

**The
Commonwealth of Massachusetts
Parole Board
Language Access Plan**

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I. Introduction

The principle of ensuring and broadening access for non English speaking persons (NES) and persons with Limited English Proficiency (LEP)¹ 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.

¹Persons 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.

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 10,000 face-to-face parole release hearings, supervises over 8,000 parolees, provides notice and assistance to thousands of victims and provides reentry services to nearly 700 state offenders leaving custody with no post release supervision. The agency's main office is located at 12 Mercer Road in Natick, MA.

MPB is comprised of the following divisions:

The Transitional Services Unit

The Transitional Services Unit 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 staff calculates parole eligibility dates and track all parole-eligible inmates. Transitional parole officers and their support staff work at all of the major state and county correctional facilities in Massachusetts and compile the necessary data for Board Members or hearing examiners to make an informed, balanced judgment. Along with compiling this data, staff members prepare inmates for release by

organizing home and work plans, identifying special needs and referring individuals to specialized programs.

The Field Services Unit

The Field Services Unit comprises eight regional parole offices (Regions 1& 2 in Quincy; Region 4 in Worcester; Region 5 in Springfield; Region 6 in Lawrence; Region 7 in Brockton; Region 8 in New Bedford; and Region 9 in Framingham) and is responsible for monitoring and supervising all offenders who have been released on parole by the Massachusetts Parole Board. Parole officers are responsible for assuring that parolees remain in compliance with the conditions of parole and with any special conditions imposed by the Parole Board. These conditions are designed to structure the parolee's return to the community and to assure the protection of the public.

The Victim Services Unit

The Massachusetts Parole Board established the Victim Service Unit (VSU) to assist crime victims (or their surviving family members), enhance information provided to the Board and ensure victim rights throughout the parole process. Today, Victim Service Coordinators are located in Parole's Central Office and the eight Parole Regional Offices across the Commonwealth. Victim Service Coordinators provide services statewide to all CORI (Criminal Offender Record Information) certified victims, witnesses and family members of violent crimes whose offender becomes parole eligible, including but not limited to victims of homicide, domestic violence, sexual assault, child abuse, motor vehicle homicide and other violent crimes.

The Administrative Services Unit

The Administrative Services Unit is comprised of staff performing the day to day operations of human resources and fiscal activities for the Parole Board. This includes employment opportunities, personnel actions, diversity programs, training and development, workers' compensation, civil service, workforce policies and employee and labor relations. The fiscal component of the unit is charged with ensuring the integrity, accountability and efficiency of the agency's fiscal operations and communication of accurate and timely financial information.

The Legal Unit

The Legal Unit conducts all parole related litigation in the state trial courts, represents the agency in employment matters, develops agency regulations and policies and monitors and drafts parole related legislation. The Legal Unit also assists the Board in the investigation, assembly of records and management of the hearing process for pardons and commutations.

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 highly diverse state in which numerous LEP households reside.

According to data from the U.S. Census performed in 2000, 18.7% of all 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, Chinese², 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.

² Note that the 2000 U.S. Census does not distinguish by Chinese language types.

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%

Table 2: Detailed LEP Population data at the State and RAA Level (2000 Census)		Population 18 years and over	Speak only English	Speak a language other than English	Spanish or Spanish Creole	French Creole	Italian	Portuguese or Portuguese Creole	Russian	Chinese	Mon-Khmer, Cambodian	Vietnamese
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
<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
<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

	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

		Population 18 years and over	Speak only English	Speak a language other than English	Spanish or Spanish Creole	French Creole	Italian	Portuguese or Portuguese Creole	Russian	Chinese	Mon-Khmer, Cambodian	Vietnamese
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				8,139	66	417	1,338	391	745	132	1,439

	"Not Well" or "Not at All"											
	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 2009, at the end of 2009, 52% of parolees were White, 24% were Black, 21% were Hispanic, 1% were Asian or Pacific Islander, and 2% were Unknown.

