LANGUAGE ACCESS PLAN

Executive Office of Labor and Workforce Development

Department of Unemployment Assistance (DUA)
MassHire Department of Career Services (MDCS)
Department of Industrial Accidents (DIA)
Department of Labor Standards (DLS)
Department of Labor Relations (DLR)

Revised November 2019
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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 its Departments.

This Plan also defines the actions 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 Title VI, WIOA Section 188 and Massachusetts General State Laws.

We serve a diverse population of various ages and linguistic origins. A LEP person is someone who cannot speak, read, write, or understand the English language at a level that allows him/her to interact effectively with Agency staff. A customer maintains the right to self-identify as LEP.

II. Background

This Language Access Plan is established pursuant to and in accordance with 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 U.S. 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
nondiscrimination and equal opportunity laws that expanded, for example, protections against unlawful discrimination on the basis of 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 job seekers, 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 in particular 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 (LEP).

- 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 hard copy 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), the Department of Industrial Accidents (DIA), and the Department of Labor Standards (DLS) 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. Our EOLWD Departments will provide quality language assistance to LEP customers in a fair a 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 persons;
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 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 Departments: DUA, MDCS, DIA, and DLS.

VI. Role
1. DEPARTMENT OF UNEMPLOYMENT ASSISTANCE (DUA)
The Department of Unemployment Assistance (DUA) administers the Unemployment Insurance (UI) program, providing temporary assistance to unemployed Massachusetts workers.

2. MASSHIRE DEPARTMENT OF CAREER SERVICES (MDCS)
The MassHire Department of Career Services (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 job and training referrals. You can find a listing of MassHire Career Centers on page 21 of this document.

3. DEPARTMENT OF INDUSTRIAL ACCIDENTS (DIA)
The Department of Industrial Accidents (DIA) oversees the Workers' Compensation system in Massachusetts, which helps Massachusetts injured workers, employers, insurers, and attorneys.

4. DEPARTMENT OF LABOR STANDARDS (DLS)
The Massachusetts Department of Labor Standards promotes and protects workers' safety and health, wages and working conditions, and supports employers and workers in utilizing apprenticeships as a workforce development tool.

VII. Language Access Plan
Approach: The Agency 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 providing translation and interpretation services as well as technical assistance to MassHire Career Centers carrying out DUA and MDCS 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 30 of this document is intended to direct MassHire Career Centers to create their own Plan and to provide assistance with the creation of such Language Access Plans.
Multilingual Services developed an On-site Annual Monitoring Questionnaire/Survey as part of the Field Management and Oversight Department to ensure compliance in 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 41.

1) Language Access Coordinator

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https://www.mass.gov/orgs/office-of-multilingual-services
https://www.mass.gov/service-details/multilingual-services-staff-resources

2) Language Resources

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 customers who otherwise face the potential privation of due process, essential services and dignity entitled without barriers to all customers.

i. Mission
Ensure meaningful access to all aspects of the Agency’ programs, services and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance. Abiding by the values of the Commonwealth ensuring than non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected in our Agency’ programs, services, and activities.

ii. Vision
Deliver high quality agency 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 liaison between UI advocates, attorneys, and Community-Based Organizations (CBOs) in serving the diverse linguistic communities.
In 2010, EOLWD created a **Multilingual Unit** within the Office of Multilingual Services. This Unit consists of three Multilingual Specialists under the Director of Multilingual Services. The Multilingual Unit possesses a vast array of international and multicultural knowledge, including collective fluency in twelve languages, resulting in excellent communication with the LEP community. It acts as the Central Internal Language facilitation Unit for all EOLWD departments.

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.

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.

OMS also maintains instructions and guidelines on how to utilize the Multilingual Specialists, and ensures that these resources have been distributed to DUA Call Centers, DUA walk-in Center, MassHire Career Center, DLS and DIA staff.

OMS strives to provide excellent integrated services to our customers across agencies.

**DUA and MDCS Services:**

DUA is required by statute to provide written translation services for the following 12 languages: Spanish, Portuguese, Chinese, Russian, Lao, Haitian Creole, Vietnamese, Khmer, Italian, Korean, French and Arabic (see section D page 16 - State Law Requirements).

