Language Access Services
MassHire Career Centers

Charles D. Baker, Governor
Rosalin A costa, Secretary, EOLW D
Alice Sweeney, Director, MDCS
Marisa de la Paz, Director, Multilingual Services, EOLW D
Office of Multilingual Services

Welcome Benvindu Byenveni Tiếp Ruóc
Benvenuto 歡迎 приветствие
أهلا و سهلا Bem-vindo 欢迎 ยิบดีต่อมรธี Bienvenido

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 than 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.
Multilingual Services Unit

- Functions as the central internal language facilitation Unit for all EOLWD agencies
- Facilitates communication between EOLWD agencies/departments and LEP customers by providing interpretation and translation services as needed
  - Ad hoc translation of UI Online documents
  - Translation of agency materials (booklets, manuals, forms, letters, videos, etc.)
  - IVR translation and recordings
  - Walk-Ins, Adjudicators, Call Centers, MassHire Career Centers staff
  - UI Hearings/Board of Review
- 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
  - Post Language Access guidelines
  - Posts translated material
  - Updates forms and publications

The Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, Haitian Creole, Dutch and Italian.
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.

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

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

- Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs receiving federal financial assistance. See 42 U.S.C. §2000d et seq.

- §188 of the Workforce Innovations & Opportunity Act (WIOA), provides that no individual shall be excluded from participation in, denied the benefits of, be subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, age, political affiliation or belief, status as a qualified individual with disabilities or specified non-citizenship statuses. See 29 U.S.C. §2938.

- Department of Labor Civil Rights (CRC) has revised its regulations to implement the nondiscrimination and equal opportunity obligations under WIOA §188.

- § 188 prohibits discrimination against individuals in any WIOA Title I–financially assisted program or activity, which includes job training for adults and youth and programs or activities provided by recipients at MassHire Career Centers.

- The regulations clarify that discrimination based on national origin includes failing to provide language services to someone with LEP. As such, under the rule, agencies must take reasonable steps to ensure that LEP individuals have meaningful access to aid, benefits, services, and training.
The Civil Rights Act of 1964 & WIOA

Steps to ensure that LEP individuals have meaningful access to aid, benefits, services, and training.

• Provide oral interpretation and written translation of both hard-copy and electronic materials into various languages. This ensures that LEP individuals are informed about or able to participate in covered programs or activities.

• Record the limited English proficiency and preferred language of applicants who seek to participate in the workforce development system to help ensure they have the necessary information to serve individuals with LEP effectively.

• Translate documents containing “vital” information into languages spoken by a significant number or portion of the population eligible to be served or likely to be encountered.

• “Vital” information means information, whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual.

Who Must Comply with Title VI & WIOA §188?

Any entity that receives funding assistance from the federal government, including:

• State & local agencies
• Federal agencies
• Private & non-profit entities
• Sub-recipients of WIOA, NEG or TAA funds
## Demographics

<table>
<thead>
<tr>
<th>Rank by # speakers</th>
<th>Language</th>
<th>Estimate</th>
<th>Margin</th>
<th>% of total MA pop.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total MA Population:</td>
<td>English</td>
<td>4,912,310</td>
<td>+/- 8,994</td>
<td>77.0%</td>
</tr>
<tr>
<td></td>
<td>Speak only English</td>
<td>1,427,435</td>
<td></td>
<td>23.0%</td>
</tr>
<tr>
<td>1</td>
<td>Spanish:</td>
<td>534,262</td>
<td>+/- 3,670</td>
<td>8.4%</td>
</tr>
<tr>
<td>2</td>
<td>Portuguese or Cape Verdean:</td>
<td>179,245</td>
<td>+/- 4,772</td>
<td>2.8%</td>
</tr>
<tr>
<td>3</td>
<td>Chinese:</td>
<td>121,445</td>
<td>+/- 3,128</td>
<td>2.0%</td>
</tr>
<tr>
<td>4</td>
<td>Haitian Creole:</td>
<td>71,301</td>
<td>+/- 3,432</td>
<td>1.1%</td>
</tr>
<tr>
<td>5</td>
<td>French:</td>
<td>59,590</td>
<td>+/- 2,195</td>
<td>0.9%</td>
</tr>
<tr>
<td>6</td>
<td>Vietnamese:</td>
<td>41,140</td>
<td>+/- 2,250</td>
<td>0.5%</td>
</tr>
<tr>
<td>7</td>
<td>Russian:</td>
<td>38,496</td>
<td>+/- 2,168</td>
<td>0.6%</td>
</tr>
<tr>
<td>8</td>
<td>Italian:</td>
<td>36,387</td>
<td>+/- 1,683</td>
<td>0.6%</td>
</tr>
<tr>
<td>9</td>
<td>Arabic:</td>
<td>33,345</td>
<td>+/- 1,911</td>
<td>0.5%</td>
</tr>
<tr>
<td>10</td>
<td>Khmer:</td>
<td>24,047</td>
<td>+/- 1,639</td>
<td>0.4%</td>
</tr>
<tr>
<td>11</td>
<td>Korean:</td>
<td>17,594</td>
<td>+/- 1,114</td>
<td>0.3%</td>
</tr>
<tr>
<td>12</td>
<td>Lao:</td>
<td>2,959</td>
<td>+/- 644</td>
<td>less than 0.1%</td>
</tr>
</tbody>
</table>