Four of MPB's business units answer calls from parolees and members of the public as part of their regular responsibilities: the VSU; the Legal Unit; the Transitional Services Unit; and the Field Services Unit. An internal survey of these units illustrated that most of these callers required assistance in Spanish.

By FY 2012, 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 2009 the

Parole Board conducted 8,069 hearings for state and county inmates and an additional 88 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) 650-4509. 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.³ The types of documents that must be translated include, but are not limited to, the following:

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

³ 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."

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 FY 2012 and then by one other language as identified by MPB with a goal of translation by FY 2013.⁴ 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 Statewide Contract covers thirty (30) of the most commonly used languages in the Commonwealth. All contractors have individual information on the PRF30 Comm-PASS contract

⁴ 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.

site. Although the aforementioned interpretation services are for in-person interpretation services only, MPB has an account with Qwest, www.ctslanguagelink.com an interpreter service that provides both onsite and telephonic interpreters for parole hearings.

MPB also utilizes the state contracts for interpretation and transliteration for the deaf and hard of hearing. This contract is administered by the Commission for the Deaf and Hard of Hearing. This contract establishes a list of qualified individuals to provide interpreting and transliteration services to Deaf, 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 resources⁵ 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 completing an agency wide protocol for utilizing and prioritizing interpreter services. This protocol will be reviewed and updated periodically.

⁵ 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)

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. (See Attachment A: **Language Access Complaint Procedure**)

Agency Head

Date

Secretary

Date

APPENDIX A
Massachusetts Office for Refugees and Immigrants (MORI)
Provider List – Updated October 2009

*Scroll to bottom for Program acronym definitions

Amherst Health Department

70 Boltwood Walk, Amherst, MA 01022
Phone: 413-256-4077
Fax: 413-259-2404
Primary Contact: Martha Velez
E-mail: lsrey@amherst.ma.gov
Program: PEERS

Asian Center of the Merrimack Valley, Inc. (ACMV)

One Ballard Way, Lawrence, MA 01843
Phone: 978-683-7316
Fax: 978-683-9075
Primary Contact: Kaori Kelts
E-mail: kaori.kelts@verizon.net
Program: PEERS

Berkshire Community Action Council

1531 East Street, Pittsfield, MA 01201
Phone: 413-445-4881
Fax: 413-445-4802
Primary Contact: Hilary Greene
E-mail: hilary@berkshireic.com
Program: CNAP

Bosnian Community Center for Resource Development (BCCRD)

New American Center
20 Wheeler Street, Suite 401, Lynn, MA 01902
Phone: 781-593-0100 x20
Fax: 781-599-3329
Executive Director: Adnan Zubcevic
Primary Contact: Alica Arsic
E-mail: azubcevic@comcast.net; alica@bccrd.org
Programs: CNAP/MRPHP/PRCS/TIP

Cambodian Mutual Assistance Association

120 Cross Street, Lowell, MA 01854
Phone: 978-620-3450, ext 1040
Fax: 978-454-1806
Primary Contact: Paula Im
E-mail: pim@cmaalowell.org
Program: PEERS

Catholic Charities of Boston (CCB)

275 West Broadway
South Boston, MA 02127
Phone: 617-451-7979
Fax: 617-338-0834
Primary Contact: Marjean Perhot
E-mail: marjean_perhot@ccab.org
Programs: RCM/ACHIEVE

Centro Latino de Chelsea

257 Broadway, Chelsea, MA 02150
Phone: 617-884-3238
Fax: 617-884-4646
Primary Contact: Daisy Gonzalez
E-Mail: dgonzalez@centrolatino.org
Program: CNAP

Catholic Charities of Worcester (CCW)

10 Hammond Street
Worcester, MA 01610-1513
Phone: 508-798-0191/508-860-2226
Fax: 508-797-5659
Primary Contact: Debra Spangler
E-mail: dspangler@ccworc.org
Programs: RCM/CNAP