OMS translates all vital letters into the 12 statutory languages so unemployment claimants can get those letters in their primary language.

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. This toll-free number is printed on several DUA notices, including the disqualification notices and the Career Center Seminar/Reemployment Services and Eligibility Assessment (RESEA) letters.

The Multilingual Unit Staff interprets adjudication/fact-finding, customer service interactions, job seekers’ inquiries, RESEA reviews and any other matter related to unemployment, employment and training services, programs and activities. The Staff also provides Ad hoc translation of UI Online, UI Questionnaires, Employment Services, Legal and Internal Control documents.

Interpretation and translation at DUA Hearings and Board of Review of material evidence and testimony is provided so that both departments might conduct their proceedings accurately and on schedule while ensuring that LEP customers receive meaningful and universal access.

**Agency wide Services:**

OMS also manages the translation of documents and materials for the other agencies – DIA, and DLS within EOLWD.

Language Access presentations have been made by OMS to DUA, MassHire Career Centers, DIA and DLS staff on how to best utilize language services. Refresher Language Access trainings are provided on a regular basis to Agency staff.
Creation of a nine language Toll-free line for the Department of Industrial Accidents (DIA), which allow constituents to call about Job Orders or any other worker’s compensation questions in their primary language.

Assistance is provided to the Department of Labor Standards with interpretation and translation services to groups of LEP workers at worksites to ensure compliance with OSHA standards, using and clarifying the appropriate specialized terminology and field-specific nuances.

State and National Partnership:
OMS provides ongoing support, guidance and expertise on Language Access issues (i.e., quality control and consultation on translation, interpretation and cultural awareness) to Workforce and Innovation Opportunity Act (WIOA) partner’s agencies, which are co-located at MassHire Career Centers.

OMS also provides support, guidance and expertise to various Massachusetts state agencies and community-based organizations on language access and technical support issues that impacts so many people in the “Workforce Development” world.

OMS has made several Language Access and Best Practices presentations at the State and National level including in 2015 at the National Association of Unemployment Insurance Appeals Professionals (“NAUIAP”) Conference in Washington DC.

In 2016, Massachusetts Continuing Legal Education (MCLE) transmitted the OMS presentation Nationwide on Implementation of Language Access Plans in Federal and State Funded Programs at the First Title VI Language Access Conference for lawyers and community advocates – The presentation was published in MCLE Legal Manual.

In 2017, OMS developed the first ever-Spanish Language enhancements to the Information Technology Support Center (ITSC) National Association of State Workforce Agencies (ITSC) in Washington DC. The OccuCoder tool is now available for all US states. The Spanish language translation, word parsing algorithm development and testing support that allowed the OccuCoder team to complete the project with great quality, on budget and before the project deadline. This is a great benefit to all US states in the O*Net job coding of Spanish Language job titles and descriptions entered by job seekers.

In 2018, OMS developed a Cultural and Language Awareness online training tool for nationwide use. This first ever-online Cultural and Language Awareness Training (CLAT) is now available Nationwide for Unemployment Insurance Hearing Officers and UI staff. The CLAT is one of eleven lessons that are part of a UI Lower Authority Appeals Hearing Officer course. The CLAT is also intended to be a stand-alone lesson for a broader audience.

Ongoing Projects:
Office of Multilingual Services consistently reassess needs and develops additional resources to address those needs:

- Multilingual Services is creating a script in Spanish and Portuguese for a video to assist customers to be better prepared for their CCS/Initial and RESEA Review. This video will walk a customer all the way through the process from receiving their CCS enrollment letter in the mail to the attainment of their RESEA Review. The video will explain what a customer can expect when enrolled into the RESEA program. Plans are to create a generic RESEA video, translate it into the most frequently encountered languages at Career Centers, and distribute it to all MassHire Career Centers across the state.
In 2006 the Office of Multilingual Services was part of the production of Career Center Seminar (CCS) videos in English, Spanish, Portuguese and American Sign Language. Future projects are in the works to expand the languages and produce the CCS video in additional languages to be distributed to all the MassHire Career Centers across the MA.

