



Office of Neighborhood Services Language and Communications Access Plan (LCAP)¹

INTRODUCTION

The mission of the Office of Neighborhood Services (ONS) is to provide a forum for both groups and individuals to express concerns, request services, and extend opinions by disseminating information and facilitating delivery of City services.

PURPOSE

The Office of Neighborhood Services (ONS) has prepared this Language and Communications Access Plan (LCAP) to define the protocols and procedures taken by ONS to ensure meaningful and universal access to ONS 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.

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).





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

(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)



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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

Neighborhood Events:

The City of Boston will provide interpretation and translation services for City of Boston events held in specific neighborhoods based on the languages below.

- **Allston** Chinese
- **Back Bay** none
- **Beacon Hill** none
- **Brighton** Chinese, Spanish, Russian, & Portuguese
- **Charlestown** Chinese
- **Chinatown** Chinese
- **Dorchester** Spanish, Vietnamese, Haitian Creole, & Cabo Verdean Creole
- **Downtown** Chinese
- **East Boston** Spanish
- **Fenway** Chinese
- **Hyde Park** Spanish & Haitian Creole
- **Jamaica Plain** Spanish
- **Longwood** Spanish
- **Mattapan** Haitian Creole & Spanish
- **Mission Hill** Spanish
- **North End** none



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- **Roslindale** Spanish & Haitian Creole
- **Roxbury** Spanish, Cabo Verdean Creole & Haitian Creole
- **South Boston** none
- **South Boston Waterfront** none
- **South End** Chinese & Spanish
- **West End** none
- **West Roxbury** Haitian Creole

(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
Community Engagement Cabinet <ul style="list-style-type: none"> - Office of Neighborhood Services (ONS). 	<ul style="list-style-type: none"> ➤ Neighborhood Coffee Hours. <ul style="list-style-type: none"> ○ Neighborhood Coffee Hours are a unique opportunity to speak directly with the Mayor and staff from City departments about open space and their neighborhoods. <ul style="list-style-type: none"> ■ Provide accommodations based on the city's neighborhood standards and as requested. ■ City staff are trained on how to provide language interpretation services. ➤ Abutters meetings <ul style="list-style-type: none"> ○ These meetings are to get community input and listen to residents' positions on various proposals. ○ Recurring in different neighborhoods. <ul style="list-style-type: none"> ■ Provide accommodations based on the city's neighborhood standards and as requested. ➤ Community meetings <ul style="list-style-type: none"> ○ White Stadium community meetings. <ul style="list-style-type: none"> ■ Language interpretation available.





For these programs, the strategy will be to ensure that these populations have meaningful access throughout the process, 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 Neighborhood Services (ONS) began reviewing the forms, letters and documents used in the administration of its programs and identifying those documents considered vital. The Office of Neighborhood Services (ONS) 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
The department partners with other departments and cabinets to distribute their constituent-facing Vital Documents, but does not produce any Vital Documents of their own.



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(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



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- [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](#)
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- [Русский/ Russian](#)

[العربية/Arabic](#) ○



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