

Attachment A

MEMORANDUM

To: Career Center Directors & Managers
From: Marisa de la Paz, Director of Multilingual Services
Subject: Guidelines for Usage of Language Services
Date: 11/4/15

Language Services Guidelines for Limited English Proficiency (LEP) Customers

These guidelines are supplied 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.

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 <http://www.mass.gov/massworkforce/resources/multilingual-services/> to find all pertinent information on Multilingual Services Language Access.

Staff in need of assistance to communicate with Limited English Proficiency (LEP) customers can:

- Contact the Multilingual Services Unit if the language needed is: Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, German or Egyptian Arabic.

Andrea Berasaluce:

for Spanish, French, German and Egyptian Arabic

617-626-5142

aberasaluce@detma.org

Lillianna Leung:

for Cantonese, Mandarin and Vietnamese

617-626-5475

lleung@detma.org

Vita Lopes:

for Portuguese, Cape Verdean Creole and Spanish

617-626-5476

Vitalina.lopes@detma.org

- Contact Language Line at **1-866-874-9048** for assistance in other languages or when Multilingual Services Unit staff is not available. Please refer to the Quick Reference Guide (**Attachment B**)
- For brief calls, contact a staff member on the Internal Volunteer Bilingual Staff list (**Attachment C**). You can find this list on the Intranet at <http://intranet/CO/SitePages/For%20Call%20Centers.aspx>
- Please download the **Language Identification Flashcard (Attachment D)** and keep it 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 Language Line:

Language Line is our external over-the-phone language line, providing interpreter services in over 240 languages.

WHEN RECEIVING A CALL from an LEP customer:

1. Use Conference to place the customer on hold
2. Dial: **1-866-874-9048**
3. Enter on your telephone keypad or provide the representative:
 - * Press 1 for Spanish
 - * Press 2 for all other languages and speak the name of the language you need at the prompt
 - * Enter Your: **3 Digit Access Code (Attachment E)**
 - An Interpreter will be connected to the call
 - Please provide 6 digits Client ID if asked: **566058**
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. Add the LEP customer to the line.
6. Say “End of Call” to the Interpreter when the call is completed.

NOTE: When placing a call to an LEP customer, begin at Step 2. If you need assistance placing a call to an LEP customer, please inform the interpreter at the beginning of the call.

Immediately following the telephone call, the Career Center staff **will complete e-form found at the Intranet “Report of Usage” for tracking purposes. If you don’t have access to the Intranet please complete the form (Attachment F)** and e-mail it to me at mdelapaz@detma.org. You can also fax it to me at: **617-727-8671**.

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.

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

Thank you.