

Mass Workforce Issuance

100 DCS 08.101

Policy Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: November 23, 2015

Subject: **Language Services Assistance for Limited English Proficiency Customers**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other workforce partners of the availability and the procedure for provision of interpretation services to assure meaningful access to One-Stop Career Center Services for Limited English Proficiency (LEP) customers of the One-Stop Career Center system.

Background: The Department of Career Services (DCS) is committed to improving the accessibility of One-Stop Career Center services and activities for LEP customers. Guidelines have been developed to assist LEP customers in obtaining full access to, and meaningful and timely participation in programs, services and activities provided under the Workforce Innovation and Opportunity Act (WIOA) or other state-funded efforts.

Policy: To assist local areas in meeting language requirements, the Commonwealth has implemented a three-tiered model to expand the language interpretation services available to Local One-Stop Career Center operators and their LEP customers:

Attachment A, Language Services Guidelines for Limited English Proficiency (LEP) Customers outlines the three-tiered process in greater detail and is summarized as follows:

First: If needed interpreter skills are not immediately available for a particular individual within the Career Center itself or from other local resources, staff should seek assistance from the Multilingual Unit.

Second: If the Multilingual Unit Staff is not available, then contact the Language Line at 1-866-874-9048 (see Quick Reference Guide **Attachment B**)

Third: For brief calls, contact a staff member on the [Internal Volunteer Bilingual Staff list](#) available on the Intranet or **Attachment C**.

NOTE: Language Line is a private organization under contract to the Commonwealth for the provision of over-the-phone interpretation services. To ensure effectiveness every consideration should be given to keeping all calls clearly focused on addressing an immediate need.

Action

Required: Please review the content of this issuance to assure the Language Assistance Guidelines are followed and implemented so as to ensure meaningful access by LEP customers to all workforce programs, services and activities.

Effective: Immediately

Inquiries: Inquiries should be directed to Marisa de la Paz, Director of Multilingual Services, Executive Office of Labor and Workforce Development, mdelapaz@detma.org or 617-626-5471.

Attachments: A. Language Services Guidelines for Limited English Proficiency (LEP) Customers
B. Language Line Quick Reference Guide
C. List of Internal Volunteer Bilingual Staff
D. Language Identification Flashcard
E. Location Access Code for Career Centers
F. Report of Usage form

You can also refer to the Multilingual Intranet Page <http://intranet/CO/SitePages/Home.aspx> for more information on Language Access services. Please click on "For Career Centers"

Or go to the [MassWorkforce System](#) to find all pertinent information on Multilingual Services Language Access.