City of Boston/EDIC

(Local TAG/F Administrator)
43 Hawkins Street
Boston, MA 02114
Phone: 617-918-5226
Fax: 617-918-5277
Primary Contact: Todd Lee
E-mail: Todd.Lee.jcs@ci.boston.ma.us
Program: TAG/F

City of Springfield

(Local TAG/F Administrator)
Health & Human Services
95 State Street, Suite 201
Springfield, MA 01103 ([map](#))
Phone: 413.-787-6456
Primary Contact: Helen Caulton-Harris
E-mail: hcaulton@springfieldcityhall.com
Program: TAG/F

Elder Services of the Merrimack Valley (ESMV)

346 Merrimack St. ,Bldg.-5, Lawrence, MA 01843
Phone: 800-892-0890 ; Fax: 978-794-7546
Primary Contact: Barbara Brandt-Saret
E-mail: bbsaret@esmv.org

Eritrian Community Center

590 Shawmut Avenue, Roxbury, MA 02119

Phone:617-427-1210

Primary Contact: Berhane Haile

E-mail: bhaile@yahoo.com

Programs: ESSP/TIP/CNAP

Ethiopian Community Mutual Assistance Association (ECMAA)

552 Mass. Ave., Cambridge, MA 02139

Phone: 617-492-4232;

Fax: 617-661-8918

Executive Director/Primary Contact: Binyam Tamene

E-mail: btamene@aol.com

Programs: CNAP/ESSP/MRPHP/PRCS/TIP/YAS

Great Brook Valley Health Center

19 Tacoma Street Worcester, MA 01605

Phone: 800) 853-2288

Fax: (508) 853-8593

Executive Director: Sue Schlotterbeck

E-Mail: sue_schlotterbeck@greatbrook.org

Program: MRPHP

Haitian American Public Health Initiative (HAPHI)

10 Fairway, Box 260386, Mattapan, MA 02126

Phone: 617-298-8076

Fax: 617-296-1570

Executive Director : Jean Marc Jean-Baptiste

Primary Contact: Ives-Rose Crispin, ivy6710@aol.com

E-mail: jeanmarc.inbaptiste@haphi.org

Programs: CNAP/ESCHI/TIP/SAS/PEERS

Immigrants Assistance Center

58 Crapo Street, New Bedford, MA 02740

Phone : 508-996-8113

Fax :508-993-6621

Primary Contact : Helena Marques

E-mail : mrq729@aol.com

Program : CNAP

International Institute of Boston (IIB)

One Milk Street 4th Floor
Boston, MA 02109
Phone: 617-695-9990
Fax: 617-695-9191

Primary Contact: Jude Travers ext.136
E-mail: jtravers@iiboston.org
Programs: CRES/TAG-F

Primary Contact: Alexandra Weber ext.172
E-mail: aweber@iiboston.org
Programs: RCM

International Institute of Boston Lowell (IIL)

144 Merrimack Street Suite #302
Lowell, MA 01852-1709
Phone: 978-459-9031
Fax: 978-459-0154

Primary Contact: Rebecca Feldman
E-mail: rfeldman@iilowell.org
Programs: RCM/CRES/ASSIST

Irish Immigration Center

59 Temple Place, Suite 1010, Boston, MA 02111
Phone: 617-542-7654
Fax: 617-542-7655

Primary Contact: Alexandra Pinero-Shields
E-Mail: apineros@iicenter.org
Program: CNAP

Jewish Family and Children's Service (JF&CS)

New American Center
20 Wheeler Street, Suite 401, Lynn, MA 01902
Phone: 781-593-0100
Fax: 781-599-3329

Supervisor: Ena Feinberg
Primary Contact: Alla Brikman
E-mail: abrikman@jfcsboston.org
efeinberg@jfcsboston.org
Program: RCM

Jewish Family and Children's Service (JF&CS):

1430 Main Street
Waltham, MA
Phone: 617-558-1267
Fax: 617-558-5250
Primary Contact: Ena Feinberg
E-mail: efeinberg@jfcsboston.org
Program: RCM

