

# DEPARTMENT OF ENVIRONMENTAL PROTECTION

## 2013 Language Access Plan

### **I. Introduction**

MassDEP has a Language Access Plan [LAP] which defines the actions to be taken by MassDEP to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. MassDEP 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 MassDEP meaningful access to services, programs and activities although they may be limited in their English language proficiency.

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

### **III. Agency Description**

The Department of Environmental Protection is the state agency responsible for ensuring clean air and water, the safe management of toxics and hazards, the recycling of solid and hazardous wastes, the timely cleanup of hazardous waste sites and spills, and the preservation of wetlands and coastal resources.

#### 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 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 MassDEP will undertake to meet this objective.

Language Access Plan:

(1) MassDEP's Language Access Liaison:

Michelle Waters-Ekanem

One Winter St – 4<sup>th</sup> floor

Boston, MA

(617)292-5751

[Michelle Waters-Ekanem@state.ma.us](mailto:Michelle.Waters-Ekanem@state.ma.us)

(2) Agency Language Access Needs Assessment:

- a. MassDEP's Language Access Liaison collaborates with the Director of Environmental Justice, Associate Director, Kerry Bowie to determine the needs assessment related to LAP.
- b. MassDEP's Language Access Liaison participates in a quarterly meeting with the Environmental Justice work group to disseminate information and share lessons learned and best practices to meet MassDEP's LAP plan.
- c. MassDEP utilizes the Executive Office of Energy and Environmental Affairs' [EOEEA] Environmental Justice Policy to determine the Language Makeup of MassDEP's client population. See website ([Environmental Justice Policy](#))

Spanish

Portuguese

Chinese [Mandarin]

Haitian [French Creole]

Khmer

Vietnamese

Russian

(c) Points of Contact between MassDEP and Client Population.

MassDEP One Winter St, Boston - Headquarters  
Main Phone: 617-292-5500

MassDEP 20 Riverside Drive, Lakeville  
Main Phone: 508-946-2700

MassDEP 205B Lowell Street Wilmington, Massachusetts 01887  
Main Phone: 978-694-3200

MassDEP 436 Dwight Street Springfield, MA 01103  
Main Phone: 413-784-1100

MassDEP 627 Main Street Worcester, Massachusetts 01608  
Main Phone: 508-792-7650

(3) Language Resources Assessment:

- a. To meet the needs of MassDEP's client population, MassDEP will identify existing staff as a resource that are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters.

MassDEP maintains a Language Access Bank for speaking, writing and reading with various abilities of experience, fluent, intermediate or beginner. The Language Access Bank consists of 31 employees and 17 different languages.

MassDEP employees volunteer for interpreter services and translation of documents. The language bank consists of the following languages: Arabic, Armenian, Bengali, Dutch, French, German, Greek, Japanese, Mandarin Chinese, Persian/Farsi, Polish, Portuguese, Russian, Spanish, Thai and Vietnamese.

The Language Access Liaison conducts outreach with staff and interns on a quarterly basis. Attached are the recruitment document and a redacted copy of the Language Access Bank.

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

MassDEP will work with community based agencies and MassDEP's Director of Environmental Justice to assist in language access needs.

(4) Language Service Protocols:

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

EOEEA's Environmental Justice Policy identified the above languages. See website: [Environmental Justice Policy](#))

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

Regional Administrative Directors are contacted in the region to address LAP related request. The Regional Administrative Directors contact the Diversity Office to access translation or interpreter services.

Headquarters Administrative Directors, staff and MassDEP's Environmental Justice language access committee are point of contacts in obtaining translation and/or interpreter services.

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

Client's make the request to staff. Staff utilizes internal resources by contacting the MassDEP's Diversity Office to access the Language Bank.

(5) 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.

The Language Access Liaison in conjunction with the Director of Environmental Justice will identify the list of vital documents for translation in the next quarter, 5/2013.

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

The language Access Liaison in conjunction with the Director of Environmental Justice and DEP's intranet team, will meet to identify language access web content in the next quarter, 5/2013.

(6) Stakeholder Consultations:

MassDEP will utilize the resources of the Environmental Justice Language Access Committee will meet in response to the LAP Plan and reach out to stakeholders for plan implementation.

(7) Staff Training:

Staff will be notified regarding the implementation and coordination of Administrative Bulletin #16 and MassDEP's Language Bank

(8) Notice to Public.

The Environmental Justice workgroup will implement a plan to notify clients

(9) Agency Monitoring:

MassDEP's Office of Diversity will monitor the effectiveness of the agencies LAP plan

(10) Complaints:

The Language Access Liaison will implement a complaint process

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Agency Head  
Date

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Secretary  
Date:

## **Language Access Complaint Procedure**

(To be included as an attachment to LAP)

You may file a complaint with the MassDEP's Language Access Liaison 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 Liaison, submit the written complaint to:

Michelle Water- Ekanem, Director of Diversity  
Department of Environmental Protection  
One Winter Street  
Boston, MA 02108  
Email Address: [Michelle.Water-Ekamen@state.ma.us](mailto:Michelle.Water-Ekamen@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](mailto:Ronald.Marlow@state.ma.us)