B. Language Resources Available for DUA, MDCS, DIA, and DLS
The list below can be found on the Intranet Multilingual Services at http://intranet/CO/SitePages/Home.aspx

1. Multilingual Services Unit contact information;
2. Professional over-the-phone language services (vendor providing over 170 languages);
3. Internal “Report of Usage” e-form to monitor the quality of the over-the-phone language services;
4. Internal Volunteer Bilingual Staff (27 languages – see page 11);
5. Professional in-person interpreter services for DUA hearings in over 100 languages;
6. Unemployment Insurance Telephone Certification (TeleCert) services currently available in English, Spanish, Portuguese and Cantonese;
7. Translated Publications posted on the EOLWD Internet can be found at https://www.mass.gov/orgs/office-of-multilingual-services
8. “I speak” cards in 38 languages posted on the Intranet for language identification;
9. “One Moment Please” Multilingual Guide Card (see sample flash card on page 10);
10. “Your right to an Interpreter” poster (see sample poster on page 15);
11. DUA Language Services Power Point Presentation (provided to DUA staff at training sessions)
12. MDCS Language Services Power Point Presentation (provided to Career Center staff at training sessions);
13. DIA Language Services Power Point Presentation (provided to DIA staff at training sessions);
14. Career Center Seminar Videos in English, Spanish, Portuguese, American Sign Language, and Closed Captioned (also available on the Massachusetts Workforce Development System Website on the Multilingual Resource page section http://www.mass.gov/massworkforce/resources/multilingual-services);
15. The MassHire Career Center Seminar Power Point translated into the 12 statutory languages can also be found on Mass Workforce Development System;
16. RESEA Power Point Presentation and related documents (can be found on Mass Workforce Development System);
17. American Sign Language (ASL) Services Guidelines for all EOLWD Departments (found on Intranet and Mass Workforce Development System);
18. UI Online instruction videos in Spanish;
How to Say, “One Moment Please” in Eighteen Common Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Written in Language</th>
<th>Phonetic Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Nje minutë ju lutem.</td>
<td>nee-yeh mee-noo-teh you loo-tem</td>
</tr>
<tr>
<td>Arabic</td>
<td>دقیقه من فضلك</td>
<td>dakika meen fahdlock (masculine)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>dakika meen fahdlick (feminine)</td>
</tr>
<tr>
<td>Chinese</td>
<td>請稍候</td>
<td>ching show hoe</td>
</tr>
<tr>
<td>French</td>
<td>Un moment s’il vous plaît.</td>
<td>uhn moe-mon seal-voo-play</td>
</tr>
<tr>
<td>German</td>
<td>Einen Moment bitte.</td>
<td>eye-nen moment bee-teh</td>
</tr>
<tr>
<td>Gujarati</td>
<td>મહેર્બાની, એક કેટલી પણ પૂછવો</td>
<td>meherbani karînî ek pul thobso</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>Tanpri tann yon ti moman.</td>
<td>tan-pree tan yaw tee moe-maw</td>
</tr>
<tr>
<td>Hindi</td>
<td>कृपया एक फंस्कात करें</td>
<td>krepîya ek pal prateeksha karen</td>
</tr>
<tr>
<td>Italian</td>
<td>Un momento per favore.</td>
<td>oon moe-mento pair fah-vore-ay</td>
</tr>
<tr>
<td>Japanese</td>
<td>少々お待ちください。</td>
<td>shosho omachi kudasai</td>
</tr>
<tr>
<td>Korean</td>
<td>잠깐 기타리세요.</td>
<td>jam-kan  ki-da-ri-se-yo</td>
</tr>
<tr>
<td>Polish</td>
<td>Moment, proszę.</td>
<td>moment prosheh</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Um momento, por favor.</td>
<td>um moe-mento, poor fah-vor</td>
</tr>
<tr>
<td>Russian</td>
<td>Пожалуйста, подождите.</td>
<td>padazhdite, pazhalusta</td>
</tr>
<tr>
<td>Spanish</td>
<td>Un momento por favor.</td>
<td>oon moe-mento poor fah-vor</td>
</tr>
<tr>
<td>Swahili</td>
<td>Subiri kidogo</td>
<td>soo-bee-re key-dough-go</td>
</tr>
<tr>
<td>Tamil</td>
<td>விளையாடு விளையாடு கேள்வு</td>
<td>dye-ya-vu seydu oru nimi-dom</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Xin chờ một chút</td>
<td>sin char moe-chew</td>
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</table>
C. Identification of Existing Bilingual Staff

