



# Commonwealth of Massachusetts Executive Office of Labor and Workforce Development



**Marisa de la Paz**

Director  
Office of Multilingual Services, EOLWD

# Multilingual Services Unit



**The Multilingual Services Unit facilitates communication between EOLWD and its agencies:**

MassHire Department of Career Services (MDCS) and MassHire Career Centers

Department of Unemployment Assistance (DUA)

Department of Industrial Accident (DIA)

Department of Labor Standards (DLS)

Department of Apprenticeship (DAS)

Department of Family and Medical Leave (DFML)

And

Limited English Proficiency (LEP) customers

Providing language access services such as interpretation and translation services as needed.

**The Unit comprises staff who speak:**

Spanish



English



Cantonese



Portuguese



Italian



Mandarin



Cape Verdean Creole



French



Vietnamese



Dutch

# Office of Multilingual Services



Welcome  
Benvenuto  
أهلا وسهلا

Benvindu  
សូមស្វាគមន៍  
Bem-vindo



Byenveni  
歡迎

Tiếp Rước  
приветствие

ຍິນດີຕ້ອນຮັບ Bienvenido

## Language Access Services:

The phrase "language access services" describes services that agencies use to bridge the communication barrier with individuals who cannot speak, understand, read, or write fluently in the host-country language.

## Mission

Ensure meaningful access to all aspects of the Agencies programs, services and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance. Abiding by the values of the Commonwealth ensuring that non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected in our Agency programs, services, and activities.

## Vision

Deliver high quality services to all our customers as if no language barriers existed.

# Office of Multilingual Services



- ❖ Functions as the central internal language facilitation Unit for all EOLWD agencies
- ❖ Facilitates communication between EOLWD agencies/departments and LEP including Deaf & Hard of Hearing Customers by providing interpretation and translation services
  - ❖ MassHire Career Center Services Workshops Videos (CCS, RESEA, Resume, LMI and TORQ)
  - ❖ MassHire JobQuest campaign which include series of promotional videos <https://www.mass.gov/info-details/jobquest-videos>
  - ❖ FutureSkills promotional social media campaign
  - ❖ Weekly emails to promote Job Search announcing Job Fairs simultaneously sent in English and Spanish
  - ❖ Translation of agency materials (booklets, manuals, forms , letters, etc.) [MDCS Multilingual Services | Mass.gov](#)
  - ❖ Re-employment Center (REC) videos: Welcome to MassHire Career Center Video
  - ❖ Tweets in English/Spanish
- ❖ Supports the LEP Toll-free line in 12 languages
  - ❖ Schedules CCS/RESEA mandatory sessions
  - ❖ Answers general LEP claimants' questions
  - ❖ Assists with UI Online issues
- ❖ Maintains the Multilingual Website/Intranet/Mass Workforce System
  - ❖ Language Access guidelines
  - ❖ Language Access Plan (LAP)
  - ❖ Translated material
  - ❖ Update forms and publications
  - ❖ Press Releases
  - ❖ Important announcements



# Language Access Laws and Executive Orders



## Who is a Limited English Proficient (LEP)?

A Limited English Proficient (LEP) individual is someone who does not speak English as his/her primary language and who has a limited ability to read, speak, write and/or understand English.

## Who is an English Language Learner (ELL)?

An English language learner is a national-origin-minority student who is limited English proficient. This term is often preferred over Limited English Proficient (LEP) as it highlights accomplishments rather than deficits.

## Federal/State laws & EO particularly applicable to language access include:

- Title VI of the Civil Rights Act of 1964
- §188 of the Workforce Innovations & Opportunity Act (WIOA)
- Federal Executive Order 13166
- Massachusetts Executive Order 526
- Massachusetts General Law 151A §62A(iii)





# Language Access in a Virtual World

Users who would like to include interpreters in their meetings or webinars should be able to enable language interpreting. This allows the host to designate participants as interpreters on the Web portal or during a Webex Meeting session.