**Jewish Family Service of Metro West
(JFS/MW)**

(Sub-Contract to JF&CS/Newton)
475 Franklin Street, Suite# 101
Framingham, MA 01702
Phone: 508-875-3100
Fax: 508-875-4373
Supervisor: Malka Young
Primary Contact: Myrna Winter
E-mail: mwinter@jfswm.org
Program: RCM/CNAP

Jewish Family Service of Western MA (JFS/WM)

15 Lenox Street
Springfield, MA 01108
Phone: 413-737-2001, ext. 122
Fax: 413-737-0323
Supervisor: Mohamud Mohamed
Supervisor Contact: m.mohamed@jfswm.org
Contact: Raya Katsen
E-mail: rkatsen@jfslink.org
Programs: REACH/TAG-F/RCM/CRES

Jewish Vocational Service (JVS)

29 Winter Street
Boston, MA 02108
Phone: 617-399-3200
Fax: 617-423-8711
Primary Contact: Mirjana Kulenovic
E-mail: mkulenovic@jvs-boston.org
Programs: CRES/CNAP/ESSP/TAG-F/ACHIEVE/MassREAP

Lawrence Council on Aging

155 Haverhill Street, Lawrence, MA 01840
Phone: 978-794-5886
Fax: 978-794-1303
Primary Contact: Martha Velez
E-mail: m_velez@cityoflawrence.com
Program: PEERS

Lawrence Family Development

32 West Street, Lawrence, MA 01840
Phone: 978-689-9863
Fax: 978-689-8133
Primary Contact: Peter Kamberelis
E-Mail: plkamberelis@lfdcs.org
Program: CNAP

Lowell Public Schools

155 Merrimack Street, Lowell, MA 01852
Phone: 978-937-7694
Fax: 978-970-5475
Primary Contact: Maja Inkeri Urponen (Ingrid)
E-Mail: iurponen@lowell.k12.ma.us
Program: RSI

Lutheran Community Services of Southern New England (LCS/SNE)

593 Main Street
West Springfield, MA 01089
Phone: 413-787-0725
Fax: 413-734-0859
Supervisor: Helen Czernijewski
E-mail: helenc@lcssne.org
Programs: ESSP/PEERS/CNAP/PRCS/CRES/RCM

Lutheran Community Services of Southern New England (LCS/SNE)

51 Union Street, Suite 222, Worcester, MA 01608-1134
Phone: 508-754-1121
Fax: 508-754-1393
Supervisor: Jozefina Lantz
Primary Contact: Jozefina Lantz
E-mail: lanz@lcssne.org
Programs: CNAP/RCM/CRES

Massachusetts Alliance of Portuguese Speakers (MAPS)

1046 Cambridge Street, Cambridge, MA 02139
Phone: 617-864-7600
Fax: 617-864-7621
Executive Director: Paulo Pinto
E-mail: ppinto@maps-inc.org
Program: CNAP

Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA)

105 Chauncy Street, #901, Boston, MA 02111
Phone: 617-350-5480
Fax: 617-350-5499
Executive Director: Eva Millona
E-mail: emillona@miracoalition.org
Program: CNAP

Refugee Immigrant Ministry

142 Pleasant Street, 2nd floor
Malden, MA 02148
Phone: 781 322 1011
Fax: 781 322-2666
Supervisor: Rev. Ruth Bersin
Primary Contact: Rev. Ruth Bersin
E-mail: ruth.rim@verizon.net
Programs: RCM/REACH

Refugee and Immigrant Assistance Center (RIAC)

340 Main Street, Suite 800
Worcester, MA 01608-1692
Phone: 508-756-7557
Fax: 508-756-7708
Primary Contact: Mariam Gas, Moira Lucey
E-mail: somaliwca@aol.com, luceyma@yahoo.com
Programs: RCM/REACH

Refugee & Immigrant Assistance Center (RIAC)

31 Heath St., Jamaica Plain, MA 02130
Phone: 617-522-8882
Fax: 617-522-8345
Executive Director: Abdul Kadir Yusuf
E-mail: somaliwca@verizon.net
Programs: RCM/CNAP/PEERS/PRCS/TIP/YAS/REACH