This list identifies the languages spoken by DUA and MDCS staff members, who are linguistically, culturally and technically able to deliver services in a language other than English and/or to serve as interpreters. The list is organized alphabetically by language and on the actual site, each language hyperlinks to the contact information for the corresponding staff. The staff has agreed to volunteer to interpret for Limited English Proficiency (LEP) customers. This List is updated on a regular basis and posted on the Multilingual Services Intranet page and can be found at http://intranet/CO/SitePages/Language%20Services%20Guidelines%20for%20LEP%20Customers%20(Career%20Centers).aspx

<table>
<thead>
<tr>
<th>Language</th>
<th>Staff Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Greek</td>
</tr>
<tr>
<td>Arabic</td>
<td>Gujarati</td>
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<tr>
<td>Armenian</td>
<td>Haitian</td>
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<tr>
<td>Bengali</td>
<td>Haka</td>
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<tr>
<td>Burmese</td>
<td>Hindi</td>
</tr>
<tr>
<td>Cape Verdean</td>
<td>Hussi</td>
</tr>
<tr>
<td>Cantonese</td>
<td>Ibo</td>
</tr>
<tr>
<td>Czech</td>
<td>Italian</td>
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<tr>
<td>French</td>
<td>Khmer</td>
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<tr>
<td>Lao</td>
<td>Mandarin</td>
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<tr>
<td>Mandarin</td>
<td>Portuguese</td>
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<tr>
<td>Portuguese</td>
<td>Russian</td>
</tr>
<tr>
<td>Russian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Spanish</td>
<td>Urdu</td>
</tr>
<tr>
<td>Urdu</td>
<td>Vietnamese</td>
</tr>
</tbody>
</table>

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 http://intranet/CO/SitePages/Home.aspx

The guidelines refer staff to:

1. Multilingual Unit Specialists, who fluently speak, read and write in Spanish, Portuguese, Cantonese, Mandarin, Vietnamese, Cape Verdean, Arabic, German and French.

2. Over-the-Phone Language Service providing over 170 languages. 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 monitored through “Reports of Usage” e-forms (see sample below) completed by DUA, MDCS, DIA and DLS staff and reviewed and monitored by Multilingual Services.
3. **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, Hakkani, Hindi, Hupa, Ibo, Italian, Khmer, Korean, Lao, Mandarin, Portuguese, Punjabi, Russian, Spanish, Urdu, and Vietnamese (see table above page 11).

4. **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 the DUA, DIA, DLS and MassHire Career Centers [http://intranet/CO/Multilingual%20Docs/ispeak_flashcard_.pdf](http://intranet/CO/Multilingual%20Docs/ispeak_flashcard_.pdf) and [http://www.mass.gov/massworkforce/resources/multilingual-services](http://www.mass.gov/massworkforce/resources/multilingual-services).

5. **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 (see sample poster on page 15). [https://www.mass.gov/service-details/multilingual-language-guidelines](https://www.mass.gov/service-details/multilingual-language-guidelines).


7. **Step procedures for DUA Call Center and Walk-In staff** on how to request Interpreter Services [http://intranet/CO/SitePages/For%20Call%20Centers.aspx](http://intranet/CO/SitePages/For%20Call%20Centers.aspx).

8. **Step by step procedures for DUA Hearings staff** on how to request Interpreter Services as well as interpreter related information. [http://intranet/CO/SitePages/For%20Hearings.aspx](http://intranet/CO/SitePages/For%20Hearings.aspx).

9. **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 request procedures [http://intranet/CO/SitePages/For%20Career%20Centers.aspx](http://intranet/CO/SitePages/For%20Career%20Centers.aspx) and [http://www.mass.gov/massworkforce/resources/multilingual-services](http://www.mass.gov/massworkforce/resources/multilingual-services).