## **Video Remote Interpreting (VRI):**

When interpreting services are provided using the devices like web cameras or video phones from a location other than where the client is present is called video remote interpreting.





# Massachusetts Demographics



Language Spoken at Home (detailed, by English proficiency) <span>i</span>	Number	%
Total Household Population, Age 5 and Older	6,537,437	100%
Speak only English	4,920,386	75.3%
Speak language other than English	1,617,051	24.7%
Spanish	632,230	100%
Speak English "very well"	378,151	59.8%
Speak English less than "very well" (LEP)	254,079	40.2%
French (Including Cajun)	49,442	100%
Speak English "very well"	40,817	82.6%
Speak English less than "very well" (LEP)	8,625	17.4%
Haitian	89,731	100%
Speak English "very well"	57,993	64.6%
Speak English less than "very well" (LEP)	31,738	35.4%
Italian	24,347	100%
Speak English "very well"	18,200	74.8%
Speak English less than "very well" (LEP)	6,147	25.2%

	Population (age 5 and older)	
Language Spoken at Home (by age and English proficiency) <span>i</span>	Number	%
<b>Ages 5-17</b>	996,711	100%
Speak only English	746,720	74.9%
Speak language other than English	249,991	25.1%
Speak English "very well"	214,775	21.5%
Speak English less than "very well" (LEP)	35,216	3.5%
Speak Spanish	121,929	12.2%
Speak English "very well"	103,490	10.4%
Speak English less than "very well" (LEP)	18,439	1.8%
<b>Ages 18-64</b>	4,368,433	100%
Speak only English	3,198,595	73.2%
Speak language other than English	1,169,838	26.8%
Speak English "very well"	730,912	16.7%
Speak English less than "very well" (LEP)	438,926	10.0%
Speak Spanish	459,132	10.5%
Speak English "very well"	262,803	6.0%
Speak English less than "very well" (LEP)	196,329	4.5%

# Massachusetts Demographics (Cont.)



## Total Population 5 years and older

Portuguese	206,232	100%
Speak English "very well"	115,725	56.1%
Speak English less than "very well" (LEP)	90,507	43.9%
German	18,133	100%
Speak English "very well"	16,084	88.7%
Speak English less than "very well" (LEP)	2,049	11.3%
Yiddish, Pennsylvania Dutch or Other West Germanic Languages	3,781	100%
Speak English "very well"	3,731	98.7%
Speak English less than "very well" (LEP)	50	1.3%
Russian	37,092	100%
Speak English "very well"	22,560	60.8%
Speak English less than "very well" (LEP)	14,532	39.2%
Polish	18,608	100%
Speak English "very well"	13,426	72.2%
Speak English less than "very well" (LEP)	5,182	27.8%
Other Slavic Languages	12,062	100%
Speak English "very well"	8,302	68.8%
Speak English less than "very well" (LEP)	3,760	31.2%

Nepali, Marathi, or Other Indic Languages	15,433	100%
Speak English "very well"	11,580	75.0%
Speak English less than "very well" (LEP)	3,853	25.0%
Other Indo-European Languages	45,788	100%
Speak English "very well"	30,556	66.7%
Speak English less than "very well" (LEP)	15,232	33.3%
Telugu	12,111	100%
Speak English "very well"	9,611	79.4%
Speak English less than "very well" (LEP)	2,500	20.6%
Tamil	8,948	100%
Speak English "very well"	7,710	86.2%
Speak English less than "very well" (LEP)	1,238	13.8%
Malayalam, Kannada, or Other Dravidian Languages	4,900	100%
Speak English "very well"	4,443	90.7%
Speak English less than "very well" (LEP)	457	9.3%
Chinese (including Mandarin, Cantonese)	148,270	100%
Speak English "very well"	76,244	51.4%
Speak English less than "very well" (LEP)	72,026	48.6%
Japanese	10,609	100%
Speak English "very well"	7,267	68.5%
Speak English less than "very well" (LEP)	3,342	31.5%



