



MASSACHUSETTS EXECUTIVE OFFICE OF **LABOR & WORKFORCE DEVELOPMENT**

Office of Multilingual Services

Language Access Plan

Department of Unemployment Assistance (DUA)

MassHire Department of Career Services (MDCS)

Department of Industrial Accidents (DIA)

Department of Labor Standards (DLS)

Division of Apprentices Standards (DAS)

Department of Family and Medical Leave (DFML)

Department of Labor Relations (DLR)

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Table of Contents

I. Introduction 3

II. Background 3

III. Purpose 4

IV. Policy..... 4

V. Applicability 4

VI. Role 4

VII. Language Access Plan 6

 1. Language Access Coordinator 6

 2. Language Access Resources for All EOLWD Departments 6

 A. Office of Multilingual Services 6

 i. Mission 7

 ii. Vision 7

 iii. Overview..... 7

 B. Agency-wide Language Access Services 7

 C. Online Language Access Services..... 8

 D. Identification of Existing Bilingual Staff 10

 3. Language Service Protocols..... 11

 A. How Staff Can Obtain Interpreter Assistance..... 11

 B. LEP Customer Access to Language Resources 12

 C. Community-Based Organizations 12

 4. Language Makeup of Client Population 13

 A. Identifying LEP Individuals in Need of Language Assistance 13

 i. Most Spoken Languages in Massachusetts 13

 ii. Limited English Population in Massachusetts by Ability to Speak English 14

 5. Vital Document Translation 15

 A. Written Translation Guidelines 15

 B. Artificial Intelligence (AI) 16

 C. Babel Notices 16

 D. List of EOLWD Agencies Forms and Publications 17

 6. Stakeholder Consultations 17

 7. Staff Training 17

 8. Public Outreach..... 17

 9. Agency Monitoring 18

 10. Complaints 18

 11. Language Access Services specific to each EOLWD Departments..... 19

 A. Department of Unemployment Assistance (DUA)..... 19

 B. MassHire Department of Career Services (MDCS) 23

 C. Department of Industrial Accidents (DIA)..... 24

 D. Department of Labor Standards (DLS)..... 24

 E. Department of Apprentice Standards (DAS)..... 25

 F. Department of Family and Medical Leave (DFML)..... 26

 G. Department of Labor Relations (DLR) 27

Appendix

Guidance for MassHire Career Centers on Implementing the Language Access Plan 28

 1. Department of Justice Guidance 29

 2. Translation and Interpretation Principles 29

 A. Which Documents Should Be Translated 30

 B. Languages for Document Translation..... 31

 3. Identifying LEP Individuals in Need of Language Assistance 32

 A. Points of contact 32

 B. LEP Data..... 33

 C. Multilingual Resources available 33

 4. Monitoring and Updating the Language Access Plan 34

Agency Heads Signature Page 37

I. Introduction

The Office of Multilingual Services (OMS) at the Executive Office of Labor and Workforce Development (EOLWD) has developed and prepared this Language Access Plan outlining the efforts taken so far to provide language access services to Limited English Proficient (LEP) customers by EOLWD and all its departments.

This plan also defines the actions that EOLWD and its departments, including its statewide network of MassHire Career Centers, are taking to ensure meaningful access to programs, services, and activities for all LEP customers.

OMS will review and update this Plan biennially or as needed, to ensure continued responsiveness to community needs as well as compliance with **Massachusetts Executive Order 615**, [No. 615: Promoting Access to Government Services and Information by Identifying and Minimizing Language Access Barriers | Mass.gov](#)

Title VI, WIOA Section 188 and Massachusetts General State Laws.

II. Background

This Language Access Plan is established pursuant to and in accordance with **Executive Order 615** and the Federal Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency.” **Requiring federal agencies to develop and implement a plan to provide services to persons with Limited English Proficiency, ensuring meaningful access to the departments’ programs, services, and activities.**

In addition to Executive Order 13166 the Department of Justice issued a Policy Guidance Document entitled “**Enforcement of Title VI of the Civil Rights Act of 1964–National Origin Discrimination Against Persons with Limited English Proficiency**” (hereinafter referred to as “DOJ LEP Guidance”) reprinted at 65 FR 50123 (August 16, 2000). The DOJ LEP Guidance advises each Federal Agency on the steps agencies should take to ensure “meaningful” access by LEP individuals to the information and services the agency provides.

Chapter 151B of the Massachusetts General Laws and Executive Order 526 (superseding 478) follow similar suit to the implementation of the national Language Access standards. Federal and State agencies have an obligation, when reasonably possible, to reduce language barriers that can preclude meaningful access by LEP persons to important government services.

The U.S. Department of Labor’s Civil Rights Center (CRC) has updated the regulations implementing the equal opportunity provisions of the bipartisan **Workforce Innovation and Opportunity Act (WIOA)**, which was signed into law in July 2014, to protect participants and other beneficiaries in the workforce development system.

CRC Updates Section 188 WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38) The United States’ Department of Labor’s Civil Rights Center announces the publication of the Final Rule updating the Section 188 WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38). Section 188 prohibits discrimination against individuals in any program or activity that receives financial assistance under Title I of WIOA as well as by the WIOA partners listed in WIOA Section 121(b) that offer programs or activities through the MassHire Career Center/American Job Center system. Section 188 prohibits discrimination because of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, or, for beneficiaries, applicants, and participants only, citizenship status, or because of an individual’s participation in a program or activity that receives financial assistance under Title I of WIOA.

The final rule contains substantive changes necessary to address developments in equal opportunity and nondiscrimination law since 1999, when the part 37 regulations were issued originally. However, while the rule makes many substantive changes since 1999, the final rule does not impose significant new obligations on recipients. The rule’s updated provisions generally reflect obligations already imposed by changes to other non-discrimination and equal opportunity laws that expanded, for example, protections against unlawful discrimination based on disability, national origin (including limited English proficiency), and sex. This rule will ensure recipients understand how their obligations in this regard have changed over the past 17 years. The final rule also includes updates reflecting changes in the increased use of online service delivery models in the workforce development system since 1999. The update ensures the entire workforce system is aware of current equal opportunity rights and responsibilities of beneficiaries and recipients. This regulation will also increase equality of opportunity for millions of jobseekers, training participants, program beneficiaries,

and recipients' employees, by allowing them to participate or work in programs and activities, free from unlawful discrimination. The final rule safeguards access to the system for people with disabilities, people with limited English proficiency, transgender individuals who may face various forms of sex discrimination, and individuals who are pregnant, have had a child, or have related medical conditions.

The final rule safeguards meaningful access to the workforce system for persons with limited English proficiency.

- The regulations clarify that discrimination based on national origin includes failing to provide language services to someone with limited English proficiency.
- As such, under the rule, recipients **must** take reasonable steps to ensure that individuals with LEP have meaningful access to aid, benefits, services, and training.
- These steps may include oral interpretation and written translation of both hardcopy and electronic materials into non-English languages.
- This ensures that LEP individuals are informed about or able to participate in covered programs or activities.

III. Purpose

The purpose of this plan is to ensure that customers of the Department of Unemployment Assistance (DUA), the MassHire Department of Career Services (MDCS) including MassHire Career Centers, the Department of Industrial Accidents (DIA), the Department of Labor Standards (DLS), the Department of Apprentice Standards (DAS), the Department of Family and Medical Leave (DFML), and the Department of Labor Relations (DLR) obtain meaningful access to services, programs, and activities. EOLWD departments are committed to making services available to LEP persons as part of its mission "to ensure equal access to all agency programs, services, and activities." Based on this commitment, EOLWD and its departments make every attempt to assist LEP customers in accessing our programs and services.

This Plan does not create new services; rather it strives to eliminate barriers for LEP customers accessing existing agency services. EOLWD departments will provide quality language assistance to all LEP customers in a fair and timely manner, ensuring meaningful access to agency programs, services, and activities.

The objectives of this Language Access Plan are to:

- a. Continually improve access to and the quality of state services, programs, and activities for LEP individuals.
- b. Reduce any disparities and delays in the provision of state and federal services/programs to eligible LEP speakers.
- c. Increase agency effectiveness and public satisfaction.

IV. Policy

It is the Executive Office of Labor and Workforce Development (EOLWD) and its seven departments' policy to provide meaningful universal access to programs and services to persons who are limited in English proficiency.

V. Applicability

This directive applies to EOLWD and its seven departments: DUA, MDCS, DIA, DLS, DAS, DFML, and DLR.

VI. Role

The **Executive Office of Labor and Workforce Development (EOLWD)** is responsible for seven departments under this organization. To learn more, visit: [Executive Office of Labor and Workforce Development | Mass.gov](#) Below is a brief overview of each agency under EOLWD.

1. Department of Unemployment Assistance (DUA)

DUA oversees the Unemployment Insurance (UI) program, which provides temporary income assistance to eligible workers in Massachusetts. DUA also determines and collects employer contributions to the UI program. To learn more, visit: [Department of Unemployment Assistance | Mass.gov](#) (See page 19 for Language Access Services specific to DUA).

2. MassHire Department of Career Services (MDCS)

MDCS oversees the Commonwealth's network of MassHire Career Centers that assist businesses in finding qualified workers and provide job seekers with career guidance as well as referrals to jobs and training. You can find a listing of MassHire Career Centers at [mass.gov/doc/masshire-career-center-listing/](#) of this document. To learn more, visit: [MassHire Department of Career Services | Mass.gov](#) (See page 23 for Language Access Services specific to MDCS and page 28 *Appendix* on Guidance for MassHire Career Centers on Implementing the Language Access Plan (LAP).

3. Department of Industrial Accidents (DIA)

DIA oversees the Massachusetts workers' compensation system. The Division of Dispute Resolution functions as the court system for disputed cases. The DIA ensures all Massachusetts employers have Workers' Compensation insurance coverage for their employees. DIA serves injured workers, employers, insurers, attorneys, medical providers, and others involved in the Workers' Compensation process. To learn more, visit: [Department of Industrial Accidents | Mass.gov](#) (See page 24 for Language Access Services specific to DIA).

4. Department of Labor Standards (DLS)

DLS serves employers, employees, apprentices, students in areas such as public employee safety, lead, asbestos, employment agencies, minimum wage, and prevailing wage. It promotes and protects workers' safety/health, wages, and working conditions, and supports the use of apprenticeship as a tool for workforce development. To learn more, visit: [mass.gov/orgs/division-of-local-services](#) (See page 25 for Language Access Services specific to DLS).

