



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 08.101.2

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: August 31, 2021

Subject: **Language Services Guidelines to Assist Limited English Proficiency and Deaf or Hard of Hearing Customers**

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

Language access also includes services for deaf or hard of hearing customers through American Sign Language services (please view 100 DCS 08.125 for additional resources <https://www.mass.gov/service-details/massworkforce-wioa-oscc-operations-policy-issuances>) or visit: [American Sign Language Services \(ASL\) - Multi-Lingual | Mass.gov](#)

Background: The MassHire Department of Career Services (MDCS) is committed to continue to provide access of MassHire Career Center services and activities for LEP customers.

Policy: Guidelines have been developed and updated to assist Limited English Proficient (LEP) and deaf or hard of hearing 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.

Action

Required: Please review the content of this issuance including Attachment A, B and C to assure the Language Access Guidelines are followed and implemented to ensure meaningful access by LEP customers to all workforce programs, services and activities.

To find all pertinent information on Multilingual Services Language Access please go to the MassWorkforce System: [Multilingual Language Guidelines | Mass.gov](#)

Effective: Immediately.

Inquiries: Please direct all inquiries to PolicyQA@detma.org. Also, indicate Issuance number and description.

Attachments: A. Updated Language Services Guidelines to assist LEP Customers
B. Language Line Quick Reference Guide
C. Report of Usage fillable form