

Municipal Police Training Committee (CJT)

LANGUAGE ACCESS PLAN

I. Purpose

The Municipal Police Training Committee (MPTC) is committed to being responsive to and meeting our clients' needs. Consequently, the MPTC has prepared this Language Access Plan (LAP) to define the actions to be taken by MPTC 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 biennial basis, this LAP to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance (ANF) Administrative Bulletin #16.

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 MPTC staff using the English language. Regardless of communication skills, a client maintains the right to self-identify as a LEP person.

II. Agency Description

The MPTC is statutorily mandated to set training standards for and provide training to municipal, University of Massachusetts, and environmental police officers.

III. Language Access Plan:

(1) Agency Language Access Coordinator:

Dan Zivkovich, Executive Director
MPTC
6 Adams Street
Randolph MA 02368
Office: (781) 437-0301
Email: daniel.r.zivkovich@state.ma.us

(2) Agency Language Access Needs Assessment:

The MPTC client population almost exclusively involves police officers and attorneys, whose primary language is English. Less than one percent of MPTC clients have limited English language proficiency.

(3) Language Resources Assessment:

Although the MPTC does not have need of translation or interpreter services, it does have staff who speaks Portuguese and Spanish.

(4) Language Service Protocols:

In the absence of clients who have limited English proficiency, the MPTC has no plan for translating documents or providing interpretive services as a regular course of business. However, should the need arise, MPTC is committed to seeking out such services if an LEP client needs them.

(5) Review:

In addition to the biennial review required by ANF Administrative Bulletin #16, the MPTC is committing to revisiting and updating this LAP whenever changes in the demographics of its client base increase the number of LEP clients needing access to MPTC services.

(6) Complaints:

Any complaints, questions, or requests should be directed to:

Dan Zivkovich, Executive Director
MPTC
6 Adams Street
Randolph MA 02368
Office: (781) 437-0301
Email daniel.r.zivkovich@state.ma.us

Dan Zivkovich
Executive Director
Date

Mary Elizabeth Heffernan
EOPSS Secretary
Date:

Municipal Police Training Committee (CJT) 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 or if you feel the plan is inadequate. You must file your complaint within six (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:

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MPTC
6 Adams Street
Randolph MA 02368
Office: (781) 437-0301
Email: daniel.r.zivkovich@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