5. Department of Apprentice Standards (DAS)

DAS is responsible for promoting, developing, and servicing registered apprenticeship programs in the Commonwealth of Massachusetts. Its goal is to connect people to high-demand job opportunities across the Commonwealth through equitable access to training and employer. To learn more, visit: [Division of Apprentice Standards | Mass.gov](#) or [Apprenticeships and OJT | Mass.gov](#). (See page 25 for Language Access Services specific to DAS).

6. Department of Family and Medical Leave (DFML)

DFML oversees the Commonwealth's Paid Family and Medical Leave (PFML) program. This program provides temporary income replacement to eligible workers who are welcoming a new child into their family, are struck by a serious illness or injury, need to take care of an ill or ailing relative, and for certain military considerations. To learn more, visit: [Department of Family and Medical Leave | Mass.gov](#) (See page 26 for Language Access Services specific to DFML).

7. Department of Labor Relations (DLR)

DLR is responsible for promoting stable, productive, and cooperative relationships between public employers and their represented employees by administering and enforcing the Commonwealth's collective bargaining laws. To learn more, visit: [Department of Labor Relations | Mass.gov](#) (See page 27 for Language Access Services specific to DLR).

Language Access Plan

Language access means providing Limited English Proficient (LEP) people with reasonable access to the same services as English speaking individuals, including as well, people with hearing impairment.

Why Language Access? To eliminate language barriers – to provide quality language assistance and to provide more equitable access to state services, programs, and activities.

“Everyone in Massachusetts, regardless of what language they speak, deserves equitable access to government services and resources, but we recognize that language often poses a major barrier,” said **Governor Maura Healey**. Governor Healey signed a new **Executive Order 615** September 13, 2023, promoting access to government services and information by identifying and minimizing language access barriers ensuring that all individuals have equitable access to government benefits and services. This means all departments under EOLWD will continue to promote equitable access to government services and information by identifying and addressing language barriers in their programs and operations. And it also means that it is the policy of the executive departments to make programs, services, and information accessible for individuals with LEP. To view **Executive Order 615**, visit: [No. 615: Promoting Access to Government Services and Information by Identifying and Minimizing Language Access Barriers | Mass.gov](#)

Massachusetts residents speak a wide diversity of languages, with one in four speaking a language other than English at home; one individual out of four speaks a language other than English in Massachusetts. Our agencies serve a diverse population of various ages and linguistic origins.

The *Language Access Plan* shall be fully implemented, provided the availability of requisite fiscal resources. This *Language Access Plan* represents the agency’s administrative blueprint to provide meaningful access to EOLWD agencies’ programs and activities for LEP individuals. This Plan outlines the efforts that EOLWD and its departments have made and will continue to make to fully meet this objective.

The Office of Multilingual Services will continue to provide translation and interpretation services as well as technical assistance to all EOLWD departments’ programs, in compliance with *Language Access Plan* requirements. As necessary, the agency will issue new guidance and/or regulations relating to its programs to ensure effective *Language Access Plan* implementation.

Since the **MassHire Career Centers** throughout the Commonwealth provide a range of services reliant on state, city, and private entities with varying resources, responsibilities, and staff capacities, the agency does not attempt to create a detailed, one-size-fits-all *Language Access Plan*. Instead, the agency *Language Access Plan* Guidance provided in the **Appendix** page 28 of this document is intended to direct MassHire Career Centers to create their own plan and to help with the creation of such Language Access Plans.

1) EOLWD Language Access Coordinator

Marisa de la Paz, Director, Office of Multilingual Services
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1 Ashburton Place, Twenty-first Floor
Boston, MA 02114
Email : marisa.delapaz@mass.gov

2) Language Resources available for all EOLWD Departments

A. Office of Multilingual Services

The Office of Multilingual Services (OMS) renders a unique and vital array of services across EOLWD agencies that upholds the Commonwealth’s philosophy of universal, meaningful, and equal access for LEP and deaf/hearing-impaired constituents who otherwise face the potential privation of due process, essential services, and the dignity entitled without barriers to all customers.

i. Mission

Ensure meaningful access to all aspects of the agency's programs, services, and activities for all Limited English Proficiency (LEP) and hearing-impaired customers by providing language expertise, support, and guidance. Abiding by the values of the Commonwealth and ensuring that non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected in our agency's programs, services, and activities.

ii. Vision

Deliver high-quality services to all our customers as if no language barriers existed.

iii. Overview

Since 1992, the Office of Multilingual Services (OMS), within the Executive Office of Labor and Workforce Development, has developed and implemented language assistance guidelines and instructions based on customer needs, legal requirements, and what is important to Limited English Proficiency (LEP) customers. OMS also serves as a liaison between UI advocates, attorneys, and Community-Based Organizations (CBOs) in serving diverse linguistic communities.

In 2010, EOLWD created a **Multilingual Unit** within the Office of Multilingual Services. This unit consists of three Multilingual Specialists reporting to the Director of Multilingual Services. The Multilingual Unit possesses a vast array of international and multicultural knowledge, including collective fluency in ten languages, resulting in excellent communication with the LEP community. It acts as the Central Internal Language Facilitation Unit for all EOLWD departments.

Providing LEP persons meaningful access to EOLWD programs, services, and activities will help enable our agency to achieve its mission "to ensure equal access to a wide range of programs and resources to all its customers." Thus, LEP individuals will gain access to the many valuable agency programs, services, and activities, increasing their ability to pursue and achieve educational and professional goals.

B. EOLWD Secretariat wide Language Access Services:

1. The Office of Multilingual Services (OMS) functions as the central internal language facilitation unit for all agencies under EOLWD.
 - a. Facilitates communication between EOLWD agencies/departments and LEP including deaf and hard-of-hearing customers by providing interpretation and translation services.
 - b. Manages and coordinates the translation of documents and materials as well as interpreter services for all EOLWD agencies. Translated Publications are posted on the EOLWD website mass.gov/orgs/office-of-multilingual-services.
 - c. OMS renders timely and quality translation of all EOLWD agency material including documentation, internet publications, handbooks, manuals, forms, letters, video scripts, transcripts, appeals, fact-findings, and PowerPoint presentations.
 - d. OMS strives to provide optimum and expedient translation preserving the tone, denotation, connotation, letter, tenor, and intent, closest to the original English, to ensure accuracy and understanding.
 - e. OMS also maintains instructions and guidelines on how to utilize the Multilingual Specialists and ensures that these resources are distributed to **DUA, MDCS including MassHire Career Centers, DLS, DAS, DIA, DLR, DFML** staff. OMS strives to provide excellent integrated services to our customers across agencies.
 - f. Language Access training sessions are regularly provided to all agency staff including MassHire Career Center staff on Best Practices and how to best utilize language services including **deaf and hard-of-hearing guidelines**. Refresher Language Access training is provided on a regular basis to agency staff and its partner agencies.
 - g. OMS developed a customized poster that reads "**You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait**" in 30 languages including American Sign Language. This poster **must** be displayed at the reception area announcing the availability of **free** language

assistance services. Posters are available on demand by emailing

DET-DL-Reproduction/MailUnit@detma.org

h. OMS consistently reassesses needs and develops additional resources to address those needs.

C. Online Language Resources Available for all EOLWD Departments

Translated Publications posted on the EOLWD website at mass.gov/orgs/office-of-multilingual-services:

Office of Multilingual Services (OMS)

Contact us | Who we serve | I want to... | Search this organization

The Office of Multilingual Services ensures meaningful access to all aspects of EOLWD Agencies: the Department of Unemployment Assistance (DUA), the MassHire Department of Career Services (MDCS) including MassHire Career Centers, the Department of Industrial Accidents (DIA), the Department of Labor Standards (DLS), the Division of Apprentices Standards, the Department of Family and Medical Leave (DFML), and the Department of Labor Relations (DLR) programs, services, and activities for all Limited English Proficiency (LEP) customers.

Contact Us

Address
100 Cambridge Street, 5th Floor, Boston, MA 02114
[Directions](#)

Online
Email MultilingualServices@mass.gov

Publications in different languages are organized by EOLWD Departments.

Related organizations

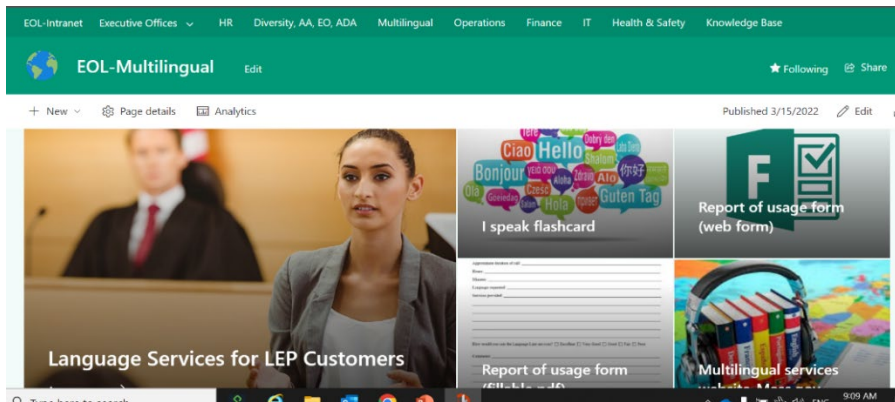
- [Executive Office of Labor and Workforce Development](#)
- [MassHire Department of Career Services](#)
- [Department of Unemployment Assistance](#)
- [Department of Labor Standards](#)
- [Department of Family and Medical Leave](#)
- [Division of Apprentices Standards](#)
- [Department of Labor Relations](#)
- [Department of Industrial Accidents](#)

Publications are also organized by language

Español	Português	Kreyol
中文 (Chinese)	Ngôn Ngữ Việt Nam (Vietnamese)	Безработица (Russian)
Italiano	ພາສາລາວ (Lao)	ភាសាខ្មែរ (Khmer)
Kriolu di Kabo Verdi	Français	한국어 (Korean)

Multilingual resources available on the Multilingual Services Intranet at

massgov.sharepoint.com/sites/EOL-Multilingual



1. Multilingual Services Unit contact information.
2. Guidelines to professional over-the-phone language services (providing over 360 languages). [language.com](https://www.language.com) and [lionbridge.com](https://www.lionbridge.com). **Note:** Contracted vendors may not utilize Artificial Intelligence (AI) and/or machine translation during telephonic, video remote, or in-person interpreting sessions for any purpose, including notetaking, transcription, and/or captioning.
3. **American Sign Language (ASL) Services Guidelines** for all EOLWD Departments.
4. Internal Volunteer Bilingual Staff (27 languages – see page 10).
5. Guidelines to request professional **in-person interpreter services for DUA hearings** in over 300 languages.
6. List of CBOs
7. **“I speak” cards** in 38 languages posted on the Intranet for language identification.
8. **“One Moment Please” Multilingual Guide Card** on How to Say, “One Moment Please” in Eighteen Common Languages.
9. **EOLWD Agencies language services PowerPoint presentation** (provided to all staff at training sessions).
10. **Equal Opportunity notices** translated into the 12 statutory languages can be found on **Public Notices** at the **Diversity** Intranet page massgov.sharepoint.com/sites/EOL-diversity
11. Internal **Report of Usage** e-form to monitor the quality of the over-the-phone language services.

Over the Phone Language Services
Report of Usage

Your Name:

Call Center / Career Center / Hearing Office:

Enter the name of your Call Center or Hearing Office (e.g., Boston UTRCC):

Date and Time of Call: 4/8/2015
3:21:00 PM

Approximate Duration of Call: Hour: hr
Minutes: mins

Language Requested:

Services Provided:

How would you rate the language line service?
 Excellent
 Very Good
 Good
 Fair
 Poor

Comments:

3) Language Service Protocols

A. How Staff Can Obtain Interpreter Assistance

The **Multilingual Services page on the EOLWD Intranet** provides complete guidelines, information, and instructions for staff and can be found at massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Language-Services-for-LEP-Customers.aspx

The guidelines refer staff to:

1. **Multilingual Unit Specialists**, who fluently speak, read, and write in English, Spanish, Portuguese, Cantonese, Mandarin, Vietnamese, Cape Verdean Creole, Dutch, Greek, and French.
2. **Over-the-Phone Language Service providing over 360 languages** languageline.com and lionbridge.com. Step-by-step instruction on how to use the language line is available to staff. The quality of the over-the-phone language service is reviewed and monitored closely by Multilingual Services through the **Reports of Usage** e-form (see sample in page 9) completed by all agency staff who use this service.
3. **Step-by-step procedures for all agency staff** to request **American Sign Language** services: massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx
American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - a. Online request: This is the preferred way of making requests. Visit: [ASL Interpreter Request Form](#)
 - b. Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at **(617) 740-1600** VOICE and **(617) 740-1700** TTY.
 - c. 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.
 - d. Cancellations for interpreter and CART requests can be made via phone call or online. To cancel, please call our front desk at 617-740-1600 (voice) or 617-326-7546 (VP), or complete cancellation form online: mass.gov/forms/request-to-cancel-interpreting-cart-services. For any accessibility issues related to the online cancellation form, please call 617-326-7546 (VP) or 617-740-1600 (V). Cancellations must be made to no less than 2 full business days prior to the assignment. If you cancel after this time, we are subject to being billed by the interpreter(s) and CART provider(s).
 - e. ASL and CART invoices should be emailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at marisa.delapaz@mass.gov.
4. The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page: massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx.
5. **A list of volunteer internal multilingual employees** who have the linguistic capability to address phone inquiries in numerous languages such as Albanian, Arabic, Armenian, Bengali, Burmese, Cantonese, Cape Verdean, Czech, French, Greek, Gujarati, Haitian Creole, Hakkaneese, Hindi, Husa, Ibo, Italian, Khmer, Korean, Lao, Mandarin, Portuguese, Punjabi, Russian, Spanish, Urdu, and Vietnamese (see table above on **page 10**).
6. **Language Identification Flashcard**. The card states “I speak” in 38 languages and is used to identify the language spoken by LEP customers accessing services provided by all EOLWD agencies massgov.sharepoint.com/sites/EOL-Multilingual/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FEOL%2DMultilingual%2FShared%20Documents%2Fispeak%5Flashcard%5F%2Epdf&parent=%2Fsites%2FEOL%2DMultilingual%2FShared%20Documents and [MassHire Career Centers - Multilingual Services | Mass.gov](#)

7. **Your Right to an Interpreter Poster.** All EOLWD agencies must display signs or posters at the reception area announcing the availability of free language assistance services including ASL services (see sample poster on [page 10](#)). [mass.gov/service-details/multilingual-language-guidelines](https://www.mass.gov/service-details/multilingual-language-guidelines).
8. **Guide Card stating “One Moment Please” in 18 languages** (including phonetic pronunciation [MassHire Career Centers - Multilingual Services | Mass.gov](#))
9. **Step procedures for DUA Call Center and Walk-In staff** on how to request interpreter services massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/For-UI-Call-Centers.aspx
10. **Step-by-step procedures for DUA Hearings staff** on how to request interpreter services as well as interpreter-related information. massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/For-DUA-Hearings.aspx
11. **Step-by-step procedures for MassHire Career Center staff** on how to request interpreter services, Career Center seminar videos in English, Spanish, Portuguese, American Sign Language massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx and [MassHire Career Centers - Multilingual Services | Mass.gov](#)
12. **Step-by-step procedures for Department of Industrial Accident** on how to request interpreter services massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/For-Career-Centers.aspx
13. **Step-by-step procedures for Department of Labor Standards** on how request interpreter services
14. The *Language Access Plan* document. The goal of language access planning and implementation is to ensure that the agency communicates effectively with limited English proficient (LEP) individuals [Language Access Plan](#) and [MassHire Career Centers - Multilingual Services | Mass.gov](#)

B. LEP Customers Access to Language Resources

LEP customers may always request interpreter services, including ASL free of charge, when calling any EOLWD agency. Agency staff are periodically trained in how to request interpreter services to assist LEP and hearing-impaired customers.

1. All EOLWD departments **must** display at the reception area a customized **“Your Right to an Interpreter”** poster including ASL services (**see page 10**) on the front counter and/or posted on the walls to facilitate proper language identification and awareness of language availability when providing services to the LEP customer. All front-line agency staff shall have an **“I speak” card** in various languages to assist in determining the language needs of customer. Once the staff knows the customer’s language, either bilingual staff, Multilingual Specialists or over-the-phone language services will be used to assist the LEP customer.
2. Materials and publications, classified by EOLWD agencies and customer need, are accessible at all times by customers and staff on the Multilingual page of the EOLWD site: [mass.gov/orgs/office-of-multilingual-services](https://www.mass.gov/orgs/office-of-multilingual-services).

C. Community-Based Organizations

The list is available on the EOLWD Intranet

massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Community-Based-Organizations.aspx

Community-Based Organizations (CBOs) and Legal Advocacy Services serving LEP customers are informed on a regular basis about important information, new services, programs, and laws that involve LEP customers (example: minimum wage law) so they can inform their constituents.

4) Language Makeup of Client Population

A. Identifying LEP Individuals in Need of Language Assistance

Massachusetts has an estimated population of about **seven** million according to the U. S. Census Bureau

25% of the households in Massachusetts reported speaking a non-English language at home as their primary shared language, which is higher than the national average of 22%

- About 10% speak Spanish – 4% speak English less than very well.
- About 3% speak Portuguese – 1.3% speak English less than very well.
- About 2.1% speak Chinese (including Mandarin and Cantonese) – 1% speak English less than very well.
- About 1.4% speak Haitian Creole – 0.5% speak less than very well.
- In the Boston metro area - At least 138 languages are spoken at home.

i. Most Spoken Languages in Massachusetts

According to the latest estimates in 2022 Massachusetts has a population of 6,989,690 residents, more than 632,230 residents speak Spanish. That represents almost 10 percent of the population, making it the second most common language after English. In second place is Portuguese. Approximately 3.15 percent of the population speaks it. That represents about 206,232 residents.

1. Spanish: 632,230 – 9.67%
2. Portuguese: 206,232 – 3.15%
3. Chinese: 148,270 – 2.27%
4. Haitian Creole: 89,731 – 1.37%
5. Hindi: 29,277 – 0.45%
6. Vietnamese: 41,986 – 0.64%
7. French: 49,442 – 0.76%
8. Russian: 37,092 – 0.57%
9. Arabic: 33,369 – 0.51%
10. Italian: 24,347 – 0.37%



ii. Limited English Population in Massachusetts – Census 2020

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 %")

Rank by # speakers	Language	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	Speak only English	4,912,310	+/-8,994	77.0%
	Speak a language other than English	1,427,435		23.0%
1	Spanish:	534,262	+/-3,670	8.4%
	Speak English less than "very well"	222,343	+/-3,678	3.5%
2	Portuguese or Cape Verdean:	179,245	+/-4,772	2.8%
	Speak English less than "very well"	78,067	+/-2,728	1.2%
3	Chinese:	121,445	+/-3,128	2.0%
	Speak English less than "very well"	62,626	+/-1,815	1.0%
4	Haitian Creole:	71,301	+/-3,432	1.1%
	Speak English less than "very well"	31,741	+/-1,952	0.5%
5	French:	59,590	+/-2,195	0.9%
	Speak English less than "very well"	10,967	+/-1,058	0.2%
6	Vietnamese:	41,140	+/-2,250	0.5%
	Speak English less than "very well"	25,169	+/-1,408	0.4%
7	Russian:	38,496	+/-2,168	0.6%
	Speak English less than "very well"	15,986	+/-1,113	0.3%
8	Italian:	36,387	+/-1,683	0.6%
	Speak English less than "very well"	9,792	+/-828	0.2%
9	Arabic:	33,345	+/-1,911	0.5%
	Speak English less than "very well"	13,655	+/-960	0.2%
10	Khmer:	24,047	+/-1,639	0.4%
	Speak English less than "very well"	12,223	+/-1,137	0.2%
11	Korean:	17,594	+/-1,114	0.3%
	Speak English less than "very well"	7,694	+/-776	0.1%
12	Lao:	2,959	+/-644	less than 0.1%
	Speak English less than "very well"	1,625	+/-399	less than 0.1%

Notes: The languages on the table above are the 12 statutory languages that the Massachusetts General Laws requires UI notices be translated into. (See G.L.C 151A, sec. 62A). This data is consistent with the languages served by EOLWD and all its departments.

5) Vital Documents Translation

Translation is the rendering of a written text from the source language into the target language.

Vital documents must be translated when a significant number or percentage of the population is eligible to be served or is likely to be directly affected by the program/activity or needs services or information in a language other than English to communicate effectively.

What documents are considered vital? Determining whether a document is "vital" depends on the seriousness of consequences that the LEP individual may face if the information in question is not provided accurately or in a timely manner.