# Massachusetts Demographics (Cont.)



## Total Population 5 years and older

<b>Korean</b>	15,823	100%	<b>Armenian</b>	4,944	100%
Speak English "very well"	10,259	64.8%	Speak English "very well"	4,161	84.2%
Speak English less than "very well" (LEP)	5,564	35.2%	Speak English less than "very well" (LEP)	783	15.8%
<b>Hmong</b>	1,314	100%	<b>Persian (including Farsi, Dari)</b>	6,847	100%
Speak English "very well"	952	72.5%	Speak English "very well"	4,414	64.5%
Speak English less than "very well" (LEP)	362	27.5%	Speak English less than "very well" (LEP)	2,433	35.5%
<b>Vietnamese</b>	41,986	100%	<b>Gujarati</b>	15,418	100%
Speak English "very well"	20,265	48.3%	Speak English "very well"	9,983	64.7%
Speak English less than "very well" (LEP)	21,721	51.7%	Speak English less than "very well" (LEP)	5,435	35.3%
<b>Khmer</b>	15,757	100%	<b>Hindi</b>	29,277	100%
Speak English "very well"	7,577	48.1%	Speak English "very well"	24,388	83.3%
Speak English less than "very well" (LEP)	8,180	51.9%	Speak English less than "very well" (LEP)	4,889	16.7%
<b>Thai, Lao, or Other Tai-Kadai Languages</b>	6,778	100%	<b>Urdu</b>	5,983	100%
Speak English "very well"	3,976	58.7%	Speak English "very well"	4,915	82.1%
Speak English less than "very well" (LEP)	2,802	41.3%	Speak English less than "very well" (LEP)	1,068	17.9%
<b>Other Languages of Asia</b>	9,307	100%	<b>Punjabi</b>	5,465	100%
Speak English "very well"	6,222	66.9%	Speak English "very well"	3,534	64.7%
Speak English less than "very well" (LEP)	3,085	33.1%	Speak English less than "very well" (LEP)	1,931	35.3%
<b>Tagalog (including Filipino)</b>	9,959	100%	<b>Bengali</b>	11,954	100%
Speak English "very well"	7,754	77.9%	Speak English "very well"	9,293	77.7%
Speak English less than "very well" (LEP)	2,205	22.1%	Speak English less than "very well" (LEP)	2,661	22.3%

# Best Practices



- Have a Language Access Plan [LANGUAGE ACCESS PLAN \(mass.gov\)](https://www.mass.gov/language-access-plan)
- Devise protocols so staff knows when to secure language services
- Train all staff who are likely to have contact with LEP customers:
  - LEP Policy/procedures/guidelines/protocols
  - Language access for new employees' orientation
  - Ensure knowledge and awareness of language assistance measures
  - How to effectively work with in-person and telephonic interpreters
  - Procedures for communicating with LEP by telephone
- Display agency customized “Interpreter Services Available” posters in agency public spaces
- Sight translation of documents in languages not frequently encountered or not part of our 12 statutory languages
- Consideration of LEP needs when implementing new programs, services and activities, publishing new forms or notices etc.
- Refer customer to translated forms and publications on Multilingual Services website <https://www.mass.gov/orgs/office-of-multilingual-services>

LanguageLine Solutions		Interpretation Services Available	
English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.			
Arabic	عربي	Korean	한국어
اگر آپ کو عربی زبان میں بات کرنے کی ضرورت ہے، براہ کرم اس زبان پر اشارہ کریں اور ہمیں اطلاع دیں۔		한국어를 필요로 하는 언어나 저자의 언어를 한국어를 필요로 하는 언어로 바꾸고 싶습니다.	
Burmese	မြန်မာစာ	Mandarin	普通话
အကယ်၍ မြန်မာစာကို အသုံးပြုရန် လိုအပ်ပါက အောက်ပါ နည်းလမ်းကို အသုံးပြုပါ။		普通话を話せる、話したい、話さなければならない、話	

