

LANGUAGE ACCESS PLAN

Division of Professional Licensure

I. Introduction

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

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

III. Agency Description

The Division of Professional Licensure (DPL) is an agency within the Office of Consumer Affairs and Business Regulation. DPL oversees 31 boards of registration, which license and regulate more than 365,000 individuals and businesses to practice some 50 trades and professions in Massachusetts. Effective August 1, 2012, DPL also licenses and regulates private occupational schools. This work is accomplished through the combined efforts of the members of the Boards and the staff of Board offices, Computer Services, the Accounting Unit, the Office of Legal Counsel, the Office of Prosecutions, the Office of Investigations, and the Administrative Office.

The Division works to protect the public health, safety and welfare by licensing qualified individuals and businesses to provide services to consumers, and by fair and consistent enforcement of the licensing laws and regulations. DPL seeks to promote consumer protection, a fair and competitive marketplace, and education and outreach.

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

Language Access Plan:

(1) Agency Language Access Coordinator:

Richard R Page, Deputy Director
1000 Washington Street Suite 710
Boston MA 02118
(617) 727 2887
Richard.Page@state.ma.us

(2) Agency Language Access Needs Assessment:

- a. The DPL has 31 Boards of Registration which provide services to a vast number of people throughout the Commonwealth. At the agency level, 3 of our Boards serve at least one population over the 5% threshold that prefers to use a non-English language. Those Boards are as follow:

Board	Language	Percentage
Cosmetology	Spanish	8%
	Vietnamese	9%
Barbering	Spanish	6%
Massage Therapy	Chinese	16%

Steps for Access

Cosmetology

The Division requires our licensing exam vendor to offer the test in both Spanish and Vietnamese. We have several Spanish speaking staff that work for the Board and are present to assist those who may have trouble interpreting the rules and regulations of the Board. DPL also have two Vietnamese speaking staff members who are ready and willing to assist with any needs of those clients.

Barbering

Spanish speaking Division staff members assist the Barbering Board with translation and interpretation as needed.

Massage Therapy

The Division employs a Chinese speaking person who works specifically for the Massage Therapy Board and assists with needs of these clients.

- b. Language Makeup of Client Population:
Please see attached data spreadsheet

- c. Points of Contacts between Agency and Client Population:
1000 Washington Street
Boston MA 02118
(617) 727-3074
[The Division of Professional Licensure](#)

Springfield Office
436 Dwight Street
Springfield MA 01103
(413) 735-6293
[The Division of Professional Licensure](#)

(3) Language Resources Assessment:

Language	Number of employees
Spanish	6
Vietnamese	2
Chinese	1
Haitian (Creole)	2
Cape Verdean (Creole)	2
Portuguese	2

(4) Language Service Protocols:

- a. The DPL has and will continue to provide: in-person interpretation and phone interpretation.

- b. The DPL has a diverse work force and for years has been utilizing our employees to conduct in person interpretation and phone interpretation.

- c. The Division is finalizing an Interpreter Policy for the adjudicatory process.

(5) Vital Document Translation:

- a. The Division has translated the Cosmetology exam into both Spanish and Vietnamese and will continue to monitor other Boards and documents as the need arises.

- b. Legal correspondence contains informational text translated into 6 languages: Spanish; Portuguese; Italian; Greek; French and Chinese. In addition, the Division will be adding Vietnamese.

(6) Stakeholder Consultations:

This plan was discussed with the DPL's senior staff as well as each unit within the Division and all 31 Boards of Registration.

(7) Staff Training:

The DPL plans to initiate yearly training for all employees and Board members or as resources allow in order to better serve our clients in the future.

(8) Notice to Public.

The DPL will also post an Interpreter Services sign in the languages mentioned above for all clients as they enter our reception area.

(9) Agency Monitoring:

The DPL will conduct biannual reviews of this plan and assess the needs of any additional services.

(10) Complaints:

All complaints should be addressed to:

Richard R Page, Deputy Director
1000 Washington Street, Suite 710
Boston, MA 02118
(617) 727 2887
Richard.Page@state.ma.us

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 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:

Richard R Page, Deputy Director
Division of Professional Licensure
1000 Washington Street, Suite 710
Boston, MA 02118
Email Address: Richard.Page@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