2011-2015 American Community Survey 5-Year Estimates
### Demographics (Cont.)

<table>
<thead>
<tr>
<th>Rank by # speakers</th>
<th>Language</th>
<th>Estimate</th>
<th>Margin</th>
<th>% of total MA pop.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Spanish</td>
<td>534,262</td>
<td>+/-3,670</td>
<td>8.4%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>222,343</td>
<td>+/-3,678</td>
<td>3.5%</td>
</tr>
<tr>
<td>2</td>
<td>Portuguese or Cape Verdeian</td>
<td>179,245</td>
<td>+/-4,772</td>
<td>2.8%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>78,067</td>
<td>+/-2,728</td>
<td>1.2%</td>
</tr>
<tr>
<td>3</td>
<td>Chinese</td>
<td>121,445</td>
<td>+/-3,128</td>
<td>2.0%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>62,626</td>
<td>+/-1,815</td>
<td>1.0%</td>
</tr>
<tr>
<td>4</td>
<td>Haitian Creole</td>
<td>71,301</td>
<td>+/-3,432</td>
<td>1.1%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>31,741</td>
<td>+/-1,952</td>
<td>0.5%</td>
</tr>
<tr>
<td>5</td>
<td>French</td>
<td>59,590</td>
<td>+/-2,195</td>
<td>0.9%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>10,967</td>
<td>+/-1,058</td>
<td>0.2%</td>
</tr>
<tr>
<td>6</td>
<td>Vietnamese</td>
<td>41,140</td>
<td>+/-2,250</td>
<td>0.5%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>25,169</td>
<td>+/-1,408</td>
<td>0.4%</td>
</tr>
<tr>
<td>7</td>
<td>Russian</td>
<td>38,496</td>
<td>+/-2,168</td>
<td>0.6%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>15,986</td>
<td>+/-1,113</td>
<td>0.3%</td>
</tr>
<tr>
<td>8</td>
<td>Italian</td>
<td>36,387</td>
<td>+/-1,683</td>
<td>0.6%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>9,792</td>
<td>+/-828</td>
<td>0.2%</td>
</tr>
<tr>
<td>9</td>
<td>Arabic</td>
<td>33,345</td>
<td>+/-1,911</td>
<td>0.5%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>13,655</td>
<td>+/-960</td>
<td>0.2%</td>
</tr>
<tr>
<td>10</td>
<td>Khmer</td>
<td>24,047</td>
<td>+/-1,639</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>12,223</td>
<td>+/-1,137</td>
<td>0.2%</td>
</tr>
<tr>
<td>11</td>
<td>Korean</td>
<td>17,594</td>
<td>+/-1,114</td>
<td>0.3%</td>
</tr>
<tr>
<td></td>
<td>Speak English less than &quot;very well&quot;</td>
<td>7,694</td>
<td>+/-776</td>
<td>0.1%</td>
</tr>
<tr>
<td>12</td>
<td>Lao</td>
<td>2,959</td>
<td>+/-644</td>
<td>less than 0.1%</td>
</tr>
</tbody>
</table>

Language spoken at home by ability to speak English for the Population 5 Years of age and over (Percentages rounded to nearest tenth; all values below 0.05% are labeled “less than 0.1%”)
Demographics (Cont.)