# Monitoring



Ensuring quality and accuracy of language assistance services is critical and should be closely monitored



- Monitor any changes in the LEP population/service area
- Inform and train newly hired staff
- Make sure all staff know and understand the language access guidelines/protocols and undergo regular training
- Ensure that all in-house staff who serve as translator or interpreter who communicate with LEP individuals are competent to do so
- Conduct periodic quality control reviews to ensure staff compliance such as:
  - ✓ Language Access Assessment Questionnaires FY23
  - ✓ Policy # 00DCS10.107 FMO Monitoring of the Board
  - ✓ Policy 100DCS17.108 Board monitoring of the MassHire Career Center (Attachment F)
- Review Policy Issuance **100 DCS 08.101.2** Language Services Guidelines to Assist Limited English Proficiency <https://www.mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers/download> Updated August 2022
- Review Policy Issuance **100 DCS 08.125** <https://www.mass.gov/doc/dcs-policy-08-125-american-sign-language-services-revised/download> Deaf or Hard of Hearing Guidelines – Updated March 2022
- Collect LEP customer satisfaction via Survey

# Translators vs. Interpreters

What is the difference between translators and interpreters?

## Translators



We translate written text.



books



contracts



websites

## Interpreters



We interpret spoken or sign language.



medical appointments



court proceedings



conferences

#InternationalTranslationDay

*ata* American Translators Association  
The Voice of Interpreters and Translators



# Types of Interpretation

- Oral face to face interpretation (in-person)



- Over-the-phone interpretation (Telephonic)



- Video Remote Interpreting (VRI)





# Modes of Interpretation

## 1. Consecutive Interpretation

Often referred to as “court” or “conference-style interpreting,” consecutive interpretation consists of an interpreter conveying what the speaker has said after a few sentences.



## 2. Simultaneous Interpretation

Often referred to as “UN-style interpreting,” simultaneous interpretation is the real-time rendition of speech from the source language to the target language. The interpreter speaks virtually at the same time as the original speaker.

## 3. Sight translation

Sight translation is the rendering of source language written material into the spoken target language.

# Multilingual Services Intranet



## Multilingual Department

Marisa de la Paz, Director, (617) 626-5471, [Marisa.delapaz@detma.org](mailto:Marisa.delapaz@detma.org)

Our **Mission** is to ensure meaningful access to all aspects of EOLWD agencies programs, services and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance. Abiding by the values of the Commonwealth ensuring that non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected in our Agency programs, services, and activities.

The Multilingual Unit facilitates communication between DUA and MassHire Career Center Staff and Limited English Proficiency (LEP) customers by providing interpretation services as needed. Our Unit is comprised of staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean, French, and Italian.

The contact information for the Multilingual Unit is as follows:

Lilianna Leung - (617) 626-5475; [Lilianna.leung@detma.org](mailto:Lilianna.leung@detma.org) for Cantonese, Mandarin, and Vietnamese.

Paul Goncalves - (617) 626-5476; For Cape Verdean Creole, Portuguese, and Spanish.

Multilingual Services Unit office hours are Monday to Friday from 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.

### Staff



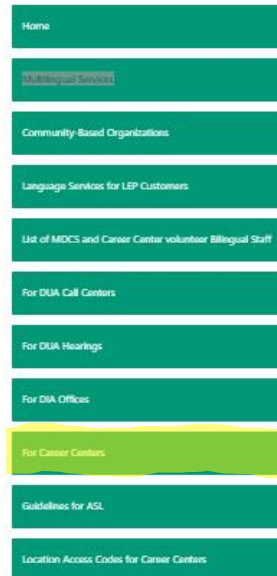
de la Paz, Marisa (EOL)



Leung, Lilianna (EOL)



Goncalves, Paul (EOL)



Multilingual Services Intranet <https://massgov.sharepoint.com/sites/EOL-Multilingual>

# Over-the-Phone Language Line Services



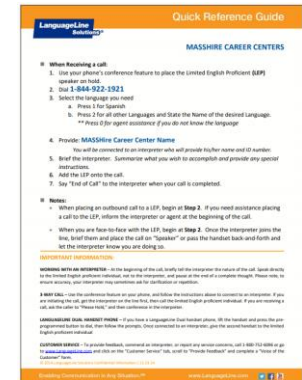
MassHire Career Center Staff in need of assistance to communicate with Limited English Proficiency (LEP) customers should contact the over-the-phone language line for assistance in other languages.

