

# STATE 911 DEPARTMENT LANGUAGE ACCESS PLAN

## I. Introduction

The State 911 Department (“Agency”) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by the 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 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 that clients of the Agency have meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The Agency is committed to this 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 Agency is charged with the coordination, administration, and implementation of Enhanced 911 services throughout the Commonwealth of Massachusetts as well as overseeing a number of disability access programs. The Agency provides equipment, database, network and technical support services to all primary Public Safety Answering Points (“PSAPs”). The Agency sponsors and conducts numerous training programs and professional development courses for state and municipal 911 telecommunicators. The State 911 Department publishes a variety of educational materials designed to promote the appropriate use of the Enhanced 911 network.

## IV. Language Access Plan:

This Plan has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. This Plan represents the Agency’s administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Plan outlines the tasks Agency will undertake to meet this objective.

Language Access Plan:

(1) Agency Language Access Coordinator:

Monna Wallace  
Director of Programs  
State 911 Department  
1380 Bay Street, Building B  
Taunton, Massachusetts 02780  
(508) 828-2911  
Email: [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us)

(2) Agency Language Access Needs Assessment:

- a. Based on the services, programs and activities coordinated and administered by the Agency, the language needs assessment has determined that the language makeup of the client population is varied. Therefore, the Agency has taken steps to ensure that its services, programs and activities provide meaningful access, on a statewide basis, to the all populations regardless of what language they speak.
- b. Language Makeup of Client Population; The language makeup of the client population could vary and could consist of many different languages.
- c. Points of Contact between Agency and Client Population

Agency Office:

State 911 Department  
1380 Bay Street, Building C  
Taunton, Massachusetts 02780  
508-828-2911  
[State Emergency 911](#)

(3) Language Resources Assessment:

Interpretive services are provided by an outside third party vendor.

(4) Language Service Protocols:

Through its Training Program, the Agency trains 911 telecommunicators in equipment handling and managing the various type of emergency calls received, disability access testing of both quality assurance and equipment, public education, and interpretive services. Through its public education and training programs, the Agency also educates the public regarding enhanced 911 service throughout the Commonwealth. The Agency attends events across the Commonwealth, including furnishing literature and information about enhanced 911 service and disability access programs.

The Agency has entered into a contract with an outside third party vendor (Qwest Communications) to provide interpretive services to all of the primary 911 PSAPs throughout the Commonwealth. The language interpretive services are funded through the statutory surcharge. Qwest interprets more than 150 languages. The interpreter service allows the 911 call taker to conference in an interpreter when an emergency call is received from a caller who does not speak English. If a resident of Massachusetts calls 911 and does not speak English, an instant connection can be made by the call center by using the interpretive services.

PSAPs were initially notified of the ability to access this service and received detailed instructional materials commencing in 2006. In addition, the Agency has incorporated training on the use of interpreter services into its Training Program and the training classes for 9-1-1 telecommunicators. Detailed information on the interpreter services is available on the Agency's website at [State Emergency 911](#).

(5) Vital Document Translation: N/A.

(6) Stakeholder Consultations:

The Agency consults with PSAPs on an ongoing basis through the use of a consumer survey to determine whether the interpreter services meet the needs of the non-English speaking 911 callers. The consumer survey asks the PSAP to rate specific criteria (e.g., the amount of time to reach an operator, the quality of the connection, etc.) as well as the overall experience.

(7) Staff Training:

The Agency trains its staff on the interpreter services. The Agency's Program Manager is responsible for training staff on these matters. In addition, the Agency, through its Training Program, trains PSAPs on the handling of emergency calls from limited English proficient callers as well as the use of interpreter services. The Agency has developed a PSAP job aid for these purposes and has published the job aid on its website at [State Emergency 911](#).

(8) Notice to Public.

The Agency provides information about the interpreter services on its website at [State Emergency 911](#). This information includes an informational sheet and use guidelines. This information notifies the public of the manner in which interpreter services may be accessed.

(9) Agency Monitoring:

The Agency actively monitors the level of service provided by its outside interpretive services vendor. In addition, the Agency surveys users through the use of a consumer

survey that is published on the Agency's website. The Agency's Outreach Coordinator actively monitors the responses to the consumer surveys.

The Agency received monthly usage statements from the outside vendor. These usage statements allow the Agency to determine which PSAPs are using the service and which languages are being accessed.

(10) Complaints:

A client may file a complaint with the Language Access Coordinator.

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Frank Pozniak, Executive Director  
January 10, 2013

## **Language Access Complaint Procedure**

You may file a complaint with the Agency Language Access Coordinator 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:

Monna Wallace  
Director of Programs  
State 911 Department  
1380 Bay Street, Building B  
Taunton, MA 02780  
Phone: (508) 828-2911  
Email: [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us)