|  |  |  |
| --- | --- | --- |
| 1. Does MassHire Career Center take consideration of LEP needs when implementing new programs, services, and activities, publishing new forms or notices etc.
 | * Yes
 | * No
 |
| 1. Has MassHire Career Center management and staff ever attended a Language Access or LEP Training? If yes, when?
 | * Yes
 | * No
 |
| 1. Does MassHire management request Language Access training for new employees’ orientation?
 | * Yes
 | * No
 |
| 1. Has MassHire Career Center management reviewed the EOLWD Language Access Plan posted on Mass Workforce Development System? <https://www.mass.gov/service-details/multilingual-services-staff-resources>
 | * Yes
 | * No
 |
| 1. Does MassHire Workforce Board and Career Center staff follow the language access policies and requirements?

**Issuance 100 DCS 08.101.1 (and attachments A-F)****Issued: 9/20/2017?**[Updated Language Services Guidelines to Assist Limited English Proficiency (LEP) Customers](https://www.mass.gov/files/documents/2017/09/zz/08-101-1A.pdf) | * Yes
 | * No
 |
| 1. Does your MassHire Career Center ensure that appropriate language assistance services are provided at no charge to the LEP customers? Including American Sign Language services free of charge to the customer?
 | * Yes
 | * No
 |
| 1. Does your MassHire Career Center display **“Right to an Interpreter”** posters on MassHire Career Center reception desk? **Issuance # 100 DCS.08.101.1** Attachment D
 | * Yes
 | * No
 |
| 1. Does your staff know the telephonic language line procedures? See WIOA Policy Issuance **# 100 DCS.08.101.1**
 | * Yes
 | * No
 |
| 1. Is MassHire Career Center staff familiar with the Multilingual Services Workforce Development System Multilingual Resources page?

<https://www.mass.gov/service-details/multilingual-services-staff-resources> | * Yes
 | * No
 |
| 1. Is MassHire Career Center staff familiar with the Multilingual Webpage on EOLWD website?

 <https://www.mass.gov/orgs/office-of-multilingual-services> | * Yes
 | * No
 |
| 1. Does MassHire Career Center staff refer customers to translated standard publication documents on EOLWD/MDCS website?
 | * Yes
 | * No
 |
| 1. Does the MassHire Career Center staff follow WIOA Section 188 Policy regarding language access? <http://www.mass.gov/massworkforce/docs/issuances/wioa-information/05-118.pdf>
 | * Yes
 | * No
 |
| 1. Which resources does MassHire Career Center management utilize to obtain LEP data in its service area? (Select all that apply)
 | * US Census/ACS
* US Dept. of Education
* US Dept. of Labor
* Community organizations
 | * MOSES
* Customized reports
* Other (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |