



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: March 16, 2022

Subject: **American Sign Language Services – UPDATED**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of resources for communicating with customers with hearing impairments.

Background: American Sign Language (ASL) services are available through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) and the Executive of Labor and Workforce Development (EOLWD) Office of Multilingual Services.

Policy: **The following guidelines are provided to assist MassHire Career Center and Partner staff to connect customers with hearing impairments with appropriate services.**

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 the communication with the customer. If a phone call from a Deaf customer is received through the relay operator, communicate the same as with hearing customer.

When a Career Center staff needs to request an American Sign Language (ASL) interpreter or CART Services through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), follow these guidelines:

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:** Requests are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.

MCHHH will send you a job number for the request. This does not mean you will automatically get an interpreter. As soon as MCDHH has obtained an interpreter, you will be notified. If MCDHH cannot find someone up to 48 hours ahead of time, they will let you know by email and ask you to reschedule. If they do find someone, they will give you the name(s) of the interpreter(s) assigned to that request.

Important: If you need to cancel an ASL interpreter, please contact MCDHH at 617-740-1600. If you know in advance you need to cancel an ASL interpreter, please contact MCDHH at least 48 hours prior to the service date, otherwise the Agency will be billed for the full amount.

Note: MCDHH is the sole provider of American Sign Language (ASL) interpreters. They are highly in demand and so the more lead time you can give them to fulfill your request, the better the chance will be of getting an interpreter for your desired appointment. Three to four weeks advance notice is ideal.

Career Center Video

[Career Center Seminar in American Sign Language](#)

Action

Required: Please disseminate this information and assure that all staff and partners are aware of the appropriate process. This information is also available on the website, [here](#). We encourage everyone to bookmark this site.

Effective: Immediately.

Inquiries: Questions related to this issuance should be directed to PolicyQA@detma.org.