|  |  |  |
| --- | --- | --- |
| 1. Has the MassHire Career Center management reviewed the **recently** **revised** EOLWD Language Access Plan posted on Mass Workforce Development System? [LANGUAGE ACCESS PLAN (mass.gov)](https://www.mass.gov/doc/language-access-plan-executive-office-of-labor-and-workforce-development/download)
 | * Yes
 | * No
 |
| 1. Has the MassHire Career Center management and staff ever attended a Language Access or LEP Training? If yes, when?
 | * Yes
 | * No
 |
| 1. Does the MassHire management request Language Access training for new employees’ orientation?
 | * Yes
 | * No
 |
| 1. Does the MassHire Career Center take into consideration the LEP needs when implementing new programs, services, and activities, publishing new material, forms, or notices etc.
 | * Yes
 | * No
 |
| 1. Does the MassHire Workforce Board and Career Center staff follow the language access policies and requirements?

**Issuance 100 DCS 08.101.2 (and attachments A-B-C)****Issued: 8/31/2023?**<https://www.mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers/download?_ga=2.128434252.1724478018.1625588937-1669033560.1621538050>  | * Yes
 | * No
 |
| 1. Does the 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? [How to Request an ASL Interpreter or CART provider | Mass.gov](https://www.mass.gov/how-to/how-to-request-an-asl-interpreter-or-cart-provider) | * Yes
 | * No
 |
| 1. Does the MassHire Career Center display **“Right to an Interpreter”** posters on MassHire Career Center reception front desk? <https://www.mass.gov/doc/your-right-to-an-interpreter-poster/download>
 | * Yes
 | * No
 |
| 1. Does the staff know the telephonic language line procedures? <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx>
2. Is MassHire Career Center staff familiar with the Multilingual Intranet on SharePoint site? <https://massgov.sharepoint.com/sites/EOL-Multilingual>
 | * Yes
* Yes
 | * No

 □ 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 the MassHire Career Center staff refer customers to translated standard publication documents on EOLWD/MDCS website? <https://www.mass.gov/mdcs-multilingual-services>
 | * Yes
 | * No
 |
| 1. Does the MassHire Career Center staff follow WIOA Section 188 Policy regarding language access? <https://www.mass.gov/doc/best-practices-partnership-models-and-resources-available-for-serving-english-language-learners>
 | * Yes
 | * No
 |
| 1. Which resources does the 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
* Data from Language Access training
* Other (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

**MassHire Workforce Board Designee Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date Signed**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MassHire Programs & Services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants. Additional details furnished upon request.

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

11/2024