnamese American Civic**

**Association**

42 Charles Street, Suite E  
Dorchester, MA 02122  
(617) 288-7344

[www.vacaboston.org](http://www.vacaboston.org)

**West Springfield Public Schools**

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