"Vital documents" are generally documents that affect access to, retention in, or termination or exclusion from a recipient's program services or benefits. Vital documents include, but are not limited to: applications; consent forms; complaint forms; intake forms with potential for important health consequences, letters or notices pertaining to eligibility for benefits; letters or notices pertaining to rights and the reduction, denial or termination of services or benefits or that require a response from the LEP person; actions affecting parental custody or child support, written tests that test competency for a particular license, job, or skill for which knowing English is not required; documents that must be provided by law; and notices regarding the availability of free language assistance services for LEP individuals.

A. Written Translations Guidelines:

- a. Multilingual publications are accessible through the Office of Multilingual Services webpage: mass.gov/orgs/office-of-multilingual-services and are classified by agency and by language.

Please note: All translated documents and information on our website need to be ADA Accessible according to the Massachusetts Digital Accessibility and Equity Strategic policy. The purpose of the Digital Accessibility and Equity policy is to drive ongoing efforts to make Massachusetts' Digital Assets (websites, documents, videos, etc.) accessible and usable by all individuals, including those with disabilities, as required by state and federal laws.

- b. EOLWD publications and materials are coordinated through the Office of Multilingual Services (OMS). Vital documents are translated into the **12 statutory languages**: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, Korean, Arabic, and French. The Office of Multilingual Services performs quality control on all translated documents and publications.
- c. EOLWD, through its Office of Multilingual Services, uses Multilingual Specialists as well as a Professional Translation contractor from Statewide Contract **PRF75**. mass.gov/doc/prf75/download which will soon be replaced by PRF88 starting July 1, 2026.
- d. Every effort is made for the translated documents to receive the same high-quality review as publications in English. All decisions to translate **official** standard publications must go through the Multilingual Services.
- e. The Office of Multilingual Services must approve all translated standard publications, and all translations must go through the four-part process outlined **below**.
1. After the Program Manager has approved a publication for translation, the Manager will send the final document in **word format** to the Office of Multilingual Services. The language specialists in the Multilingual Unit will perform in-house translations for Spanish, Portuguese, Chinese, Vietnamese, and French. The other languages will be sent to a professional translation company from the Statewide Contract PRF75 (PRF88 starting July 1st, 2026) and contracted by the Office of Multilingual Services.
 2. The translation can take between one day to three or four weeks depending on the document length, target language, and the degree of technical difficulty.
 3. When the translation is completed, the Office of Multilingual Services will perform **quality control** and review the document for linguistic accuracy, readability level, and completeness.

D. List of Agency Standard Publications

EOLWD departments translated standard publications are posted on EOLWD Multilingual Website:

6) Stakeholder Consultations

- This updated plan is circulated, as needed, for agency review, comments, and clearance. The plan will be revised every two years or as needed.
- This updated plan is reviewed by the **Office of Access and Opportunity** and when approved it will be posted on their website.
- This Plan is posted on the Multilingual Intranet page [Language Access Plan](#) and on the Mass Workforce Development System. [MassHire Career Centers - Multilingual Services | Mass.gov](#) for Agency review and guidance.
- The *EOLWD Language Access Plan* was developed in 2001. It has been continuously updated to reflect changes and improvements in language access services. Many Massachusetts state agencies and agencies nationwide have inquired about and adopted our agency's best practices which have served as examples for other state agencies who need assistance to create their own Language Access Plan.

7) Staff Training

The *Language Access Plan* guidelines are:

1. Part of the orientation training for new employees.
2. Part of regular training sessions are given to all agency staff, especially those having contact with the public, so such staff is trained to work effectively with LEP customers.
 - a. Devise protocols so staff know when to secure language services.
 - b. Train all staff who are likely to have contact with LEP customers:
 - c. LEP Policy/procedures/guidelines/protocols.
 - d. Ensure knowledge and awareness of language assistance measures.
 - e. How to effectively work with in-person and telephonic interpreters.
3. Presented to management so they are fully aware of and understand the *Language Access Plan* and to reinforce the plan's importance and ensure its implementation by staff.
4. Presented to the Governor's Office of Access and Opportunity.

8) Public Outreach

- *EOLWD Language Access Plan* is posted on Mass.gov for public view.
- Community Based Organizations (CBOs) serving LEP customers are made aware of the *Language Access Plan* and informed regularly of important changes in programs, services, and activities.
- Legal services and advocacy groups are informed about language access through regular meetings.
- Outreach conducted and information provided to constituents in different languages via broad-ranging ethnic media such as newspapers, TV, and radio.

9) Agency Monitoring

The Office of Multilingual Services, acting as the Subject Matter Expert, reviews and updates its *Language Access Plan* biennially or as needed. The review assesses:

- a. Whether there have been any significant changes in the composition or language needs of the program population served (this will be determined primarily by the data collected by EOLWD departments and supplemented, decennially by U.S. Census data).
- b. Whether the staff knows and understands the *Language Access Plan* document and how to implement it.
- c. A review to determine if additional vital documents require translation.
- d. A review of any issues or problems related to serving LEP people, which may have emerged during the past year.
- e. Identification of any recommended actions to provide more responsive and effective language services (for example, adding documents to be translated, creating, or expanding partnerships with community organizations, or changing staffing priorities).

Monitoring the effectiveness of a *Language Access Plan* may include:

- Analyzing current and previous data on language assistance usage, including languages served.
- Monitoring any changes in the LEP population/service area.
- Surveying staff on how often they use language assistance services, if they believe there should be changes to the services provided or the providers used, and if they believe that the language assistance services in place are meeting the needs of the LEP communities in your service area.
- Making sure all staff know and understand the language access guidelines/protocols and undergo regular training.
- Conducting periodic quality control reviews to ensure staff compliance.
- Monitoring feedback from community-based organizations, legal services and other stakeholders about the agency's effectiveness and performance in ensuring meaningful access for LEP individuals.
- Establishing focus groups with LEP customers and surveying the effectiveness of language access.

10) Complaints

Language Access Complaint Procedure

You may file a complaint with the agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this plan. You must file a written complaint. You must file your complaint within six months of the alleged denial. To file a complaint with the Language Access Coordinator, submit a written complaint to:

Marisa de la Paz
 Director, Office of Multilingual Services
 Executive Office of Labor and Workforce Development
 1 Ashburton Place, Twenty-first Floor
 Boston, MA 02114
 Email: marisa.delapaz@mass.gov

11) Language Access Services specific to each EOLWD Department

A. Department of Unemployment Assistance (DUA)

Massachusetts General Laws c. 151A, §62A requires that Unemployment Insurance (UI) notices must be written in simple, clear language and translated for claimants whose primary language is listed in **G.L.c. 151A**. The current statutory languages are Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, Korean, French, and Arabic. The statute also applies to languages that are the primary language of at least 10,000 or ½ of 1% of all Commonwealth residents, regardless of the person's English proficiency.

DUA is required by statute (**See G.L.c 151A, sec. 62A**) to provide written translation services for the following 12 languages: Spanish, Portuguese, Chinese, Russian, Lao, Haitian Creole, Vietnamese, Khmer, Italian, Korean, French, and Arabic.

When an LEP claimant's primary language meets the statutory requirements specified by M.G.L. c. 151A, § 62A (d) (iii), DUA must "issue all notices and materials explaining the provisions of this section" in the claimant's primary language. The agency translates all vital letters into the 12 statutory languages so unemployment claimants can get those letters in their primary language.

- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way of making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - 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.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at marisa.delapaz@mass.gov.
- The Multilingual Unit currently operates a **12-language toll-free telephone line**, which LEP claimants (who speak one of the 12 statutory languages) can call should they have any issues or concerns or questions about Unemployment Insurance. This toll-free number is printed on several DUA notices, including the disqualification notices and on the Career Center Seminar/Reemployment Services and Eligibility Assessment (RESEA) letters.
- Over-the-phone language services in **360** languages are available for all UI staff: UI Call Center, Re-Employment Center, Program Integrity, UI Hearings and Board of Review to provide language assistance to customers whose primary language is not English. languageline.com and lionbridge.com
- In-person interpreter services are provided at UI Hearings in over 100 languages to claimants who requested a preferred language.
- Regular Language Access training is provided for DUA staff.
- Interpretation and translation services are provided at DUA Hearings and Board of Review of material evidence and testimony is provided so that both departments may conduct their proceedings accurately and on schedule while ensuring that LEP customers receive fair and equitable access.

- Multilingual staff provides ad hoc translation of Employment Modernization Transformation (EMT) documents, Fact Finding, Employment Services, Board of Review, Legal and Internal Control documents.
- Regular training is provided for interpreters on the Unemployment Insurance (UI) appeal process so that interpreters are aware of the process and can provide optimum interpretation services.
- Unemployment Insurance (UI) translated publications are available in print at the Boston Re-Employment Center (REC). [Welcome to the Boston Re-Employment Center \(REC\) | Mass.gov](#)
- Claimants can schedule an appointment at the REC in their preferred language - 12 languages in addition to English. [rec-hurley-appointments.eol.state.ma.us/](#)
- DUA publication is posted on the DUA Multilingual website: [DUA Multilingual Services | Mass.gov](#)
- Unemployment Insurance Telephone Certification (TeleCert) services are currently available in English, Spanish, Portuguese, and Cantonese.
- Robocalls are conducted to inform claimants of pertinent information.
- Spanish, Portuguese, and Cantonese messages concerning changes, updates, etc. are recorded on the IVR line for claimants to access upon calling.

