



Commonwealth of Massachusetts
Commission for the Protection of Persons with Disabilities

Language Access Plan

Procedure Name: Language Access Plan

Date Created: August 3, 2020

Procedure ID: Admin-51

Last Revision: August 3, 2026

I. Purpose

The Commonwealth of Massachusetts Commission for the Protection of Persons with Disabilities (“CPPD”) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by the CPPD to ensure meaningful access to CPPD investigations, activities, information, and services for persons who have limited English proficiency. CPPD will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to the needs of those served by the CPPD and compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16.

The purpose of this plan is to ensure meaningful access to CPPD investigations, activities, information, and services to members of the public who may be limited in their English language proficiency. CPPD is committed to this Language Access Plan as the appropriate response to meeting the population it serves. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by ANF. As provided by 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 CPPD staff. An individual maintains the right to self-identify as a LEP person.

II. Agency Description

As one of the adult protective services agencies in Massachusetts, the nature and scope of CPPD’s mission is to protect adults with disabilities from abusive acts or omissions of their caregivers through investigation, oversight, public awareness, and prevention. CPPD has jurisdiction over adults with disabilities between the ages of 18 and 59 who are in state care or a private setting. CPPD is comprised of the following units: Administration and Finance, Intake, Oversight, Quality Assurance, Investigations, Legal, Informational Technology, Outreach and Prevention, Sexual Assault Response and the State Police Detective Unit.¹ CPPD receives and screens reports of suspected abuse, neglect and deaths of persons with disabilities through its

24-hour Hotline; conducts investigations; oversees investigations conducted on CPPD’s behalf by other state agencies; ensures that appropriate protective services are provided

¹ While physically housed within the CPPD, the State Police Detective Unit is organized within the Massachusetts State Police (“MSP”) and subject to the MSP’s language access plan.

when abuse has been substantiated or risk is identified; and provides training and education for service providers, medical staff, law enforcement, persons with disabilities and the public.

III. Language Access Plan

A. CPPD Language Access Coordinator

CPPD's Personnel Analyst is the CPPD's Language Access Coordinator and can be reached at the following contact information:

- By phone at (617) 727-6465 ext. 231
- By email at CPPDInfo@mass.gov
- By first class mail at Commission for the Protection of Persons with Disabilities, 300 Granite Street, Suite 404, Braintree, MA 02184

B. CPPD Language Access Needs Assessment

- Language Makeup of Client Population

CPPD has historically addressed the needs of the population served with limited English proficiency on an as needed basis. The CPPD does not keep statistical data concerning the language make-up of the population served. CPPD adopts the position that the Spanish language, on a statewide basis, is the only non-English language that exceeds the language access threshold.

- Points of Contact Between CPPD and Client Population

The primary points of contact are:

- CPPD's Office at 300 Granite Street, Suite 404, Braintree, MA 02184
- CPPD's website at <https://cppdmass.gov/>
- CPPD's abuse reporting hotline at 1-800-426-9009
- CPPD's telephone contact at (617) 727-6465

C. Language Resources Assessment

- Identification of Existing Staff

The CPPD's staff include individuals who are linguistically, culturally, and technically able to deliver some services in a language other than English or to serve as an interpreter in limited situations, for the following languages:

- Spanish
- Italian
- Cape Verdean Creole
- Portuguese
- Haitian Creole
- French

- Khmer
- Community-based Resources

When CPPD is requested to provide a speaker for trainings, presentations, or other events where attendees with limited English proficiency are anticipated to attend, the CPPD requests assistances from the event organizer to obtain interpretive services. For those events organized by the CPPD, the CPPD will seek to obtain said interpretive services.