## WHEN RECEIVING A CALL from an LEP customer:

1. Use Conference button to place the customer on conference
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



An Interpreter will be connected to the call. Please provide 6 digits Client ID if asked:  and your access code which is the name of your MassHire Career Center

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: Complete and submit the fillable Report of Usage immediately following the call. The information submitted is for tracking purposes.



# Conference Calls

If you receive a call from an LEP customer...

1. Place the LEP customer on conference. Call the Language Line at **1-866-874-9048**
2. Once the interpreter is connected, press conference again and you will be on a 3-way conference call.
3. Speak clearly, in short sentences, and leave enough time for the interpreter to interpret.



MassHire Career Center Staff



Limited English Speaker (LEP)



Interpreter

# Conference Calls



MassHire Career Center Staff



Limited English Speaker



Interpreter

If you need to contact an LEP customer...

1. Call the Language Line at **1-866-874-9048**
2. When the interpreter is connected, place the interpreter on conference. Call the customer, press the conference button again and you will be on a 3-way conference call.
3. If needed, a Multilingual Services Unit staff member can place the call for you within the U.S. or Canada.



# Conference Calls



If the LEP customer is at the MassHire Career Center...

1. If either you or the customer cannot identify the language needed, show the customer the Language Identification Flashcard to let him/her indicate the language needed.
2. Call the Language Line at **1-866-874-9048**
3. When the interpreter is connected, place the interpreter on speaker phone and start the conversation.



MassHire Career Center Staff



Limited English  
Speaker



Interpreter

[illegible]

- Multilingual Services Intranet  
<https://massgov.sharepoint.com/sites/EOL-Multilingual>

- Note: If you have any concern about the service, please note it in the comment section of the Report of Usage.

# Tips for Working with Telephonic Interpreters



- Test the speakerphone and conference call functions
- Record the interpreter's ID number, introduce yourself and the interpreter, and define the role of the interpreter in the conversation
- Obtain the caller's phone number in case of accidental disconnection
- Know the access code, if required
- Explain the setting and provide applicable information
- Keep a reference card handy with the procedures
- Speak clearly and instruct the other party(ies) to do so as well
- Pause after one or two sentences to allow for interpretation
- Talk directly to the LEP individual, not the interpreter
- Close by stating "end of call."





# Cultural Awareness

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- Not all gestures are universal, and the associated meanings can be misconstrued
- Practices that seem simple and natural in one culture may seem uncomfortable and disorienting in another, which can cause additional stress and anxiety
- When communicating across cultures, be tolerant and respectful
- Don't take miscommunications personally; instead, use them as learning tools
- Preconceptions and Biases to Avoid:
  - Guessing language by a person's name/appearance
  - Confusing different language families/dialects
  - Understanding that some languages are more verbose or terse than others, which can give the impression of information being omitted/added
  - Assuming a person understands the official/primary language from his/her country of origin
  - Assuming an individual with an accent is LEP.



# American Sign Language (ASL)



Guidelines to request an American Sign Language (ASL) interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

**Issuance:** <https://www.mass.gov/doc/dcs-policy-08-125-american-sign-language-services-revised/download>

Requests are received by the MCDHH Department of Interpreter/CART Services in several ways:

- **Online request:** This is the preferred way for making requests. The service may not be used for cancellations. <https://www.mcdhh.net/request/>
- **Phone:** non-emergencies are received between 8:45 a.m. and 5:00 p.m. at 617-740-1600 VOICE and 617-740-1700 TTY.