Claimants who apply for Unemployment Insurance (UI) Benefits online can do so in English and Spanish. Claimants can also call UI staff and may choose to have UI correspondence sent to them in their primary language if it is one of the 12 statutory languages: **English, Spanish, Portuguese, Haitian Creole, Vietnamese, Chinese, Khmer, Lao, Italian, Russian, Korean, and French.**

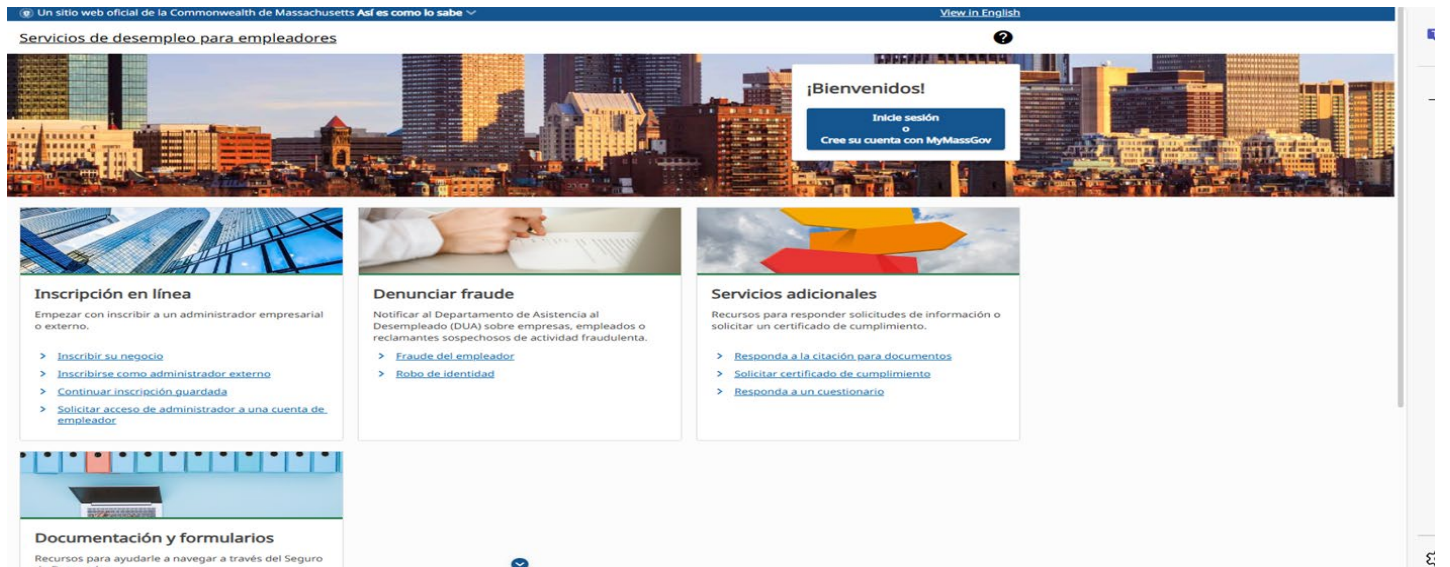
LEP claimants who are covered by the statutory languages and who opted to receive correspondence in their primary language may receive the following fully translated documents:

- Fact-Finding/Questionnaire cover letters giving LEP customers the option:
 - To call the LEP fact finding line, specially staffed to assist LEP customers in their preferred language **or**
 - To send their contact information to receive a call at their convenience in the preferred language.
- Monetary Determinations - Monetary Redeterminations- Non-Monetary Determinations
 - The above documents include a Babel notice including the general number with options to choose the Spanish, Portuguese or Cantonese line staffed by Internal Bilingual UI Staff.
 - On Non-Monetary Determinations, the Multilingual Toll-Free Number is included with the appropriate extension for LEP customers to conveniently reach the staff member designated for that language.
- New LEP claimants choosing to receive correspondence in their primary language will receive the **initial packet** by mail in their chosen language. This includes:
 - A Claimant Packet Letter.
 - “A Guide to Benefits and Employment Services for Claimants” booklet.
 - Find the “**MassHire Career Center Nearest You**” flyer.
- Any DUA forms not translated in their entirety include a “Babel Notice” explaining that the document is important and needs translating. The notice also includes a phone number where a claimant can request language services. **A generic Babel Notice and a Babel Notice with phone number samples can be found on page 16.*

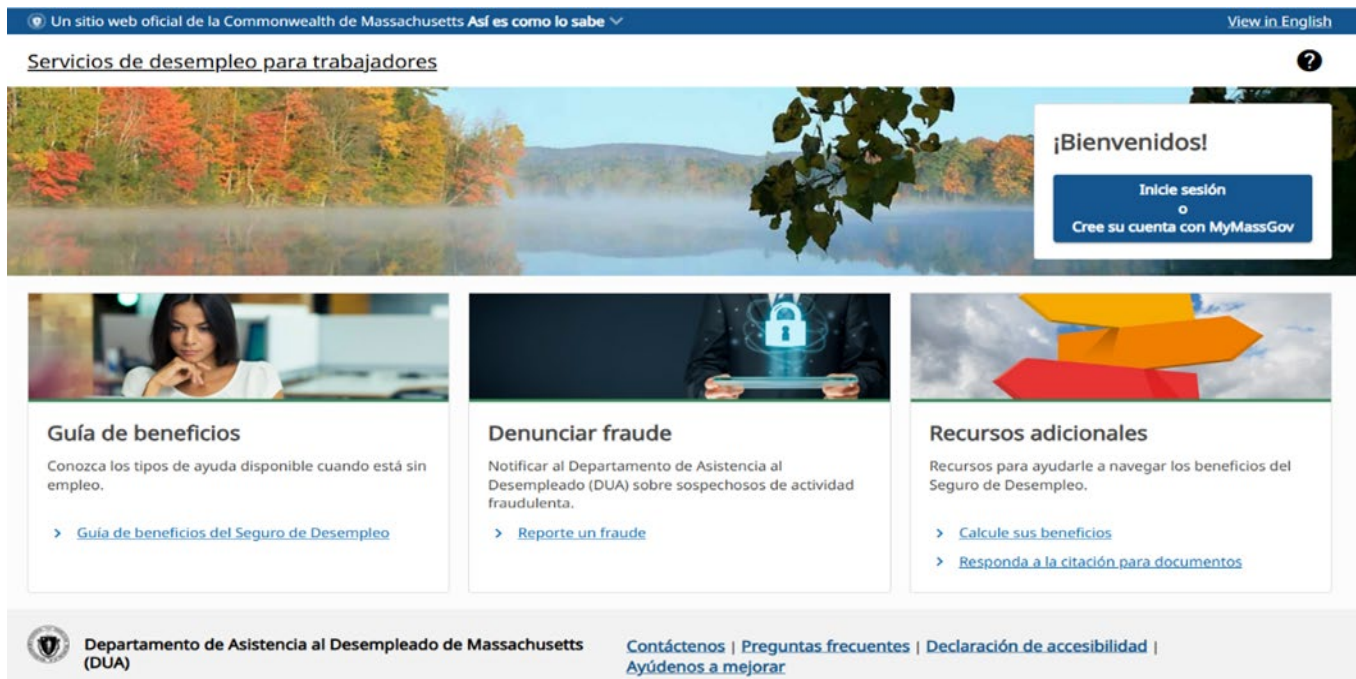
- Outreach is conducted and information presented in various languages via wide-reaching ethnic media such as newspapers, television, radio, and Video Voice-Over.
- Vital informational documents and correspondence (e.g., RESEA information, MassHire Career Center Seminar invite and reminder) are translated into 12 languages and sent out timely to LEP customers.

Employment Modernization Transformation (EMT) System

Increase equitable access to unemployment insurance (UI) for claimants and employers with Limited English Proficiency (LEP) by providing plain language translation support to the Employment Modernization Transformation (EMT) system.



The Unemployment Services for Employers’ Portal was entirely translated into Spanish and was launched in both English and Spanish on September 12, 2023. In a 10-month period, there were **696** employers’ web requests transactions in Spanish.



The Unemployment Services for Workers’ Portal was entirely translated into Spanish and was launched in both English and Spanish on May 6, 2025.

Since May 6, 2025, until March 6, 2026 (10-month period) **100,791** claimants web requests' transactions have been submitted on e-services in Spanish (example of transactions: Initial Claim, answering a Fact-Finding request, Appeals, etc.)

Since the EMT system launched, on a 10-month period **20,020** LEP claimants have received correspondence from DUA in their language.

1. Spanish - **15,637**
2. Haitian Creole - **1,686**
3. Portuguese - **1,604**
4. Chinese – **584**
5. Vietnamese - **225**
6. French – **121**
7. Russian – **68**
8. Khmer – **63**
9. Korean – **16**
10. Laotian – **8**
11. Italian - **8**

The Employment Modernization Transformation (EMT) system strives to offer quality and timely translation on Unemployment Insurance (UI) correspondence in **12 languages**. Claimants could choose to receive correspondence in their preferred language if the language chosen is among the 12 statutory languages (English, Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Khmer, Lao, Russian, Italian, French and Korean). Unemployment Services for Workers' correspondence pertaining to claimant's eligibility and/or containing vital information is translated in its entirety into 12 languages.

Identification of UI claimants' primary language

Most often, a Limited English Proficiency (LEP) claimant first contacts the Department of Unemployment Assistance (DUA) when filing a claim for Unemployment Insurance (UI) benefits. When the initial claim is filed, the UI staff must (1) determine the claimant's primary language and (2) properly insert the claimant's primary language into the Employment Modernization Transformation (EMT) system.

A staff member unable to identify the claimant's primary language should call the DUA approved over-the-phone language specialist to determine the claimant's language. The claims-taker must enter in the EMT system the language the claimant states as preferred, even if the claimant can communicate in English.

The Unemployment Insurance TeleClaim Call Center (UITCC) supports Spanish, Portuguese, and Cantonese dedicated lines staffed by DUA in-house bilingual agents. A voice response system directs the calls appropriately to the Call Center bilingual staff. Thus, staff handles most calls from the three most common LEP language groups served. Call Center staff use an approved contracted professional telephone interpretation service in 360 languages to assist LEP claimants who speak any other languages.

B. Masshire Department of Career Services (MDCS)

- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way of making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at **(617) 740-1600** VOICE and **(617) 740-1700** TTY.
 - 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.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page: massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx and [American Sign Language Services \(ASL\) - Multilingual | Mass.gov](#)
- The Office of Multilingual Services provides quarterly language access training to all MassHire Career Center staff. To see the training calendar visit: [All MDCS Staff Training | Mass.gov](#)
- Two over-the-phone language services in **360** languages are available for MassHire Career Center staff to provide language assistance to customers whose primary language is not English. languageline.com and lionbridge.com
- MassHire Career Center Services Workshops Videos (CCS, RESEA, Resume, LMI and TORQ) can be viewed at JobQuest and MassHire JobQuest campaign which include a series of promotional videos mass.gov/info-details/jobquest-videos.
 - FutureSkills promotional social media campaign including videos. [FutureSkills | Mass.gov](#).
 - Emails to promote job search announcing job fairs simultaneously sent in English and Spanish.
 - Translation of agency materials (booklets, manuals, forms, letters, etc.) [MDCS Multilingual Services | Mass.gov](#)
 - Re-employment Center (REC) includes Employment Resource Room with language services capabilities and information translated into 12 languages. [Welcome to the Boston Re-Employment Center \(REC\) | Mass.gov](#)
 - Social media campaigns including Tweets, Facebook adds, important announcements, etc. to jobseekers and employers are simultaneously sent in English and Spanish.
 - A customer toll-free LEP line in 13 languages is available for the **MassHire Department of Career Services (MDCS)** customers, which allows constituents to call about scheduling a Career Center Seminar and/or Re-Employment Services and Eligibility Assessment (RESEA) in their primary language.
- Maintains the Multilingual Website/Intranet/Mass Workforce System and post:
 - Language Access policy issuance.
 - Language Access guidelines.
 - American Sign Language policy issuance and guidelines.
 - *Language Access Plan (LAP)*.
 - Translated material.
 - Press Releases and important announcements,
- MassHire Career Centers hire bilingual staff to assist LEP customers.

