Office of Food Justice
Language and Communications Access Plan (LCAP)[1]

INTRODUCTION

The mission of the Mayor's Office of Food Justice is to build a food system that is equitable, resilient, sustainable, and just.

PURPOSE

The *Office of Food Justice* has prepared this Language and Communications Access Plan (LCAP) to define the protocols and procedures taken by OFJ to ensure meaningful and universal access to OFJ services, programs, and activities on the part of persons who identify as speaking a Language other than English and/or persons with a disability.

Definition of Persons who speak a Language other than English (LOTE)
Persons who have a limited ability to read, write, speak, or understand English and may be entitled to language assistance with a particular type of service, benefit, or encounter.[2]

Definition of Persons with a Disability
Persons with a disability are persons who have a physical or mental impairment that substantially limits one or more life activities. A major life activity may include, but is not limited to, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

This plan will be updated every 2 years and includes the following sections:

1. City of Boston Language Standards & Data on the number of persons who identify as LOTE or have a disability.
2. Programs most likely to be used by individuals who are LOTE and or have a disability
3. Accessibility for important programs and services
4. Resources available to individuals who are LOTE and persons with disabilities
5. Vital documents
6. Filing a Language and Communications Access Complaint

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[1] We are continuously working to ensure all aspects of the departments are accessible and we are continuously working on accessibility with all departments. If you have any questions or feedback on any areas of this departmental plan, please contact: LCA@Boston.gov

[2] **Language Other than English Clause:** While we understand that the term Limited English Proficiency (LEP) is used by HUD, this policy instead adopts the use of the term Language other than English (LOTE).

(1) City of Boston Language Standards & Data on the number of persons who identify as LOTE or have a disability.

In the City of Boston, 110,376 individuals, or 16.9% of residents, do not speak English as their primary language and have some language access need in speaking, reading, writing, or understanding English. Overall, 15,886 individuals, or 2% of the Boston population, identify as having a hearing disability and 15,861 individuals, or 2% of the Boston population, identify as having a vision disability. For more information, view the City's Language Demographic Data Report and the City's Disability Demographic Data Report. To view this report in multiple languages please visit: boston.gov/lca.

The City of Boston will follow the Language Standards below for City of Boston Sponsored events and City of Boston Documents and Information.

City-Wide Constituent Interactions

The City will provide a multilingual notice in the following languages, informing constituents that interpretation can be made available upon request. ASL is required for city-wide events with vital information. Departments will consult with LCA and Disabilities Commission on more guidance.

1. *Spanish (Latin American)*
2. *Simplified Chinese*
3. *Traditional Chinese*
4. *Haitian Creole*
5. *Vietnamese*
6. *Cabo Verdean Creole*
7. *Portuguese (Brazilian)*
8. *Russian*
9. *Arabic (Standard)*
10. *French (European)*
11. *Somali*

Vital documents/Information:

The City of Boston must provide Vital Documents / Vital Information in the following languages:

- *Spanish (Latin American)*
- *Simplified Chinese*
- *Traditional Chinese*
- *Haitian Creole*
- *Vietnamese*
- *Cabo Verdean Creole*
- *Cantonese*

- *Portuguese (Brazilian)*
- *Russian*
- *Arabic (Standard)*
- *French (European)*
- *Somali*

(2) Programs or services most likely to be used by individuals who are LOTE and or have a disability

The table below outlines the departments' divisions and their programs and services who are most likely to come in contact with persons who identify as LOTE or persons with disability.

Division	**Programs**
Food Access	**Farmers Market Coupon Program** ● *The Farmers Market Coupon Program aims to make fresh food accessible for households experiencing food insecurity, prioritizing those who do not qualify for other food resources, especially immigrant and refugee households. This program runs from July to October.* ○ *Notice of Accommodation is included in all outreach materials.* ○ *OFJ staff is trained to use the Language Line service when constituents call with questions.* **Boston Double Up Food Bucks** ● *The Boston Double Up Food Bucks SNAP incentive program provides discounts on fresh fruits and vegetables at participating stores with your EBT card.* ○ *Provide site visit interpretation to LOTE business owners* ○ *Notice of Accommodation is included in all outreach materials.* ○ *OFJ staff is trained to use the Language Line service when constituents call with questions.* **Boston Summer Eats** ● *Boston Summer Eats provides nutritious breakfast and lunch at no cost at over 100 sites across the City. All youth 18 and under are eligible. No ID or registration is required.* ○ *Notice of Accommodation is included in all outreach materials.* ○ *OFJ staff is trained to use the Language Line service when constituents call with questions.*

	SNAP/EBT/HIP ● *General information regarding the benefits provided by SNAP, EBT, and HIP through the Office of Food Justice.* ○ *Notice of Accommodation is included in all outreach materials.* ○ *OFJ staff is trained to use the Language Line service when constituents call with questions.*

For these programs, the strategy will be to ensure that these populations have meaningful access throughout the process by utilizing the Language Line, Virtual Relay Interpretation, and translated notices, as outlined in the Language and Communications Access Plan.

(3) Accessibility for important programs and services
Our office will work closely with the Office of Language and Communications Access for guidance to ensure meaningful access for activities, information, services, and programs of importance.