D. Language Service Protocols

Translators are provided upon request or as needed for the receiving of intakes and the conducting of investigations. The CPPD utilizes the services of either qualified staff or state contracted providers listed within PRF63:

<https://www.mass.gov/doc/prf63/download>

E. Vital Document Translation

- Vital documents accessible in languages other than English include the following:
 - Sexual Assault Response Unit general informational flyer: Spanish
 - Mandated Reporter Brochure: Spanish, Portuguese, Chinese, Vietnamese
 - CPPD Reporting Poster: Spanish
 - The Building Partnerships for the Protection of Persons with Disabilities Initiative Brochure: Spanish
 - Alleged Abuser Rights Form: Spanish
- Ad hoc translations of other documents, such as investigation reports and decisions letters, can be performed upon request and subject to the availability of discretionary financial resources. These services are provided by state contactors listed within PRF63: <https://www.mass.gov/doc/prf63/download>

F. Website Content

The CPPD's website, <https://cppdmass.gov/>, is accessible in the languages as provided by the translation services available through mass.gov.

G. Stakeholder Consultation

Due to limited resources for the development of this plan, CPPD did not consult persons served by CPPD in the drafting of this plan.

H. Staff Training

New staff are informed of the policy during the On-Boarding Training. Current CPPD staff are aware of the resources available for assisting members of the public and the population served with limited English proficiency. Also, all policies are distributed to

staff upon promulgation and when amended.

I. Notice to Public

The CPPD notifies members of the public and the population served of the translation services provided as the need becomes apparent through interaction. The CPPD also informs individuals of the method by which a complaint may be filed through the attached Public Notice, which is conspicuously posted in the CPPD's main lobby.

J. Agency Monitoring

CPPD monitors this plan based upon the receipts of complaints.

K. Complaints

Complaints must be in writing and be filed within 180 days of the incident giving rise to the complaint. The LAP coordinator will be responsible for investigating the complaint and taking appropriate action to resolve the complaint within 60 days of its filing.

RELATED ATTACHMENTS AND POLICIES

Description	Date	Location
Language Access Complaint Procedure	08/03/2020	Attachment
Public Notice: Limited English Proficiency Services	08/03/2020	Attachment

POLICY CHANGE CONTROL

Revision Date	Description of Changes
08/03/2020	Created
8/3/2026	Agency name updated.

ATTACHMENT A

COMMISSION FOR THE PROTECTION OF PERSONS WITH DISABILITIES

Language Access Complaint Procedure

You may file a complaint with the Commission for the Protection of Persons with Disabilities (“CPPD”) Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied language access as provided in the CPPD’s Language Access Plan. A copy of the plan is available on the CPPD’s website at <https://cppdmass.gov/>. You must file your complaint within 180 days of the alleged violation. Your complaint must be filed in writing. To file a complaint with the Language Access Coordinator, submit the written complaint to:

- By email at CPPDInfo@mass.gov
- By first class mail at
Commission for the Protection of Persons with Disabilities
300 Granite Street, Suite 404
Braintree, MA 02184

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to:

Office of Access and Opportunity
Attn: Language Access Coordinator
24 Beacon Street
Office of the Governor
State House, Rm. 373
Boston, MA 02133

ATTACHMENT B

PUBLIC NOTICE



COMMISSION FOR THE PROTECTION OF PERSONS WITH DISABILITIES

LIMITED ENGLISH PROFICIENCY SERVICES

August, 2020; Updated August 2026

The Commission for the Protection of Persons with Disabilities strives to make its programs, activities, and services available in languages other than English to individuals with limited English proficiency, consistent with its Language Access Plan.

The Plan is available for review from the CPPD's Language Access Coordinator, who can be reached at the contact information below:

- By phone at (617) 727-6465 ext. 231
- By email at CPPDInfo@mass.gov
- By first class mail at Commission for the Protection of Persons with Disabilities, 300 Granite Street, Suite 404, Braintree, MA 02184

Complaints should be addressed to Personnel Analyst in writing, no later than 180 days after the incident which gave rise to the complaint. To the best of its ability, the CPPD will strive to resolve any complaints within 60 days from filing