13. The Language Access Plan document. The goal of the language access planning and implementation is to ensure that the Agency communicates effectively with limited English proficient (LEP) individuals [http://intranet/CO/Multilingual%20Docs/LANGUAGE%20ACCESS%20PLAN%20Final%202012-31-12.pdf](http://intranet/CO/Multilingual%20Docs/LANGUAGE%20ACCESS%20PLAN%20Final%202012-31-12.pdf) and [http://www.mass.gov/massworkforce/resources/multilingual-services](http://www.mass.gov/massworkforce/resources/multilingual-services).
B. LEP Customers Access to Language Resources

LEP customers may request interpreter services at all times free of charge when calling any EOLWD agency. Agency staff is periodically trained on how to request interpreter services to assist LEP customers.

Claimants who apply for Unemployment Benefits (UI) online or by calling UI staff 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 documents in translation:

1. Fact Finding/Questionnaire cover letters giving LEP customers the option:
   a. To call the LEP fact finding line, specially staffed to assist LEP customers in their preferred language or
   b. To send their contact information to receive a call at their convenience in the preferred language.

2. Monetary Determinations - Monetary Redeterminations- Non-Monetary Determinations
   a. All 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.
   b. 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.

3. 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. A Claimant Packet Letter
   b. “A Guide to Benefits and Employment Services for Claimants” Booklet
   c. Find the MassHire Career Center Nearest You flyer

4. 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 sample is on page 14.

5. Outreach is conducted and information presented in foreign languages via wide-reaching ethnic media such as newspapers, television, and radio. Video Voice-Over.

6. DUA and MDCS produced videos that were translated into Spanish and Portuguese, voiced by Multilingual Services staff and uploaded on YouTube and the EOLWD Internet site.

7. All vital informational documents (e.g. EUC-RESEA information, MassHire Career Center Seminar invite and reminder) are translated into 12 languages and sent out timely to LEP customers.

8. All EOLWD Departments must display at the reception area a “Your Right to an Interpreter” poster (see page 15) on the front counter 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 38 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.

http://intranet/CO/Mutlilingual%20Docs/ispeak_flashcard_.pdf
9. Robocalls in Spanish and Portuguese 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.

10. Materials and publications, classified by EOLWD Agencies (DUA, MDCS, DIA, DLS) and customer need, are accessible at all times by customers and staff on the Multilingual page of the EOLWD site: https://www.mass.gov/orgs/office-of-multilingual-services

"Babel Notice" refers to a notice that Multilingual Services specifically created to notify LEP customers, in the statutory languages, that an attached agency notice is important and the customer should have it translated immediately.
“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. Posters are available on demand at Office of Multilingual Services.
C. Community-Based Organizations

The list is available on the EOLWD Intranet [http://intranet/CO/SitePages/For%20Medical%20Security.aspx](http://intranet/CO/SitePages/For%20Medical%20Security.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.

D. State Law Requirements

Mass. State Law requires that Unemployment Insurance (UI) notices and documents be issued in Spanish, Chinese, Haitian Creole, Italian, Portuguese, Vietnamese, Lao, Khmer, Russian, Korean, Arabic, French and any other language that is the primary language of the lesser of 10,000 people or 0.5% of total state population. (See G.L.c 151A, sec. 62A).

4) Language Makeup of Client Population

A. Identifying LEP Individuals in Need of Language Assistance

The UI Online system provides DUA with valuable data to help identify LEP claimants needing language assistance (see page 17, Statutory Language LEP Claimants requesting assistance when filing UI claims). DUA uses the data to assess the number and proportion of LEP persons served as well as to assess the frequency with which LEP individuals come in contact with DUA.

It is crucial to record this information from the initial claim stage, as this language code is also applied in the MassWorkforce Career Center System MOSES, determining what language services a claimant needs to comply with federal and state requirements to receive unemployment and return to work or receive training.

i. Identification of UI claimants’ primary language

Most often, an LEP claimant first contacts DUA when filing a claim for UI benefits. When the initial claim is filed, the UI Staff must (1) determine the claimant’s primary language and (2) properly code the claimant’s primary language in the UI Online system. A UI Staff member unable to identify the claimant’s primary language should call the Multilingual Services Unit or ask the assistance of the over-the-phone language specialist to determine the claimant’s language.