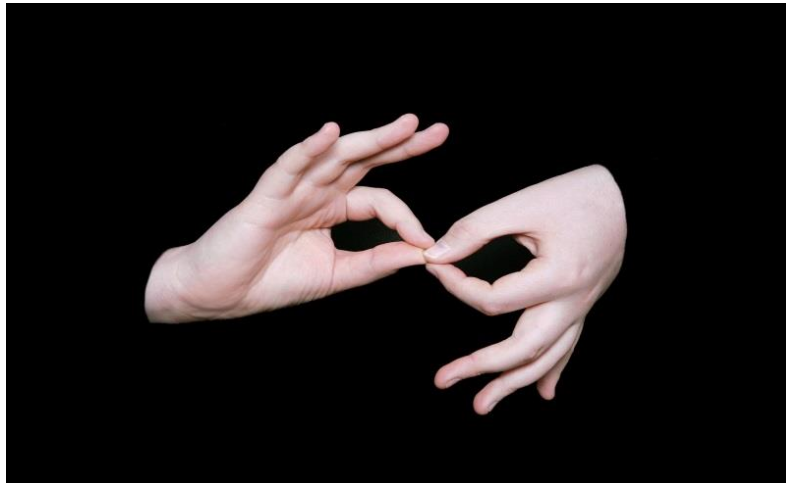
**Important:** A confirmation number does not mean you will automatically get an interpreter. If you need to cancel the ASL interpreter, please call MCDHH at least 48 hours in advance.



# American Sign Language



- Please tell the ASL interpreter to email their billing information directly to the Director of the Multilingual Services Unit by e-mail at [marisa.delaPaz@mass.gov](mailto:marisa.delaPaz@mass.gov)



- If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.

# 10 Tips for Using a Sign Language Interpreter



A sign language interpreter's role is to facilitate communication between signed and spoken languages. Here are 10 tips on how to communicate through a sign language interpreter.

1. Look at and speak directly to the person who is deaf. Face the person, don't look at the interpreter. Yes, sign language can be fascinating to watch, but you are having a conversation with the person who is deaf.
2. Be yourself; use your ordinary language and speaking style. Speak in the first person, just like you are having a normal voice-to-voice conversation with a person. Avoid such phrases as "Tell her," and "Explain to him."
3. You may be used to watching an interpreter during the service when the interpreter stands in front, facing the audience. Interpreting conversations is different in that the interpreter will position him/herself next to you, so that the person who is deaf can glance at you both, picking up your non-verbal cues.
4. Speak in your normal tone, at your normal pace. The interpreter will tell you if you need to pause or slow down. If you use a word that the interpreter is unfamiliar with, he or she may ask you to spell it.
5. If you are using written notes, or speaking from a presentation, it is helpful to offer a copy to the person who is deaf and the interpreter.
6. Give the interpreter a copy of presentations and any other materials ahead of time. When distributing agendas, minutes, or other written materials, offer one to the interpreter as well.
7. If you lower the lights during part of the service, maintain enough light so that the interpreter can still be seen. Use a small directional "spot-light" if you can.
8. Be aware that the interpreter must interpret everything that is said. Don't ask the interpreter to refrain from interpreting some of what you say.
9. Try to avoid personal conversations with the interpreter during the professional situation. He or she is working as a means of language-transmission, not as a participant.
10. Relax. If you are unsure of the appropriate way to proceed in a particular situation, just ask. Conversing, through an interpreter, with a person who is deaf, can be very comfortable. It is such a natural process; you may find yourself forgetting that there is an interpreter.



# Massachusetts Workforce Development System

What would you like to do?

Workforce system staff training →

MassWorkforce issuances →

MassWorkforce state and local plans →

[Collapse all](#)

## More actions & services

(7) —

National Peer-to-Peer Technical Assistance and Training →

MassWorkforce career center performance reports (CCPR) →

MassWorkforce resources →

MassWorkforce finance →

WIOA Subcommittees and Workgroups →

Workforce Innovation & Opportunity Act (WIOA) →

MassHire State Workforce Board →

What would you like to do?