(4) Resources available to individuals who are LOTE and persons with disabilities
The City is a recipient of federal assistance. Thus, it has an obligation to reduce language and communication barriers that prevent meaningful access to government services and programs. Each department has the responsibility to pay for the following accommodations translation, interpretation and assistive technology for City provided services, information, programs or events. This includes:

- ❏ Spoken Language Interpretation: In-person, over the phone and through video remote interpretation
- ❏ Sign Language Interpretation
- ❏ Translation of Vital Documents and Vital Information
- ❏ Translation of Written Materials
- ❏ Communications Access in Real-Time (CART)
- ❏ Assistive Technology
- ❏ Simultaneous Interpretation Equipment

(5) Vital Documents
In 2023, the Office of Food Justice began reviewing the forms, letters and documents used in the administration of its programs and identifying those documents considered vital. The Office of Food Justice will translate vital documents as resources permit. Vital Documents that are not yet translated will include a multilingual Babel Notice. This notice

provides constituents with contact information to request a translation free of charge. View our vital documents below:

Vital Documents List	
Document Title	**Translations**
Farmers' Market List 2023** • *A list of the Farmers' Market 2023 locations across the city.* ***Note: *The Farmers' Market List is updated every year in the Spring to reflect Summer/Fall dates.*	• English • Español/Spanish • Kreyòl ayisyen/ Haitian Creole • 繁體中文 / Traditional Chinese • Tiếng Việt/ Vietnamese • Kriolu /Cabo Verdean Creole • Français/ French • Af Soomaali/Somali • 简体中文/ Simplified Chinese • Português/ Brazilian Portuguese • Русский/ Russian • Arabic/العربية
HIP-SNAP Flyer. • *Information on the Healthy Incentives Program (HIP) provided through SNAP.*	• English • Español/Spanish • Kreyòl ayisyen/ Haitian Creole • 繁體中文 / Traditional Chinese • Tiếng Việt/ Vietnamese • Kriolu /Cabo Verdean Creole • Français/ French • Af Soomaali/Somali • 简体中文/ Simplified Chinese • Português/ Brazilian Portuguese • Русский/ Russian • Arabic/العربية
Produce Resource Flyer. • *Information on updated market schedules and other food resources to continue enjoying produce throughout the year.*	• English • Español/Spanish • Kreyòl ayisyen/ Haitian Creole • 繁體中文 / Traditional Chinese • Tiếng Việt/ Vietnamese • Kriolu /Cabo Verdean Creole • Français/ French • Af Soomaali/Somali • 简体中文/ Simplified Chinese • Português/ Brazilian Portuguese • Русский/ Russian

	• Arabic/العربية

(6) Filing a Language and Communications Access Complaint
You have the right to file a complaint if you feel that you have been subject to discrimination. The City does not retaliate because an individual has filed a complaint alleging discrimination based on LOTE status or disability. Our department will work with the Office of Language and Communications Access to address complaints.

How to file a complaint:

- **In-Person: Ask us for a complaint form in your language.**
  - Large Print Version
  - Español/ Spanish-Versión en Letra Grande
  - Kreyòl ayisyen/ Haitian Creole -Vèsyon an gwo lèt
  - 繁體中文/ Traditional Chinese -大號字印刷版
  - Tiếng Việt/ Vietnamese -Chữ In Lớn
  - Kriolu/ Cabo Verdean Creole - Versón na Letra Grandi
  - Français/ French -Version en gros caractères
  - Af Soomaali/ Somali- Daabacaada farta weyn
  - 简体中文/ Simplified Chinese- 大字版
  - Português/ Brazilian Portuguese -Versão em Letra Grande
  - Русский/ Russian -Текст крупным шрифтом
  - العربية/Arabic-نسخة بالخط الكبير
- **Email: LCA@boston.gov with your complaint.**
- **Call: 617-635-3414 to file a complaint**
- **Mail: Download the complaint form and mail it to:**
  - 1 City Hall Sq. #500
  - Boston, MA 02201
  - Language and Communications Access
  - Room 817
    - Large Print Version
    - Español/ Spanish-Versión en Letra Grande
    - Kreyòl ayisyen/ Haitian Creole -Vèsyon an gwo lèt
    - 繁體中文/ Traditional Chinese -大號字印刷版
    - Tiếng Việt/ Vietnamese -Chữ In Lớn
    - Kriolu/ Cabo Verdean Creole - Versón na Letra Grandi
    - Français/ French -Version en gros caractères
    - Af Soomaali/ Somali- Daabacaada farta weyn
    - 简体中文/ Simplified Chinese- 大字版

- Português/ Brazilian Portuguese -Versão em Letra Grande
- Русский/ Russian -Текст крупным шрифтом
- العربية/Arabic -نسخة بالخط الكبير

- **Online: Fill out our online complaint form**
  - Español/ Spanish
  - Kreyòl ayisyen/ Haitian Creole
  - 繁體中文 / Traditional Chinese
  - Tiếng Việt/ Vietnamese
  - Kriolu/ Cabo Verdean Creole
  - Français/ French
  - Af Soomaali/ Somali
  - 简体中文/ Simplified Chinese
  - Português/ Brazilian Portuguese
  - Русский/ Russian
  - العربية/Arabic