- MDCS translated publications are available in print at the Re-Employment Center (REC) including MassHire Career Centers across the Commonwealth.
- **Multilingual resources are available** on the Massachusetts Workforce Development System Multilingual Resource page [MassHire Career Centers - Multilingual Services | Mass.gov](#)
- RESEA PowerPoint presentation and related documents (can be found on the Mass Workforce Development System).
- Weekly emails sent out to jobseekers to promote job search announcing job fairs, hiring events, etc. simultaneously sent in English and Spanish.
- MDCS translated publications are available in print at the Re-Employment Center (REC) and in MassHire Career Centers and are posted on MDCS Multilingual website. [MDCS Multilingual Services | Mass.gov](#)
- Every MassHire Career Center lists the languages available on their respective websites.
- Multilingual Services developed an on-site *Annual Monitoring Questionnaire/Survey* as part of the Field Management and Oversight Department to ensure compliance with language access requirements and must be completed by all MassHire Career Center Directors and Operation Managers every year. The *On-site Annual Monitoring Questionnaire/Survey* can be found on page 35.

MDCS workshop videos translated and recorded into Spanish, Portuguese, French, Chinese and Vietnamese, and Closed Captioned

- Career Centers Seminar (CCS).
- Re-Employment Services and Eligibility Assessment (RESEA).
- Resume writing.
- Labor Market Information (LMI).
- Transferable Occupation Relationship Quotient (TORQ).
- **MassHire JobQuest** promotional campaign which includes a series of instructional videos for jobseekers and employers produced in **English and Spanish** [mass.gov/info-details/jobquest-videos](#) as well as iteration e-mails to inform of the MassHire JobQuest job search tool.
- **FutureSkills** promotional social media campaign including videos in **English and Spanish**: [FutureSkills | Mass.gov](#)

C. Department of Industrial Accidents (DIA)

- A customer service toll-free line in nine languages for the **Department of Industrial Accidents (DIA)**, which allows constituents to call about job orders or any other worker’s compensation questions in their primary language. DIA translated publications are available at the DIA main office as well as in the regional DIA offices.
- An over-the-phone language service in 360 languages is available for DIA staff to provide language assistance to customers whose primary language is not English. [lionbridge.com](#)
- DIA Publications are translated into the eight most encountered languages: **Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Cape Verdean Creole, Arabic, and Khmer.**
- DIA publication is posted on the DIA Multilingual website. [DIA Multilingual Services | Mass.gov](#)
- DIA translated publications are also available at the DIA main office as well as in the regional DIA offices.
- If you need an ASL interpreter for a customer, please contact Deborah Pierre at (857) 321-7326.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing.

- Online request: This is the preferred way of making requests. The service may not be used for cancellations. [ASL Interpreter Request Form](#)
- Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
- 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.
- ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and copy to Marisa de la Paz at marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx.
- The Department of Industrial Accidents is working on a plan to provide interpretation services upon customer request. As of now, DIA does not automatically provide interpretation services on cases. It is the responsibility of the moving party to hire an interpreter.

D. Department of Labor Standards (DLS)

- An over-the-phone language service in **360** languages is available for DLS staff to provide language assistance to customers whose primary language is not English. lionbridge.com
- DLS publications are translated into the five most encountered languages: **Spanish, Portuguese, Haitian Creole, Chinese, and Vietnamese**. Important information such as legal notices is translated into 12 languages.
- DLS Publication is posted on DLS Multilingual website. [DLS Multilingual Services | Mass.gov](#)
- DLS translated publications are available at field offices.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way of making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 Voice and (617) 740-1700 TTY.
 - 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.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy Marisa de la Paz at marisa.delapaz@mass.gov
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx.

E. Division of Apprentice Standards (DAS)

- An over-the-phone language service in **360** languages is available for DAS staff to provide language assistance to customers whose primary language is not English. lionbridge.com
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing.
 - Online request: This is the preferred way of making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.

- 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.
- ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx.
- The content on the DAS page can be automatically translated into various languages by choosing the translation option on the top right-hand side of the page.
- More translation will be available as DAS develops material.

F. Department of Family and Medical Leave (DFML)

- An over-the-phone language service in **360** languages is available for DFML staff to provide language assistance to customers whose primary language is not English. languageline.com and lionbridge.com
- The PFML call center staff speaks English, Spanish and Portuguese and in addition can contact over-the-phone language services to assist in 360 languages.
- Nearly 10% of overall call volume is Spanish and Portuguese.
- The Paid Family and Medical Leave (PFML) hearing staff have access to telephonic professional interpreters to help during the PFML appeal process.
- DFML Publications are translated into the five most encountered languages: **Spanish, Portuguese, Haitian Creole, Chinese, and Vietnamese**. Important information such as legal notices is translated into 12 languages. Department of Family and Medical Leave | Mass.gov
- Any information or notice that is not translated in its entirety contains a “Babel Notice” in 12 languages. The “Babel Notice” advises customers of the importance of the information.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way of making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - 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.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.

DFML launched accessibility and equitability enhancements to the Massachusetts Paid Family and Medical Leave (PFML) program.

- The new enhancements allow applicants for PFML benefits to now select **Spanish, Portuguese, Haitian Creole, or Simplified Chinese**, in addition to English, when applying for benefits, and communication from the Department of Family and Medical Leave (DFML) are also in the individual’s preferred language.

- When an applicant applies, the entire online application is translated as well as the web pages that provide each applicant with status information and updates on their application. This includes any conditional text, error text, or other prompts that an applicant might encounter during their application experience.
- Individuals can apply for PFML online in Spanish, Portuguese, Haitian Creole, and Simplified Chinese. Applicants can also receive application documents, notices, and email notifications in their preferred language.

How can people access the new translated applications and submit them?

- As soon as a worker applying for PFML visits the application website, they can select the languages menu in the upper right corner to view the website in English, Spanish, Portuguese, Chinese, or Haitian Creole.
- The application will automatically appear in the language the worker selected and can apply for PFML in their preferred language.
- Upon successfully applying, DFML will take note that the worker selected a language preference and will send the applicant information about their application status in the language they selected.
- The DFML also has a dedicated webpage for multicultural PFML documents, brochures, and checklists to aid applicants in their journey. The website is mass.gov/PFML-Multicultural.

What if an applicant has a question about the process? Who can they reach out to if English isn't their first language?

- DFML's call center has dedicated customer service representatives who can assist applicants in Spanish, Portuguese, Haitian Creole or Chinese. Over-the-phone language services in **360** languages are available for DFML staff to provide language assistance to customers whose primary language is not English. [language.com](https://www.language.com) and [lionbridge.com](https://www.lionbridge.com)

2024 Workplace Poster and Employer Notices are translated into 12 languages. [Paid Family and Medical Leave Benefits for Employees | Mass.gov](https://www.mass.gov/PFML-Multicultural)

All Massachusetts employers (including employers with private or self-insured benefits plans) are required to distribute certain information to their employees under the Paid Family and Medical Leave (PFML) law. The documents must be available in English and each language which is the primary language of five or more individuals in their workforce. DFML provides translations in English and 12 other languages. The employer is responsible for providing translation in any language not provided by DFML.

G. Department of Labor Relations (DLR)

- An over-the-phone language service in **360** languages is available for DLS staff to provide language assistance to customers whose primary language is not English. [language.com](https://www.language.com) and [lionbridge.com](https://www.lionbridge.com)
- In-person and virtual interpreters are available if needed for DLR staff to mediate or investigate any labor parties.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way of making requests. [ASL Interpreter Request Form](https://www.mass.gov/PFML-Multicultural)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - 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.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx.

Appendix

Guidance for MassHire Career Centers on Implementing the *Language Access Plan*

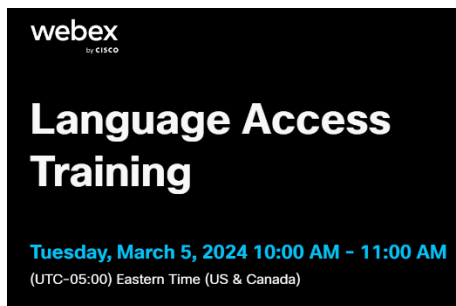
In view of the nature and purpose of MassHire Career Centers' interaction with Limited English Proficiency (LEP) persons, this plan provides language services guidance to MassHire Career Center staff for communicating with LEP persons. The Office of Multilingual Services issued an LEP policy posted on the MassWorkforce System Website *100DCS 08.101.2 Language Services Guidelines to Assist Limited English Proficiency*.

mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers/ Updated August 2022.

Language Services Guidelines for MassHire Career Center PowerPoint presentation mass.gov/doc/career-center-language-service-guidelines/download

Review Policy Issuance 100 DCS 08.125 mass.gov/doc/dcs-policy-08-125-american-sign-language-services-revised/ Deaf or Hard-of-Hearing Guidelines – Updated March 2022.

The Office of Multilingual Services will continue to provide language access quarterly training to all MassHire Career Centers. The calendar for the language access trainings can be found at [All MDCS Staff Training | Mass.gov](#)



1. Department of Justice Guidance

Section 2 of Executive Order 13166 requires each federal agency to “prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. “These plans must be consistent with the standards set forth in a general guidance document concurrently issued by the Department of Justice (DOJ LEP Guidance). In that guidance document, the DOJ provided federal agencies with general principles to apply when developing guidelines for their federal financial assistance recipients. It was later supplemented by October 26, 2001, clarifying memorandum from Ralph F. Boyd, Jr., Assistant Attorney General for the DOJ’s Civil Rights Department. On June 12, 2002, the DOJ issued final guidance for recipients of federal financial assistance.

In applying the DOJ LEP Guidance to federally conducted programs and activities, the Agency must “take reasonable steps to ensure ‘meaningful’ access [to LEP individuals] to the information and services [it] provide[s].” The DOJ LEP Guidance explains, “What constitutes reasonable steps to ensure meaningful access will be contingent on a number of factors.”

Those four factors are:

The number or proportion of LEP individuals served or encountered in the eligible service population.