Russian Community Association of Massachusetts (RCAM)

New American Center
20 Wheeler Street, Suite 401
Lynn, MA
Phone: 781-593-0100 ext.16
Fax: 781-599-3329
Primary Contact: Alla Poylina
E-mail: alla_rcam@yahoo.com
Programs: CRES/ASSIST/ESSP/CNAP/PRCS/TIP/YAS/RSI

Russian Community Association of Massachusetts (RCAM)

215-B Harvard Avenue, Boston MA 02134
Phone: 617-731-7789;
Fax: 617-731-6788
Executive Director: Serge Bologov
E-mail: rcam-boston@comcast.net
Primary Contact (PEERS): Irina Koltoniuc, IKoltoniuc@aol.com
Phone (PEERS): 617-731-7889
Fax (PEERS): 617-731-7789
Programs: CRES/ASSIST/CNAP/PEERS

Somali Development Center (SDC)

203 Green St. Jamaica Plain, MA 02130
Phone: 617-522-0700
Fax: 617-522-6300
Executive Director: Abdirahman A. Yusuf
Primary Contact: Ahmed Mohamoud
E-mail: aayusuf@sdcbboston.org
Primary Contact (SAS & PEERS): Nimo Hashi, sdcboston@gmail.com
Programs: CNAP/TIP/YAS/ESCHI/MRPHP/CNAP

Southern Sudan Solidarity Organization (SSSO)

New American Center
20 Wheeler Street, Suite 401, Lynn, MA 01902
Phone: 781-593-0100 ext.20;
Fax: 781-599-3329
Executive Director/Primary Contact: James L. Modi
E-mail: smamawoh@aol.com; sssomass@yahoo.com
Programs: ESCHI/MRPHP/PRCS/YAS/CNAP

Vietnamese American Civic Association (VACA)

(Primary Contractor to ORI for North Shore Lynn Services Only)
1452 Dorchester Ave. 3rd Floor
One Fields Corner
Dorchester, MA 02122
Phone: 617-288-7344
Fax: 617-288-4860
Director: Quoc Tran
E-mail: qtran@vacaboston.org
Case Manager: Phuongdai Nguyen, youth@vacaboston.org
Programs: CNAP/ESCHI/RSI/TIP/YAS

West Springfield Public Schools

115 Southworth Street, West Springfield, MA 01089
Phone: 413-263-3318
Fax: 413-781-2604
Primary contact: Colleen Marcus
E-mail: marcus@wsps.org
Program: RSI

Westfield Public Schools

34 Western Avenue, Westfield, MA 01085
Phone: 413-572-6405
Fax: 413-572-2368
Primary contact: Teresa Benedetti
E-mail: t.benedetti@schoolsofwestfield.org
Program: RSI

Program Acronyms

ACHIEVE - A Cuban Haitian Initiative for Entry into Viable Employment
ASSIST - Achieving Self-Sufficiency in a Short Time
CNAP – Citizenship for New Americans Program
CRES – Comprehensive Refugee Employment Services
ESCHI - Ethnic Community Self-Help Initiative
ESSP - Employment Support Services Program
MassREAP - Massachusetts Refugee Enterprise Achievement Program
MRPHP - Massachusetts Refugee Preventive Health Project
PEERS - Program to Enhance Elder Refugee Services
PRCS - Post-Resettlement Community Services
RAPP – Refugee Agriculture Partnership Program

RCM – Refugee Case Management
REACH - Refugees Effectively Accessing Connections with Hope
RSI – Refugee School Impact
SAS –Social Adjustment Services
TAG-F – Targeted Assistance Grant Formula
TIP – Translation and Interpreting Project
YAS – Youth Adjustment Services

Attachment A:

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:

Pamela Minchoff
Massachusetts Parole Board
12 Mercer Road
Natick, MA
Email Address: Pamela.Minchoff@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