

Attachment A

MEMORANDUM

To: Career Center's Directors & Managers
From: Marisa de la Paz
Subject: Guidelines for Usage of Language Services
Date: 03/31/09

Language Services Guidelines for Limited English Proficiency (LEP) Customers

These guidelines are provided in an effort to assist One-Stop Career Centers Staff in providing interpretation services for Limited English Proficiency (LEP) customers. It is required that interpretation services be provided whenever an LEP customer requests such services to fully enable participation in Career Center Services.

NOTE: This service is available through June 30th, 2009 only. It is our intent to make this service available in FY'10, however, plans have not yet been finalized.

Please follow these steps every time an LEP customer requests or requires interpretation services:

1. Refer to the DWD & Career Center Bilingual Staff list (**Attachment B**). This list has been recently updated;
2. If you are unable to locate a bilingual staff then you **should** call the **TeleInterpreters' Language Services** at **1-800-822-5552** to help you communicate with the LEP customer;
3. Please download the **Language Identification Flashcard (Attachment C)** and keep it handy for reference. The flyer states "I speak" in 38 languages and can be used to identify the language spoken by LEP customers.

Please follow these steps when using TeleInterpreters Language Services:

TeleInterpreters' Language Services is our over-the-phone language services provider please use this provider to communicate with Limited English Proficiency (LEP) customers.

1. The Career Center staff member calls the **TeleInterpreters Language Line Services** at **1-800-822-5552**;

2. Provides the operator with language request and any outbound 3rd party call requirements;
3. The **TeleInterpreters** Services operator will then ask for the Agency Access Code: **57755**;
4. The TeleInterpreters operator will then ask for your **Location Access Code (Attachment D)**;
5. You will be placed on hold momentarily and an interpreter will be added to your call. Brief the interpreter on the nature of the call then begin your client conversation;
6. Immediately following the telephone call, the Career Center staff **will complete a “Report of Usage” form for tracking purposes (Attachment E)**. Please complete it and e-mail to me at mdelapaz@detma.org. If you do not have access to e-mail you can either send the form to Multilingual Services, 4th Floor – Attn: Marisa de la Paz, or fax it to me at: **617-727-8705**;
7. Please use the “How to Use TeleInterpreters’ Language Services” information flyer (**Attachment F**) for helpful tips on working with an interpreter.

NOTE: TeleInterpreters’ Language Services is a private organization under contract to the Commonwealth for the provision of over-the-phone interpretation services. To assure continuing availability every consideration should be given to keeping all calls to TeleInterpreters brief and clearly focused on addressing an immediate need. Tips for cost-effective use of this service are provided in **Attachment F**.

If you have access to our new EOLWD Intranet you can find all information related to Multilingual Services on our page <http://det-intradev-01.detma.org/multilingual> please click on "For Career Centers" to obtain language services guidelines pertaining to Career Centers.

If you have any questions, please call me at (617) 626-5471 or e-mail me at mdelapaz@detma.org
Thank you.

*Marisa de la Paz
Director of Multilingual Services
Customer Outreach Department
Massachusetts Executive Office of Labor and Workforce Development
19 Staniford Street
Boston, MA 02114
Tel.: 617-626-5471
Fax: 617-727-8705*