Since US Census 2020 data (page 14) may not adequately measure current LEP needs in the MassHire Career Center service area, MassHire Career Centers must record customer primary language data in the Moses system. A factor in determining the reasonableness of an agency’s efforts is the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population. Even those agencies that serve very few LEP individuals on an infrequent basis are subject to the requirement to take reasonable steps to provide meaningful access. After balancing these four factors, each MassHire Career Center must determine whether reasonable steps are possible and to have a plan for what to do if an LEP individual seeks programs or services from the Career Center. The plan can be as simple as having access to over-the-phone language services.

The frequency with which LEP individuals come in contact with the Agency.

An agency has a greater obligation to ensure reasonable access to its programs and services if contact with LEP individuals is frequent. An agency should consider local and regional conditions when determining the frequency of contact of the LEP population with its programs and services.

The nature and importance of the program, activity, or service provided.

The nature and importance of the program, activity, or service affect the determination of what reasonable steps are required to ensure meaningful access. Also, an agency must assess a program’s short and long-term importance.

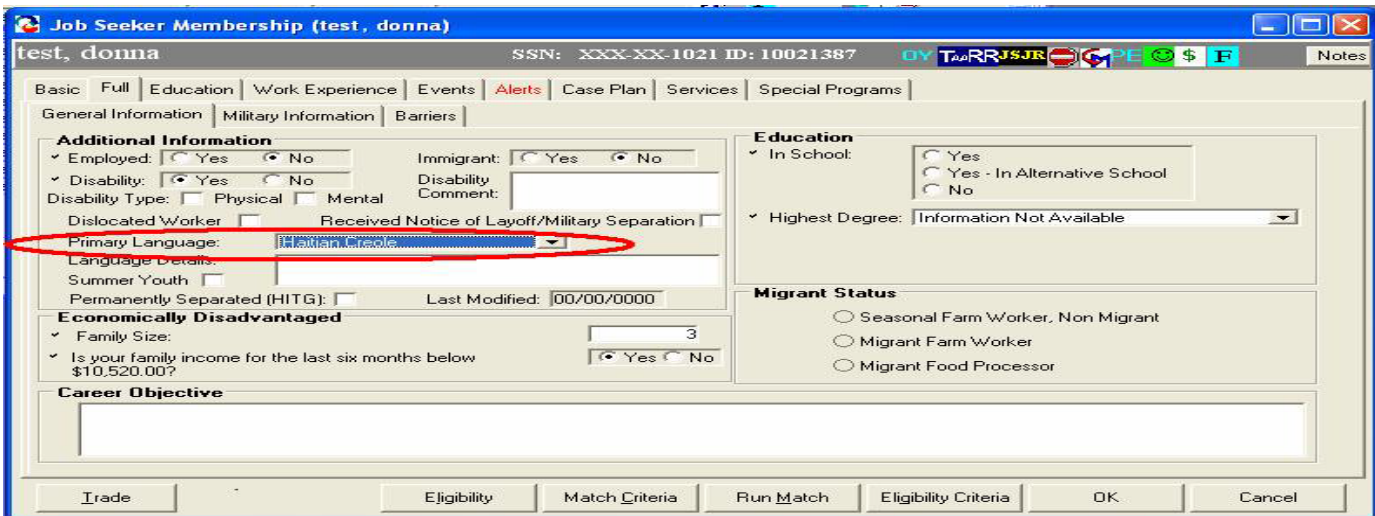
Resources available. The resources available may affect the nature of the steps that the agency must take. “Reasonable Steps” may no longer be reasonable where the costs imposed substantially exceed the benefits. In considering the resources available, Executive Order 13166 also notes that the system developed to provide

LEP persons meaningful access to the agency’s services should be consistent with the agency’s fundamental mission without unduly burdening that mission.

Each MassHire Career Center may wish to assess its local service population. A MassHire Career Center in a largely Hispanic neighborhood may need immediate oral interpreters available and should consider hiring bilingual staff.

Below is a snapshot of the “Primary Language” field (circle in red). The data **should** be used by MassHire Career Center staff to assess the number or proportion of LEP individuals served and the frequency in each Career Center.

This data is recorded in the MOSES database in the **CS_APPLICANT_MAIN** table.



Note: MDCS is building a new MassHire system to help jobseekers and employers access the resources they need to contribute to a thriving economy. The MassHire Innovation Project will modernize technology and processes to improve services for jobseekers and employers in Massachusetts.

2. Translation and Interpretation Principles

Based on the MassHire Career Centers (MCC) services, programs and activities offered prioritize and describe the steps the MCC will take to ensure such services, programs and activities provide meaningful access to the LEP populations who meet or exceed the **5% threshold, or 1000 people of the population served**. In addition to the four factors set forth in the DOJ LEP Guidance, the agency adopts the translation and interpretation assistance principles provided below:

- MassHire Career Center staff shall take reasonable steps to ensure high-quality translation and interpretation services through the established Language Assistance Guidelines provided to them by the Office of Multilingual Services.

- Some translated documents explain the legal rights and obligations of individuals or convey important information upon which an LEP individual may rely to his or her benefit or detriment. MassHire Career Center management shall consult with the Office of Multilingual Services for advice on translation services.
- Each MassHire Career Center manager shall endeavor to expand the breadth or nature of translation and interpretation assistance when experience, changes in target or service population demographics, or new program-specific data indicate that the failure to do so may result in the denial of substantially equal and meaningfully effective services to the LEP populations served by the agencies, particularly with those populations with which an office has substantial and consistent contact.

A. Which Documents Should Be Translated?

After applying the four-factor analysis a recipient may determine that an effective *Language Access Plan* for its program or activity includes the translation of **vital** written materials into the language of each frequently encountered* LEP group eligible to be served and/or likely to be affected by the recipient's program. Such written materials could include:

- Applications to participate in a recipient's program or activity or to receive benefits or services.
- Letters containing important information regarding participation in a program or activity.
- Notices advising LEP individuals of the availability of free language assistance and other outreach materials.
- Consent and complaint forms.
- List of MassHire Career Center and services provided.
- Notices pertaining to the reduction, denial or termination of services or benefits and of the right to appeal such actions.
- Notices that require a response from beneficiaries.
- Information on the right to file complaints of discrimination.
- Information on the provision of services to individuals with disabilities.
- Written tests that do not assess English language competency, but test competency for a particular license, job, or skill for which English language proficiency is not required.

Whether or not a document (or the information provided and/or solicited) is "vital," may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

For instance, a description of books contained in the resource room of a MassHire Career Center would not generally be considered vital, whereas applications for Unemployment Insurance or information about safety and health requirements could be vital. Where appropriate, recipients are encouraged to create a plan for consistently determining, over time and various activities, what documents are "**vital**" to the meaningful access of the LEP populations.

Classifying a document as vital or non-vital can be difficult, especially in the case of outreach materials like brochures or other information on rights and services. Awareness of rights or services is an important part of "meaningful access." Lack of awareness that a particular program, right, or service exists may effectively deny LEP individuals' meaningful access. Thus, where a recipient is engaged in community outreach activities in furtherance of its programs or services, it should regularly assess the needs of the populations frequently encountered or affected by the program or service to determine whether certain critical outreach materials should be translated.

***For purposes of these guidelines, the term "frequently encountered languages" shall mean any language spoken by at least 5% or one thousand people whichever is less of the population served with a particular agency program, service, or activity. The agency is committed to applying the 5% standard to the geographic region served by the regional office.**

Community organizations may be helpful in determining what outreach materials may be most helpful to translate. Additionally, the recipient should consider whether translations of outreach materials may be more effective when done in tandem with other outreach methods, including the media, schools, faith-based and other community organizations to disseminate information.

Sometimes a document includes both vital and non-vital information, such as when the document is very large.

Or it could be when a document stating a phone number for obtaining more information is sent out to the public and cannot reasonably be translated into many languages. In these cases, Babel Notices explaining that

“The document contains important information and should be translated” as well as the number for a corresponding multilingual unit, should one exist, may be sent out with the documents.

B. Languages for Document Translation

Into which languages should documents be translated?

The principal languages spoken by the LEP individuals with whom the recipient has contact determine the languages for translation of vital documents. It is important to distinguish between languages frequently encountered by a recipient and less commonly encountered languages. Many recipients serve communities in large cities or across the country or operate web-based self-service systems as an adjunct to their in-person delivery systems that also have a regional or national reach. They regularly serve LEP populations speaking dozens and sometimes hundreds of different languages. To translate all written materials into all those languages is unrealistic.

Although recent technological advances have made it easier for recipients to store and share translated documents, such an undertaking would incur significant costs and require substantial resources. Nevertheless, well-founded claims of lack of resources to translate all vital documents into dozens of languages do not necessarily relieve a recipient of the obligation to translate those documents into at least several of the more frequently encountered languages and to set benchmarks for continued translations into other languages over time. As a result, the extent of a recipient's obligation to provide written translations of documents should be determined case-by-case.

Because translation is a one-time expense, consideration should be given to whether the upfront cost of translating a document (as opposed to oral interpretation) should be spread out over the likely lifespan of the document when applying the four-factor analysis. A document's lifespan and the volume of documents requiring translation may also be a factor.

For example, in transaction-based self-service websites, such as labor exchange/job matching, the lifespan of a typical document, such as a job order, may only be 30 days and the volume of such documents may easily number 1,000 or more each day. In such circumstances, depending on the four factors, recipients might consider translating only certain portions of such documents and/or providing information in appropriate languages on how to obtain free language assistance if technology allows.

For instance, signs in MassHire Career Centers could state that free language assistance is available. The signs should be translated into the most common languages encountered. They should explain how to obtain language help. **MassHire** Career Centers will ensure that all employees in public contact positions are properly trained on dealing with LEP clients. Recipients have flexibility in deciding the way the training is provided.

In developing an effective *Language Access Plan*, the Career Center should also consider including information about the ways language assistance will be provided. For instance, the Career Center may want to include information on:

- Language services available.
- How staff can obtain those services.
- How to respond to LEP callers.
- How to respond to written communications from LEP individuals.
- How to respond to LEP individuals who have in-person contact with staff.

In addition to these five elements, effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.

3. Identifying LEP Individuals in Need of Language Assistance

Department of Justice Guidance states that these **safe harbor*** guidelines need only apply to the eligible population. However, the estimates provided may overestimate some eligible populations or it may under-represent others that may be eligible.

The following actions will be considered **strong evidence** of compliance with the recipient’s written translation obligations:

The failure to provide written translations under the circumstances outlined in the Translation and Interpretation Principles, found on page 29 of this document, **does not mean** there is non-compliance. Rather, it is a common starting point for recipients to consider the importance of the service, benefit, or activity involved; the nature of the information sought; and the number or proportion of LEP persons served call for written translations of commonly used forms into “**frequently encountered languages**” other than English.

