

# Mass Workforce Issuance

**Workforce Issuance No. 12-60**

Policy  Information

**To:** Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIA State Partners

**From:** Alice Sweeney, Acting Director  
Department of Career Services

**Date:** November 20, 2012

**Subject:** **American Sign Language Interpreter Request Process - REVISED**

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**Purpose:** To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of steps to follow to request an American Sign Language (ASL) Interpreter with the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH). This is to replace the earlier Information Issuance distributed under 12-35, July 17, 2012.

**Background:** DCS provides multilingual and interpreter services to customers seeking services in the One Stop Career Centers.

When a DCS staff member needs to request an American Sign Language (ASL) interpreter, he/she should place the request 3 weeks in advance of date needed and have the following information prior to place the request:

1. DATE
2. BEGINNING TIME
3. END TIME
4. ADDRESS
5. CONTACT W/ PHONE NUMBER
6. NAME OF DEAF ATTENDEES
7. ANY OTHER PERTINENT INFORMATION (work search, resume writing, etc)

Send an e-mail to: Lynne Rose: [Lynne.rose@state.ma.us](mailto:Lynne.rose@state.ma.us) **and**  
Adrienne Woumm: [Adrienne.Woumm@state.ma.us](mailto:Adrienne.Woumm@state.ma.us)  
Send cc to: Marisa de la Paz: [mdelapaz@detma.org](mailto:mdelapaz@detma.org)

Please make sure to follow-up with a phone call to MCDHH at: (617) 740-1600.

MCDHH staff will send you a job number for the request. This is **not** a number confirming the interpreter(s). If MCDHH cannot find someone up to 48 hours ahead of time, they will let you know by e-mail and ask you to reschedule. If they do find someone, they will give you the name(s) of the interpreter(s) assigned to that request. Should MCDHH have to cancel for any reason, they will inform you by e-mail. If a career center needs to cancel less than 48 hours ahead of time, a charge for service will still apply – please cancel requests as soon as possible.

Please remember to have the ASL interpreter fill out the [American Sign Language Interpreter Form for Career Centers](#) and send their billing information by fax (617-727-8705) or mail to:

Marisa de la Paz  
Office of Multilingual Services  
19 Staniford Street - 4<sup>th</sup> Floor  
Boston, MA 02114

If a DCS staff calls to request Cart Reporting Services follow the same procedure as for requesting an ASL interpreter e-mail and call Lynne at 617-740-1600 ext:1688. If you need to place a call to a customer with a hearing impairment, then dial the 7-1-1 relay number for communication assistance.

**Action**

**Required:** Please disseminate this information and assure that all staff is aware of the appropriate process.

**Inquiries:** Questions related to this issuance should be directed to Marisa de la Paz at [mdelapaz@detma.org](mailto:mdelapaz@detma.org) or 617-626-5471.