## Top tasks

Staff Training and Development →

Remote RESEA documents →

Mass BizWorks →

## All other tasks

AJC posters →

MOSES and AWS WorkSpaces access →

Crystal Reports project →

Career Center Seminars and RESEA →

MassHireCIS - MassHire Career Information System →

Multilingual Services →

Migrant Seasonal Worker / Foreign Labor Certification →

WIOA Title I Youth Program →

MassWorkforce Resources: On-The-Job Training →

<https://www.mass.gov/massworkforce-resources>

# Massachusetts Workforce Development System



## Massworkforce Career Center – Multilingual Services

Multilingual Services coordinates translation and interpretation services for multiple languages, including American Sign Language.

The Multilingual Services Unit facilitates communication between DCS staff and Limited English Proficiency (LEP) customers by providing interpretation and translation services. The Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, and Italian.

### What would you like to do?

#### Top tasks

Career Center Multilingual  
Guidelines →

Multilingual Contacts →

### What you need to know

Career Center Seminars (CCS)  
- Multilingual →

Career Action Plan (CAP)  
Form - Multilingual →

State LMI Worksheet -  
Multilingual →

RESEA UI Eligibility  
Assessment Questionnaire -  
Multilingual →

American Sign Language  
Services - Multilingual →

Work Search Log -  
Multilingual →

<https://www.mass.gov/massworkforce-career-center-multilingual-services>

# Useful Links



<https://www.mass.gov/massworkforce-career-center-multilingual-services>

## 12 language versions:

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

**Videos in Spanish, Portuguese, Chinese and Vietnamese (coming soon French and Haitian Creole)**

CCS

RESEA

RESUME

LMI

TORQ

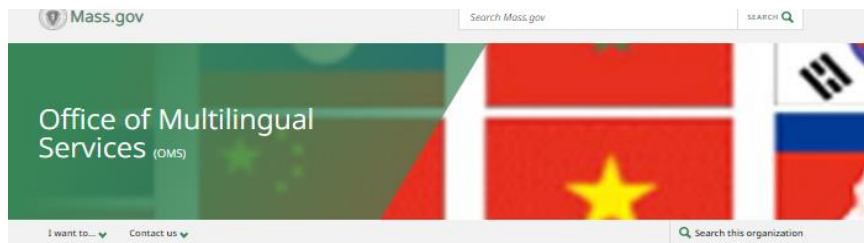
## Standard Publications

<https://www.mass.gov/mdcs-multilingual-services>





# Multilingual Services Website



The Office of Multilingual Services ensures meaningful access to all aspects of EOLWD Agencies: Department of Unemployment Assistance (DUA), MassHire Department of Career Services (MDCS) including MassHire Career Centers, Department of Industrial Accidents (DIA) and Department of Labor Standards (DLS) programs, services, and activities for all Limited English Proficiency (LEP) customers.

## Contact Us

**Address**  
Charles F. Hurley Building, 19 Staniford Street, Boston, MA 02114  
[Directions +](#)

**Online**  
Email [MultilingualServices@Massmail.State.MA.US](mailto:MultilingualServices@Massmail.State.MA.US)



## Who we serve

We provide language access services to Limited English Proficiency (LEP) customers including translation and interpretation services. We provide language expertise, support and guidance to the Executive Office of Labor and Workforce Development and its agencies: Department of Unemployment Assistance (DUA), MassHire Department of Career Services (MDCS) including MassHire Career Centers, Department of Industrial Accident (DIA), and Department of Labor Standards (DLS).

## What would you like to do?

<a href="#">EOLWD Multilingual Services +</a>	<a href="#">DUA Multilingual Services +</a>	<a href="#">MDCS Multilingual Services +</a>
<a href="#">DIA Multilingual Services +</a>	<a href="#">DLS Multilingual Services +</a>	



Welcome to the MassHire Department of Career Services (MDCS) Multilingual Webpage. On this page you will find valuable Employment Services information. You can view and/or download forms and publications in 12 languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, French, Korean, and Arabic.