These guidelines merely provide a guide for MassHire Career Centers that would like greater certainty of compliance than can be calculated by a fact-intensive, four-factor analysis.

Example: Even if the safe harbors are not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, the translation of the written materials is not necessary. Other ways of providing meaningful access, such as effective oral interpretation or sight translation of certain vital documents, might be acceptable under such circumstances.

A. Points of Contact between MassHire Career Centers and Client Population

MassHire Career Centers provide job search assistance and other job search and training services. The map **below** shows the MassHire Career Centers location throughout Massachusetts.

Language services are available **free** of charge at all MassHire Career Centers upon request to customers at any point of contact. The complete directory of all MassHire Career Centers is found at: [Locations | Mass.gov](#)

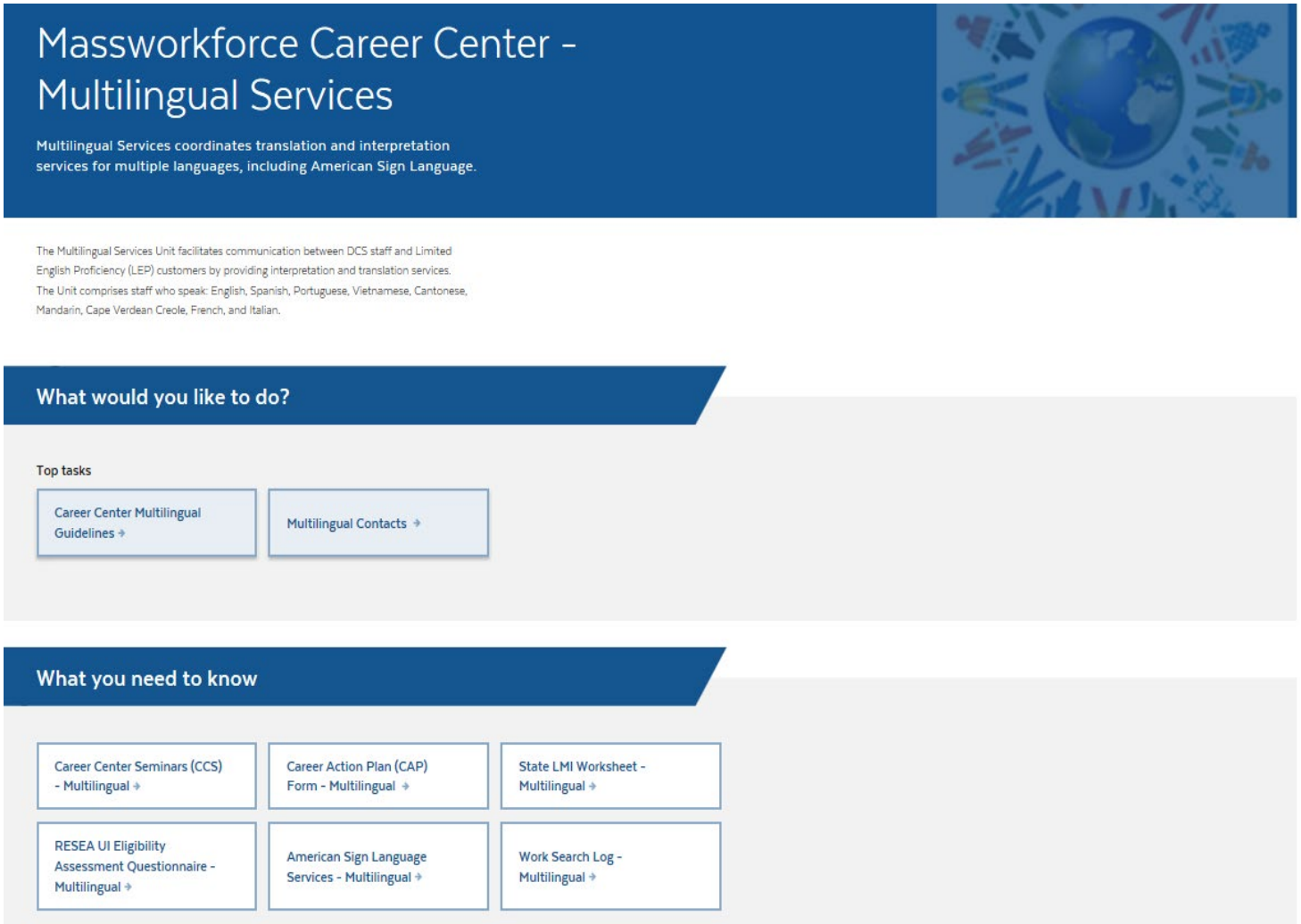
The “Find the MassHire Career Center Nearest You” which describes the various services available at the MassHire Career Centers and lists their location, is translated into the 12 statutory languages (the translated flyer is available at [MDCS Multilingual Services | Mass.gov.](#))



B. LEP Data

See page 14 Limited English Population - Census 2020.

C. Multilingual Resources available on the Massachusetts Workforce Development System Multilingual Resource page [MassHire Career Centers - Multilingual Services | Mass.gov](#).



Above is a snapshot of the Multilingual Webpage on the Massachusetts Workforce Development System.

This page is divided into various tabs:

1. MassHire Career Center Language Services Guidelines.
2. Multilingual Contacts.
3. MassHire Career Center Seminars Presentation in 12 languages.
4. Guidelines for American Sign Language and CART Services.
5. Career Action Plan (CAP) in 12 languages.
6. State LMI Worksheet in 12 languages.
7. RESEA UI Eligibility Assessment Questionnaire in 12 languages.
8. Work Search Activity Log in 12 languages.

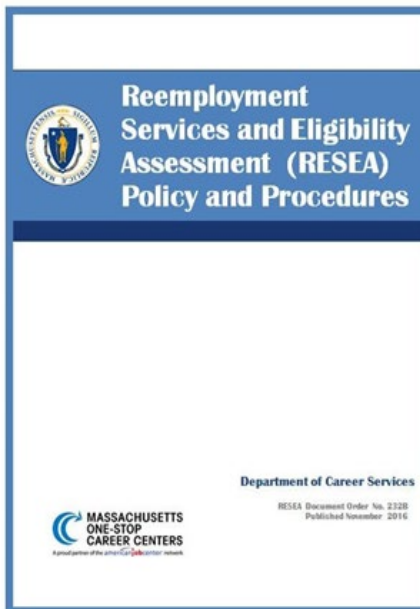
4. Monitoring and Updating the *Language Access Plan*

Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals. They may want to provide notice of any changes in services to the LEP public and employees. Also, recipients should consider whether changes in demographics, types of services, or other factors require annual reevaluation of the Language Assistance Plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static.

One good way to evaluate the *Language Access Plan* is to seek feedback from the community. In their reviews, recipients may want to consider assessing changes in:

- Current LEP populations in service area or population affected/encountered.
- Frequency of encounters with LEP language groups.
- Nature and importance of activities to LEP individuals.
- Availability of resources, including technology and sources of additional resources, and the costs imposed.
- Whether existing assistance meets the needs of LEP individuals.
- Whether staff knows and understands the *Language Access Plan* and how to implement it.
- Legislation or program requirements governing the recipient's program or activity.
- Whether identified sources for assistance are still available and viable.
- Surveying staff on how often they use language assistance services.
- Monitoring the MassHire Career Center response rate of complaints or suggestions by LEP individuals, community members, and employers regarding language assistance provided.

MDCS and Career Center staff may refer to the ***Reemployment Services Eligibility Assessment (RESEA) Policy and Procedures Handbook*** to review the LEP guidelines for that program.



The monitoring and review of current policies and the types of language assistance services provided should occur on an annual basis. (See LEP Policy posted on the MassWorkforce System Website, mass.gov/massworkforce *MassWorkforce Issuance #08-101* issued: March 2026 Language Services Assistance for Limited English Proficiency Customers, is located at mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers.)

Language Access Assessment (LEP) FY26 for MassHire Career Centers

1. Do MassHire Career Centers take consideration of LEP needs when implementing new programs, services, and activities, publishing new material, forms, or notices etc.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Has MassHire Career Center management and staff ever attended a Language Access or LEP Training? If yes, when?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Does MassHire management request Language Access training for new employees' orientation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Has MassHire Career Center management reviewed the EOLWD <i>Language Access Plan</i> posted on Mass Workforce Development System? mass.gov/service-details/multilingual-services-staff-resources	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Do 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: 8/31/2021? mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Does your MassHire Career Center ensure that appropriate language assistance services are provided at no charge to the LEP customers? Including American Sign Language (ASL) services free of charge to the customer? mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Does your MassHire Career Center display “ Right to an Interpreter ” posters on MassHire Career Center reception front desk? mass.gov/doc/your-right-to-an-interpreter-poster/	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Does your staff know the telephonic language line procedures? https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Are MassHire Career Center staff familiar with the Multilingual Intranet on SharePoint site? massgov.sharepoint.com/sites/EOL-Multilingual	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Does your staff know the telephonic language line procedures? https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11. Are MassHire Career Center staff familiar with the Multilingual Intranet on SharePoint site? massgov.sharepoint.com/sites/EOL-Multilingual	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12. Are MassHire Career Center staff familiar with the Multilingual Services Workforce Development System Multilingual Resources page? mass.gov/service-details/multilingual-services-staff-resources	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13. Are MassHire Career Center staff familiar with the Multilingual Webpage on EOLWD website? mass.gov/orgs/office-of-multilingual-services	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14. Which resources does MassHire Career Center management utilize to obtain LEP data in its service area? (Select all that apply)	<input type="checkbox"/> Language Access training data <input type="checkbox"/> U.S. Census/ACS <input type="checkbox"/> U.S. Dept. of Education <input type="checkbox"/> U.S. Dept. of Labor <input type="checkbox"/> Community organizations <input type="checkbox"/> Other (please specify): _____	<input type="checkbox"/> MOSES <input type="checkbox"/> Customized reports

Please note: Should you have any questions or issues about this *Language Access Plan* (LAP), you can reach out to the Governor’s Office of Access and Opportunity at eduardo.morenomendez@mass.gov or govcommunityaffairs@mass.gov .

Lauren Jones
Secretary
Executive Office of Labor and Workforce Development

Katie Dishnica, Director
Department Unemployment Assistance

Beth Goguen, Director
MassHire Department of Career Services

Sheri Bowles, Director
Department of Industrial Accidents

Michael Flanagan, Director
Department of Labor Standards

William Alpine, Director
Department of Family and Medical Leave

Philip T. Roberts, Director
Department of Labor Relations