<table>
<thead>
<tr>
<th>Rank by # LEP</th>
<th>Languages</th>
<th>Estimate</th>
<th>Margin</th>
<th>% of total MA pop.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total MA Population:</td>
<td>6,339,745</td>
<td>+/-266</td>
<td></td>
</tr>
<tr>
<td></td>
<td># Speakers of other languages who speak English <strong>very well</strong></td>
<td>861,617</td>
<td></td>
<td>14.0%</td>
</tr>
<tr>
<td></td>
<td># Speakers of other languages who English less than very well</td>
<td>565,818</td>
<td></td>
<td>9.0%</td>
</tr>
<tr>
<td></td>
<td>Spanish:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>222,343</td>
<td>+/-3,678</td>
<td>3.5%</td>
</tr>
<tr>
<td></td>
<td>Portuguese or Cape Verdean:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>78,067</td>
<td>+/-2,728</td>
<td>1.2%</td>
</tr>
<tr>
<td></td>
<td>Chinese:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>62,626</td>
<td>+/-1,815</td>
<td>1.0%</td>
</tr>
<tr>
<td></td>
<td>Haitian Creole:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>31,741</td>
<td>+/-1,952</td>
<td>0.5%</td>
</tr>
<tr>
<td></td>
<td>Vietnamese:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>25,169</td>
<td>+/-1,408</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<td>Russian:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>15,986</td>
<td>+/-1,113</td>
<td>0.3%</td>
</tr>
<tr>
<td></td>
<td>Arabic:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>13,655</td>
<td>+/-960</td>
<td>0.2%</td>
</tr>
<tr>
<td></td>
<td>Khmer:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>12,223</td>
<td>+/-1,137</td>
<td>0.2%</td>
</tr>
<tr>
<td></td>
<td>French:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>10,967</td>
<td>+/-1,058</td>
<td>0.2%</td>
</tr>
<tr>
<td></td>
<td>Italian:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>9,792</td>
<td>+/-828</td>
<td>0.2%</td>
</tr>
<tr>
<td></td>
<td>Korean:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>7,694</td>
<td>+/-776</td>
<td>0.1%</td>
</tr>
<tr>
<td></td>
<td>Lao:</td>
<td></td>
<td></td>
<td>less than 0.1%</td>
</tr>
<tr>
<td>12</td>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,625</td>
<td>+/-399</td>
<td>less than 0.1%</td>
</tr>
</tbody>
</table>

MA Population who speaks English “less than very well”

Language spoken at home by ability to speak English for the Population 5 Years of age and over (Percentages rounded to nearest tenth; all values below 0.05% are labeled “less than 0.1%”)
Demographics (Cont.)

**Massachusetts LEP Population**
(Speaks English less than very well)

- **Total MA Population 5 Years and over:** 6,339,745
- **Spoke Only English at Home:** 4,912,310 - 77%
- **Spoke a Language Other than English at Home:** 1,427,435 - 23%
- **LEP (Spoke English Less than ‘Very Well’):** 565,818 - 9% of total MA pop.

- **Spanish:** 222,343 - 3.5%
- **Other languages:** 145,872 - 2.3%
- **Haitian Creole:** 31,741 - 0.5%
- **Vietnamese:** 25,169 - 0.4%
- **Chinese:** 62,626 - 1.0%
- **Portuguese:** 78,067 - 1.2%
Best Practices

• 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
Translation vs Interpretation

**Definition of Translation:**
Translation is the written rendering of the source language text into the target language text.

- Translation of vital documents and post on agency website
- Vital documents include documents that require a response, such as applications, consent forms, letters containing information regarding eligibility or participation criteria, and notices pertaining to reduction, denial or termination of services or benefits, or advise of free language assistance
- Use only qualified in-house translators

**Definition of Interpretation:**
Interpretation is the immediate oral rendering of the source language into the target language.