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## What would you like to do?

### Top tasks

[MDCS Español \(Spanish\) +](#)

[MDCS Português \(Portuguese\) +](#)

## What you need to know

[MDCS 中文 \(Chinese\) +](#)

[MDCS Ngôn Ngữ Việt Nam \(Vietnamese\) +](#)

[MDCS Kreyol \(Haitian Creole\) +](#)

[MDCS Italiano \(Italian\) +](#)

[MDCS ភាសាខ្មែរ \(Khmer\) +](#)

[MDCS العربية \(Arabic\) +](#)

[See all 10 +](#)

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# Useful Tools

This document contains important information. Please have it translated immediately.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.

تحتوي هذه الوثيقة على معلومات هامة.  
يرجى ترجمتها فوراً.

Docikman sa gen enfòmasyon enpòtan.  
Tanpri fè yon moun tradwi l touswit.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente.

此文件含有重要信息。  
請立即找人翻譯。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.

Tài liệu này có chứa thông tin quan trọng.  
Vui lòng dịch tài liệu này ngay.

ເອກະສານສະບັບນີ້ ບັນຈຸຂໍ້ມູນສຳຄັນ.  
ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກ  
ຢ່າງບໍ່ລໍຊ້າ.

ឯកសານນີ້ມີຂໍ້ມູນສຳຄັນ ຢູ່ນັ້ນ ຢ່າງບໍ່ລໍຊ້າ.

សូមបកប្រែវាជាបន្ទាន់ ។

Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.



**You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.**

This customized poster reads “You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait” in 30 languages including ASL.

# Useful Tools (Cont.)



LanguageLine  
Solutions

## Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<b>Arabic</b> عربي أشر إلى لغتك. وسيتصل المترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	<b>Korean</b> 한국어 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
<b>Burmese</b> မြန်မာ သင့်ဘာသာစကားကို ဖော်ပြပါက စကားပြန် အထောက်အကူ ပေးပါမည်။ သင့်ဘာသာစကားကို ဖော်ပြပါက စကားပြန် အထောက်အကူ ပေးပါမည်။	<b>Mandarin</b> 國語 請指認您的語言， 以便為您提供免費的口譯服務。
<b>Cantonese</b> 廣東話 請指認您的語言， 以便為您提供免費的口譯服務。	<b>Polish</b> Polski Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
<b>Farsi</b> فارسی زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما در خواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	<b>Portuguese</b> Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
<b>French</b> Français Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	<b>Punjabi</b> ਪੰਜਾਬੀ ਅਪਣੀ ਭਾਸ਼ਾ ਦੱਸੋ ਅਤੇ ਸਾਨੂੰ ਸਹਾਇਤਾ ਲਈ ਦੁਆਬੀਆਂ ਆਗਾਹੀਆਂ ਦਿਓ। ਜਦੋਂਕਿ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਦੁਆਬੀਆਂ ਦੀ ਸਹਾਇਤਾ ਲਈ ਸਾਨੂੰ ਸਹਾਇਤਾ ਦਿੱਤੀ ਜਾਵੇਗੀ।
<b>Haitian Creole</b> Kreyòl Lonje dwèl ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	<b>Russian</b> Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
<b>Hindi</b> हिंदी अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा आपके लिए दुभाषिया की विद्यमान व्यवस्था की जाती है।	<b>Somali</b> Af-Soomaali Farta ku fiigluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
<b>Hmong</b> Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	<b>Spanish</b> Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
<b>Italian</b> Italiano Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	<b>Tagalog</b> Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
<b>Japanese</b> 日本語 あなたの話す言語を指してください。 無料で通訳サービスを提供します。	<b>Vietnamese</b> Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Point to your language. An Interpreter will be called. The interpreter is provided at no cost to you.





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