

## Attachment A

### MEMORANDUM

**To:** MassHire Career Center Directors & Managers  
**From:** Marisa de la Paz, Director of Multilingual Services  
**Subject:** Language Access Services Guidelines  
**Date:** 9/14/20

#### Language Services Guidelines for Limited English Proficiency (LEP) Customers

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

#### 1. Language Line Services

MassHire Career Center Staff in need of assistance to communicate with Limited English Proficiency (LEP) customers should contact the Language Line Services for assistance in over to 240 different languages (See **Attachment B** for the Quick Reference Guide). You can also utilize Language Line Services to schedule/provide a Career Center Seminar or Initial RESEA review for LEP customers.

**Note:** Complete and submit the fillable Report of Usage form (**Attachment C**) immediately following the call. The information submitted is for tracking purposes. Please email the fillable Report of Usage form to [Marisa.delapaz@detma.org](mailto:Marisa.delapaz@detma.org)

#### 2. Multilingual Resources

Please use this link on the MassWorkforce system <https://www.mass.gov/massworkforce-career-center-multilingual-services> to access language material (see below).

**a. Material in 12 language versions:**

- Career Center Seminars PPT (accessible format)
- Initial RESEA PPT (accessible format)
- Career Action Plan (CAP) (fillable form)
- State LMI Worksheet (fillable form)
- RESEA UI Eligibility Assessment Questionnaire (fillable form)
- Work Search Log (fillable form)

**b. Videos**

- CCS in Spanish (recently updated)
- CCS in Portuguese, American Sign Language (will soon be updated)
- Workshop Series will soon be translated and recorded in Spanish

**c. American Sign Language (ASL)**

- Guidelines to access ASL services

**3. Multilingual Standard Publications**

Please use this link <https://www.mass.gov/mdcs-multilingual-services> on the Multilingual page to access Standard Publications in 12 languages.

**4. Multilingual Services Contact**

Please contact **Marisa de la Paz** at [Marisa.delapaz@detma.org](mailto:Marisa.delapaz@detma.org) for any questions regarding translation/interpretation or any language services' requests.

Thank you,

Marisa