- Use Multilingual Services Unit Staff
- Use only trained in-house bilingual staff
- Use the over-the-phone language services when needed
- Provide feedback in the comment section of the Report of Usage e-form if issues arise with professional interpreter
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
- Monitor feedback from Community Based Organizations (CBO), legal services and other stakeholders about the effectiveness and performance in ensuring meaningful access for LEP individuals
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)

And

Limited English Proficiency (LEP) customers
Providing language access services such as interpretation and translation services as needed.

The Unit comprises staff who speak:

English
Spanish
Portuguese
Cape Verdean Creole
French
Cantonese
Mandarin
Vietnamese
Italian
Dutch

Sure, I can help you!
Protocol

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, Italian or French.

• Contact the **over-the-phone language line** for assistance in other languages or when Multilingual Services Unit staff is not available.

• For **brief calls**, contact a staff member on the **Internal Volunteer Bilingual Staff** list. You can find this list on the intranet at [http://intranet/CO/SitePages/Home.aspx](http://intranet/CO/SitePages/Home.aspx) under “For Career Centers.”
The Multilingual Services Unit office hours are:

Monday to Friday
8:30 AM to 12:00 PM
1:00 PM to 4:00 PM.

If a Multilingual Services Unit staff member is not available, please leave a message or, if immediate assistance is required, call the over-the-phone language line.
Multilingual Services Unit

Multilingual Services Unit Contact Information:

Lillianna Leung:
for Cantonese, Mandarin, and Vietnamese
617-626-5475
lleung@detma.org

Vita Lopes:
for Portuguese, Cape Verdone Creole, and Spanish
617-626-5476
Vitalina.lopes@detma.org
Over-the-Phone Language Line Services

Telephonic interpretation can be cost-effective and high quality

- Over-the-phone interpretation is “consecutive” interpretation. This means there must be pauses while the interpreter repeats each statement in the respective language.

- Speak in the first person just as you would if speaking directly to the customer.

- Test the speakerphone and conference call functions prior to usage.

- Know the Agency Access Code and Location Code, if required.

- Note the interpreter’s ID number.

- Explain the setting and provide applicable information.

- Keep a reference card handy with the vendor’s procedures.

- Be attentive to the interpreter’s verbal cues – if asked to pause, please do so to allow for interpretation. Remind all participants on the call to do the same.

- Close by stating “end of call.”
Language Line Services 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 Hold to place the customer on hold
2. Dial: **1-866-874-9048**

1. 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**

   An Interpreter will be connected to the call. Please provide the 6 digits Client ID

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
# Over-the-Phone Language Line

## Three digit Location Access Code

<table>
<thead>
<tr>
<th>Location</th>
<th>MassHire Career Center</th>
<th>Access Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston</td>
<td>MassHire Downtown Boston Career Center</td>
<td>101</td>
</tr>
<tr>
<td>Boston</td>
<td>MassHire Boston Career Center</td>
<td>102</td>
</tr>
<tr>
<td>Cambridge</td>
<td>MassHire Metro North Career Centers</td>
<td>104</td>
</tr>
<tr>
<td>Chelsea</td>
<td>MassHire Metro North Career Centers</td>
<td>105</td>
</tr>
<tr>
<td>Woburn</td>
<td>MassHire Metro North Career Centers</td>
<td>106</td>
</tr>
<tr>
<td>Framingham</td>
<td>MassHire Framingham Career Center</td>
<td>107</td>
</tr>
<tr>
<td>Norwood</td>
<td>MassHire Norwood Career Center</td>
<td>109</td>
</tr>
<tr>
<td>Gloucester*</td>
<td>MassHire North Shore Career Center</td>
<td>110</td>
</tr>
<tr>
<td>Haverhill</td>
<td>MassHire Merrimack Valley Career Center</td>
<td>111</td>
</tr>
<tr>
<td>Lawrence</td>
<td>MassHire Merrimack Valley Career Centers</td>
<td>112</td>
</tr>
<tr>
<td>Lowell</td>
<td>MassHire Lowell Career Center</td>
<td>113</td>
</tr>
<tr>
<td>Salem</td>
<td>MassHire North Shore Career Center</td>
<td>115</td>
</tr>
<tr>
<td>Attleboro</td>
<td>MassHire Attleboro Career Center</td>
<td>116</td>
</tr>
<tr>
<td>Brockton</td>
<td>MassHire Brockton Career Center</td>
<td>117</td>
</tr>
<tr>
<td>Fall River</td>
<td>MassHire Fall River Career Center</td>
<td>118</td>
</tr>
<tr>
<td>Hyannis</td>
<td>MassHire Cape &amp; Islands Career Center</td>
<td>120</td>
</tr>
<tr>
<td>New Bedford</td>
<td>MassHire Greater New Bedford Career Center</td>
<td>121</td>
</tr>
<tr>
<td>Plymouth</td>
<td>MassHire South Shore Career Centers</td>
<td>123</td>
</tr>
<tr>
<td>Quincy</td>
<td>MassHire South Shore Career Centers</td>
<td>124</td>
</tr>
<tr>
<td>Taunton</td>
<td>MassHire Taunton Career Center</td>
<td>125</td>
</tr>
<tr>
<td>Leominster</td>
<td>MassHire North Central Career Center</td>
<td>128</td>
</tr>
<tr>
<td>Southbridge</td>
<td>MassHire Southbridge Career Center</td>
<td>130</td>
</tr>
<tr>
<td>Worcester</td>
<td>MassHire Worcester Career Center</td>
<td>131</td>
</tr>
<tr>
<td>Greenfield</td>
<td>MassHire Franklin Hampshire Career Center</td>
<td>132</td>
</tr>
<tr>
<td>Holyoke</td>
<td>MassHire Holyoke Career Center</td>
<td>134</td>
</tr>
<tr>
<td>Pittsfield</td>
<td>MassHire Berkshire Career Center</td>
<td>137</td>
</tr>
<tr>
<td>Springfield</td>
<td>MassHire Springfield Career Center</td>
<td>138</td>
</tr>
</tbody>
</table>
When using the over-the-phone language line you must complete a “Report of Usage” which can be found can be found on the:

- Multilingual Intranet [http://intranet.detma.org/multilingual](http://intranet.detma.org/multilingual) or

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

• If you have any concern about the service, please note it in the comment section of the Report of Usage.
Conference Calls

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

1. Place the LEP customer on conference. Call the Multilingual Services Unit or 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.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.

<table>
<thead>
<tr>
<th>Language</th>
<th>Language</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Haitian</td>
<td>Korean</td>
</tr>
<tr>
<td>Arabic</td>
<td>Hakka</td>
<td>Lactian</td>
</tr>
<tr>
<td>Armenian</td>
<td>Hindi</td>
<td>Portuguese</td>
</tr>
<tr>
<td>Bengali</td>
<td>Hua</td>
<td>Punjabi</td>
</tr>
<tr>
<td>Burmese</td>
<td>Ibo</td>
<td>Russian</td>
</tr>
<tr>
<td>Cantonese</td>
<td>Italian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Gujarati</td>
<td>Mandarin</td>
<td>Urdu</td>
</tr>
<tr>
<td>Greek</td>
<td>Khmer</td>
<td>Vietnamese</td>
</tr>
</tbody>
</table>
Conference Calls

If you need to contact an LEP customer...

1. Call the Multilingual Services Unit or 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.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.

<table>
<thead>
<tr>
<th>Language</th>
<th>Language</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Haitian</td>
<td>Korean</td>
</tr>
<tr>
<td>Arabic</td>
<td>Hakka</td>
<td>Laotian</td>
</tr>
<tr>
<td>Armenian</td>
<td>Hindi</td>
<td>Portuguese</td>
</tr>
<tr>
<td>Bengali</td>
<td>Hosa</td>
<td>Punjabi</td>
</tr>
<tr>
<td>Burmese</td>
<td>Ibo</td>
<td>Russian</td>
</tr>
<tr>
<td>Cantonese</td>
<td>Italian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Gujarati</td>
<td>Mandarin</td>
<td>Urdu</td>
</tr>
<tr>
<td>Greek</td>
<td>Khmer</td>
<td>Vietnamese</td>
</tr>
</tbody>
</table>
Conference Calls

If the LEP customer is at the MassHireCareer 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 Multilingual Services Unit or the language line at 1-866-874-9048.

3. When the interpreter is connected, place the interpreter on speaker phone and start the conversation.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.

<table>
<thead>
<tr>
<th>Language</th>
<th>Language</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Haitian</td>
<td>Korean</td>
</tr>
<tr>
<td>Arabic</td>
<td>Hakka</td>
<td>Laotian</td>
</tr>
<tr>
<td>Armenian</td>
<td>Hindi</td>
<td>Portuguese</td>
</tr>
<tr>
<td>Bengali</td>
<td>Hua</td>
<td>Punjabi</td>
</tr>
<tr>
<td>Burmese</td>
<td>Ibo</td>
<td>Russian</td>
</tr>
<tr>
<td>Cantonese</td>
<td>Italian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Gujarati</td>
<td>Mandarin</td>
<td>Urdu</td>
</tr>
<tr>
<td>Greek</td>
<td>Khmer</td>
<td>Vietnamese</td>
</tr>
</tbody>
</table>
Capture primary language data when customers apply, register or request an agency service, program or activity (MOSES)
UI Online

<table>
<thead>
<tr>
<th>Mailing Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>City:</td>
<td>Fall River</td>
</tr>
<tr>
<td>State:</td>
<td>MA - Massachusetts</td>
</tr>
<tr>
<td>Zip Code:</td>
<td>02721-4417</td>
</tr>
<tr>
<td>Country:</td>
<td>US - United States Of America</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mailing Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>In care of (c/o):</td>
<td></td>
</tr>
<tr>
<td>Address Line 1:</td>
<td>391 Wood St</td>
</tr>
<tr>
<td>Address Line 2:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone Numbers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. and Canada Only:</td>
<td></td>
</tr>
<tr>
<td>Home:</td>
<td></td>
</tr>
<tr>
<td>Mobile:</td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Correspondence Preference</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you like to receive your correspondence?</td>
<td></td>
</tr>
<tr>
<td>(Note: If you elect to receive messages electronically, English is the only language option.)</td>
<td></td>
</tr>
<tr>
<td>If Electronic, enter email address:</td>
<td></td>
</tr>
<tr>
<td>Re-enter email address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Preferred Language</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is English your primary language?</td>
<td></td>
</tr>
<tr>
<td>What is the primary language that you speak and read? Please select from the list in the drop down menu:</td>
<td></td>
</tr>
<tr>
<td>Do you prefer to receive correspondence from DUA in your primary language?</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: If you choose to receive correspondence in your primary language, DUA will send it by regular mail. Electronic correspondence is only available in English at this time.
Career Center Seminar (CCS) / Initial RESEA Notification Letter
Claimants are enrolled at the time they receive their first UI payment. CCS/Initial RESEA notification letters are sent via postal mail in the 13 statutory languages and the UI inbox (English only).

- CCS/Initial RESEA second notice reminders in the form of a Robo call is made on the 10th day after enrollment if they have not attended a CCS.

RESEA Review Robo Call
A RESEA Review reminder in the form of a Robo call (English and Spanish) is made on the 4th week from enrollment reminding job seekers that they have one week left to complete their RESEA Review.

- If the CCS/Initial RESEA was not attended within 3 weeks and not rescheduled “good cause” into the 4th week, 1 week sanction
- If the RESEA Review was not attended by the 5th week deadline, indefinite sanction

Note: CCS/RESEA letters include the Multilingual Services toll-free phone line: 888-822-3422
American Sign Language

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

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/](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.

- **FAX:** 617-740-1880 with an [Interpreter/CART Request Form](#)

**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.
Service Request Form

Thu Apr 30 2015 15:36:57 GMT (Eastern Standard Time)
Required Fields are in **bold**

Requestor Information
Requestor information refers to you, the individual making the request. It allows us to follow up with you and provide details about your request.

- **First Name:**
- **Last Name:**
- **Title:**
- **Phone:**
- **Email:**

Customer Account Information
If you have not established a customer account with us previously, or have not used our services in the past, please take the time to provide us information about your organization and/or company. As well as reviewing and agreeing to our terms of service.

- I already have a customer account
- I would like to create a customer account

If you already have a customer account established with us, please enter your company or organization below.

- **Customer Name:**
- **Tip** - Customer name refers to the agency, company or organization who is making the request and will be responsible for payment. Once submitted, we will match up your customer name with the appropriate account we have on file. If no record exists of your organization or if there is a problem, a representative will contact you accordingly.

Service Information
Please select the service you need from us, the service date, start and end times. For billing purposes, please provide a service description as well.

- **Service:**
- **Number:**
- **Service Description:**
- **Tip** - enter the nature of your request, for example; school, medical, emergency, training, meeting, etc.

- **PO Number:**
- I only have one date of service
- I have additional dates of service

Service Date/Time 1
- **Service Date:** (example: 07-Jan-09)
- **Start Time:**
- **End Time:**

Service Location
Provide a detailed description of the service location. This helps us in matching the right resource to the request, and makes sure the resource is able to find the location successfully.

- **Location:**
- **Address:**
- **City:**
- **State:**
- **Postal Code:**
- **Country:**
- **Direction:**
- **Room/Class:**

- **Tip** - enter the specific location, include details that may help someone locate the site.

Client/Consumer Information
Provide information about the client/consumers being serviced. This includes special requirements and preferences.

- **Client Type:**
- I know the names of the clients and they are listed below
- The clients are non-specific (ex. group, audience, students, etc.)
- My clients are unknown or undisclosed
- I only have one client/consumer

Client/Consumer 1 (please provide client/consumer information if known)

- **First Name:**
- **Last Name:**
- **Client Gender:**
- M
- F
- N/A
- **Gender Pref:**
- **Her:**
- **His:**
- **Either:**
- **Description:**

Tip - enter the nature of the client, for example: school, medical, emergency, training, meeting, etc.

Submit Your Service Request
Finally, all your information above will be submitted into our system and emailed to our scheduling team. If you have any comments you want to relay to our schedulers, please enter them below.

- **Comments:**

- **Tip** - enter any additional notes that you may have for the scheduling team.

500 characters allowed, characters left: 500
American Sign Language

- Have the ASL interpreter fill out the American Sign Language Interpreter Form for MassHire Career Centers and to send their billing information directly to the Director of the Multilingual Services Unit by fax to 617-727-8705.

- 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.
Massachusetts Workforce Development System

What would you like to do?

Top actions & services

- Workforce system staff training
- MassWorkforce issuances
- MassWorkforce state and local plans

More actions & services

- 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)
Massachusetts Workforce Development System

What would you like to do?

Featured:
- Hurricane relief resources
- Mass BizWorks

All tasks:
- AJC posters
- Citrix project
- Crystal Reports project
- Career Center Seminars and RESEA
- MassCIS - Massachusetts Career Information System
- Multilingual Services

https://www.mass.gov/massworkforce-resources
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
Multilingual Language Guidelines

Multilingual Services - Staff resources

Limited English Proficiency (LEP) Services

Your Right to an Interpreter Poster

Language Access Plan 1-6-2016

Language Service Guidelines PowerPoint Presentation

Last Updated March 2015

'I Speak' Flashcard Poster

Flashcard Poster in 38 languages reads "I speak (language)". This can be used to identify the language spoken by the Limited English Proficiency (LEP) customer.

One Moment Please

How to Say, "One Moment Please" in Eighteen Common Languages

Find valuable information on Unemployment Insurance Services, Employment Services, Worker's Compensation and Occupational Safety at Mass.gov.
Multilingual Services Website

Office of Multilingual Services webpage - https://www.mass.gov/orgs/office-of-multilingual-services

Office of Multilingual Services ensures meaningful access to all aspects of EOLWD Agencies: DUA, DCS, DIA and DLS programs, services and activities for all Limited English Proficiency (LEP) customers.

Address
Charles P. Winfrey Building, 19 Staniford Street, Boston, MA 02104
directions +

Online
Email MultilingualServices@Mass.gov

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); Department of Career Services (including One-Stop Career Centers), Department of Industrial Accidents (DIA); and Department of Labor Standards (DLS).

What do you need help with?

DUA Multilingual Services +
DCS Multilingual Services +
DIA Multilingual Services +
DLS Multilingual Services +
Multilingual Services Website

Multilingual Services MDCS webpage - https://www.mass.gov/dcs-multilingual-services

MDCS Multilingual Services

We ensure meaningful access to all aspects of EOLWD Agencies programs, services and activities for all Limited English Proficiency (LEP) customers.

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.

OFFERED BY

Office of Multilingual Services

What would you like to do?
Multilingual Services Website

What would you like to do?

- EOLWD Multilingual Services
- DUA Multilingual Services
- MDCS Multilingual Services
- DIA Multilingual Services
- DLS Multilingual Services

Related organizations

- MassHire Department of Career Services
- Department of Unemployment Assistance
- Department of Labor Standards
Multilingual Services Website

MDCS Multilingual Services

We ensure meaningful access to all aspects of EOLWD Agencies programs, services and activities for all Limited English Proficiency (LEP) customers.

Welcome to the Massachusetts 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.

OFFERED BY
Office of Multilingual Services →

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 →

https://www.mass.gov/mdcs-multilingual-services
Useful Tools

Insert “Babel” notices in documents
## Useful Tools

### How to Say, “One Moment Please” in Eighteen Common Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Written in Language</th>
<th>Phonetic Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Nje minutë ju lutem.</td>
<td>nee-yeh mee-noo-teh you loo-tem</td>
</tr>
<tr>
<td>Arabic</td>
<td>دقیقة من فضلك</td>
<td>dakika meen fahdlock (masculine)</td>
</tr>
<tr>
<td>Arabic</td>
<td>دقیقة من فضلك</td>
<td>dakika meen fahdlick (feminine)</td>
</tr>
<tr>
<td>Chinese</td>
<td>請稍候</td>
<td>ching show hoe</td>
</tr>
<tr>
<td>French</td>
<td>Un moment s’il vous plaît.</td>
<td>uhn moe-mon seal-voop-play</td>
</tr>
<tr>
<td>German</td>
<td>Einen Moment bitte.</td>
<td>eye-nen moment bee-teh</td>
</tr>
<tr>
<td>Gujarati</td>
<td>नेरबनानी करिने अंक पत्र चोजली</td>
<td>meherbani kariné ek pul thobso</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>Tanpri tann yon ti moman.</td>
<td>tan-pree tan yaw tee moe-maw</td>
</tr>
<tr>
<td>Hindi</td>
<td>कृपया एक फल प्रतीक्षा करें</td>
<td>kreepya ek pal prateeksha karen</td>
</tr>
<tr>
<td>Italian</td>
<td>Un momento per favore.</td>
<td>oon moe-mento pair fah-voare-ay</td>
</tr>
<tr>
<td>Japanese</td>
<td>少々お待ちください。</td>
<td>shosho omachi kudasai</td>
</tr>
<tr>
<td>Korean</td>
<td>잠깐 기다리세요</td>
<td>jam-kan ki-da-ri-se-yo</td>
</tr>
<tr>
<td>Polish</td>
<td>Moment, proszę.</td>
<td>moment prosheh</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Um momento, por favor.</td>
<td>um moe-mento, poor fah-vor</td>
</tr>
<tr>
<td>Russian</td>
<td>Подождите, пожалуйста.</td>
<td>padazhdite, pazhalusta</td>
</tr>
<tr>
<td>Spanish</td>
<td>Un momento por favor.</td>
<td>oon moe-mento poor fah-vor</td>
</tr>
<tr>
<td>Swahili</td>
<td>Subiri kidogo</td>
<td>soo-bee-re key-dough-go</td>
</tr>
<tr>
<td>Tamil</td>
<td>குறா மின்னூறு விளையாடு கொடுக்காமாய்</td>
<td>dye-ya-vu seydu oru nimi-dom</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Xin chờ một chút</td>
<td>sin char moe-chew</td>
</tr>
</tbody>
</table>
### Useful Tools

**Right to interpreter services free of charge**

This Poster reads “Your Right to an Interpreter” in 30 languages and should be displayed in agency public spaces.
Contact Information

Multilingual Services Director:
Marisa de la Paz:
617-626-5471
Marisa.delapaz@massmail.state.ma.us

Lillianna Leung
617-626-5475
Lilliana.leung@massmail.state.ma.us

Vita Lopes
617-626-5476
Vitalina.lopes@massmail.state.ma.us
thank you

Gracias
Merci
Grazie
Khawp jai
Spasibo
감사합니다
Obrigado
Mesi
câm o'n
Arkun
شكرا