

CHELSEA SOLDIERS' HOME

Language Access Plan

February 2013

I. Introduction

The Chelsea Soldiers' Home ("Agency" or "Home") has prepared this Language Access Plan ("LAP" or "Plan"), which defines the actions to be taken by Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance ("ANF") Administrative Bulletin #16.

II. Purpose

The purpose of this plan is to ensure clients of the Agency meaningful access to services, programs and activities although they may be limited in their English language proficiency.

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

Consistent with the guidance of ANF Administrative Bulletin #16, a Limited English Proficient ("LEP") person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as a LEP person.

III. Agency Description

The Chelsea Soldiers' Home is a state agency, within the Executive Office of Health and Human Services, that provides comprehensive and quality housing, health care, and human services for all eligible veterans. The Home offers both independent domiciliary housing and a long term care facility to veterans. Our philosophy is consistent with the belief that each human being is a unique individual. We believe in the dignity and value of human life, and in meeting the individualized physical, mental, and spiritual needs of all our veterans.

Our clients constitute a unique population for purposes of the Language Access Plan, as one of the criteria for active military service is the ability to speak and understand English. As our clients are veterans, by definition they all speak, read, write or understand the English language at a level that allows them to interact effectively with our staff.

IV. Language Access Plan

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 Agency administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks Agency will undertake to meet this objective.

Language Access Plan:

(1) Agency Language Access Coordinator:

Claudia B. McKelway, General Counsel
91 Crest Avenue
Chelsea, MA 02150
(617) 887-7188
claudia.mckelway@massmail.state.ma.us

(2) Agency Language Access Needs Assessment:

a. The Home does not have a client population whose language(s), other than English, meet or exceed the 5% threshold. The Home will monitor its client population to determine if this status changes in the future.

b. Language Makeup of Client Population

English, 100%

c. Points of Contact between Agency and Client Population

Chelsea Soldiers' Home
91 Crest Avenue
Chelsea, MA 02150
(617) 884-5660
[Soldiers' Home in Chelsea](#)

(3) Language Resources Assessment:

(4) a. The Home will undertake a survey to determine the identity of existing staff who are linguistically, culturally, and technical able to deliver services in a language other than English and/or to serve as interpreters.

b. Community-based resources available to be deployed to assist agency in meeting language access needs.

Unknown at this time.

(5) Language Service Protocols:

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

None.

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

As our client population speaks English, we do not have language access protocols for providing interpretation services at this time.

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

Please see answer to (4) (b), above.

(6) Vital Document Translation:

a. Agency to identify, by list, the name of vital documents, in whole or in part, to translate including timeframe for translation

None.

b. Agency website content, by list, to translate including timeframe for translationNone.

(7) Stakeholder Consultations:

The Home did not consult stakeholders in the development of this plan. However, the Language Access Coordinator consulted with the Home's Commandant, Chief Operating Officer, and Director of Nursing in the effort to identify whether our clients have limited English proficiency.

(8) Staff Training:

None anticipated at this time.

(9) Notice to Public:

None anticipated at this time.

(10) Agency Monitoring:

The Language Access Coordinator will consult with the Home's Commandant, Chief Operating Officer, and Director of Nursing in a continuing effort to identify whether our clients have limited English proficiency.

(11) Complaints:

Please see the Language Access Complaint Procedure attached to this Language Access Plan.

Language Access Complaint Procedure

(To be included as an attachment to LAP)

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Claudia B. McKelway
Chelsea Soldiers' Home
91 Crest Avenue
Chelsea, MA 02150
claudia.mckelway@massmail.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

Michael Resca
Agency Head
Date:

Secretary JudyAnn Bigby, MD
Executive Office of Health and Human Services
Date: