



Workforce Issuance

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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: July 9, 2020

Subject: **Limited English-Speaking Resources for MassHire Career Center Seminar (CCS)**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the development of a new remote Career Center Seminar (CCS) video translated in Spanish and PowerPoint presentations translated in Spanish, Portuguese, Chinese, Vietnamese, and Haitian Creole for career center customers with limited English proficiency.

Background: All Massachusetts Unemployment Insurance (UI) customers are required to receive an orientation to career center services to assist them in their re-employment efforts.

Policy: In order to provide career center seminars remotely to customers with limited English proficiency, during the Coronavirus - COVID-19 emergency, the MassHire Department of Career Services (MDCS), working in conjunction with the Executive Office of Technology Services and Security (EOTSS), has developed a remote CCS video translated in Spanish, and PowerPoint presentations translated in Spanish, Portuguese, Chinese, Vietnamese, and Haitian Creole.

The newly developed remote CCS is designed to supplement, but not replace, existing remote CCS efforts currently employed throughout the MassHire Career Center system in working with customers with limited English proficiency.

Those MassHire Career Centers that are currently not employing remote career center seminars to customers with limited English proficiency are strongly encouraged to utilize the new remote Spanish CCS video and PPT presentations to assist UI customers who speak Spanish, Portuguese, Chinese, Vietnamese, and Haitian Creole.

Below are the links to the YouTube video and the PPT presentations. If there are issues viewing or downloading the YouTube video, please contact Kim Leonard at kim.m.leonard@detma.org or Matt Burke at matthew.s.burke@detma.org and permissions will be sent to download the mp4 file.

Please note that the Spanish video and PPT mirror each other:

Spanish CCS video: <https://youtu.be/6TXUzIS-ZdA>

Spanish, Portuguese, Chinese, Vietnamese, and Haitian Creole
PowerPoint Presentations: <https://www.mass.gov/service-details/career-center-seminars-and-resea>

Once the PowerPoint Presentations for the remaining languages are translated, notification will be sent to the field with updates.

Action

Required: Each MassHire Career Center, must establish a policy of how long and/or what actions within the seminar a customer must be engaged in, in order to receive credit for participation.

Customers must be made aware of your career centers' policy prior to the Career Center seminar event. Please ensure that policies address customer barriers, such as language, cognitive, educational and technological barriers.

Effective: Immediately.

Inquiries: Please direct all questions to PolicyQA@detma.org. Please reference this Workforce Issuance number in your inquiry.

Attachment: Language Translation Chart for CCS and Initial RESEA Videos and PPTs