The claims-taker must enter in UI Online whatever language the claimant states as primary, even if the claimant is able to communicate in English. If a DUA staff member later learns that a claimant has been incorrectly coded, whether with English as the claimant’s primary language or otherwise, the UI system should be updated.

The Unemployment Insurance TeleClaim Call Center (UITCC) has 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, they handle the majority of calls from the three most common LEP language groups served. Calls from LEP claimants who speak other statutory languages are directed to staff that employ either in-house or contracted professional telephone interpretation services.

The LEP cover sheet provides a direct Toll Free line that LEP customers can directly call. The Fact-finding line conveniently displays the language the LEP claimant speaks so that DUA staff can contact either the Multilingual Unit or Language Line services.
The charts below represent UI Claimants (statutory languages) who indicated their primary language on the UI Online system from January 2016 through September 2018 and who received UI documents in their respective language.

<table>
<thead>
<tr>
<th>PRIMARY LANGUAGE</th>
<th>CLAIMANT COUNTS</th>
<th>PERCENTAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>466,513</td>
<td>93.9</td>
</tr>
<tr>
<td>Spanish</td>
<td>22,785</td>
<td>4.6</td>
</tr>
<tr>
<td>Portuguese</td>
<td>2,967</td>
<td>0.6</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>1,441</td>
<td>0.3</td>
</tr>
<tr>
<td>Cantonese</td>
<td>1,426</td>
<td>0.3</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>782</td>
<td>0.2</td>
</tr>
<tr>
<td>Mandarin</td>
<td>287</td>
<td>0.1</td>
</tr>
<tr>
<td>Arabic</td>
<td>237</td>
<td>0.1</td>
</tr>
<tr>
<td>French</td>
<td>200</td>
<td>0.0</td>
</tr>
<tr>
<td>Khmer</td>
<td>190</td>
<td>0.0</td>
</tr>
<tr>
<td>Russian</td>
<td>189</td>
<td>0.0</td>
</tr>
<tr>
<td>Laotian</td>
<td>62</td>
<td>0.0</td>
</tr>
<tr>
<td>Italian</td>
<td>32</td>
<td>0.0</td>
</tr>
<tr>
<td>Korean</td>
<td>18</td>
<td>0.0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>497,129</td>
<td></td>
</tr>
</tbody>
</table>
DUA over-the-phone Language services Claimants ‘calls (FY’18 July 1, 2017 –June 30, 2018)

<table>
<thead>
<tr>
<th>Language</th>
<th>Minutes</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>39994</td>
<td>85.97%</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>1985</td>
<td>4.27%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>1904</td>
<td>4.09%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>716</td>
<td>1.54%</td>
</tr>
<tr>
<td>Cape Verdean</td>
<td>425</td>
<td>0.91%</td>
</tr>
<tr>
<td>Arabic</td>
<td>303</td>
<td>0.65%</td>
</tr>
<tr>
<td>Cantonese</td>
<td>278</td>
<td>0.60%</td>
</tr>
<tr>
<td>Mandarin</td>
<td>267</td>
<td>0.57%</td>
</tr>
<tr>
<td>French</td>
<td>148</td>
<td>0.32%</td>
</tr>
<tr>
<td>Albanian</td>
<td>79</td>
<td>0.17%</td>
</tr>
<tr>
<td>Russian</td>
<td>70</td>
<td>0.15%</td>
</tr>
<tr>
<td>Polish</td>
<td>69</td>
<td>0.15%</td>
</tr>
<tr>
<td>Amharic</td>
<td>58</td>
<td>0.12%</td>
</tr>
<tr>
<td>Greek</td>
<td>48</td>
<td>0.10%</td>
</tr>
<tr>
<td>Nepalese</td>
<td>35</td>
<td>0.08%</td>
</tr>
<tr>
<td>Portuguese Crioulo/Kriulo</td>
<td>34</td>
<td>0.07%</td>
</tr>
<tr>
<td>Bosnian</td>
<td>26</td>
<td>0.06%</td>
</tr>
<tr>
<td>Somali</td>
<td>20</td>
<td>0.04%</td>
</tr>
<tr>
<td>Tibetan</td>
<td>15</td>
<td>0.03%</td>
</tr>
<tr>
<td>Italian</td>
<td>13</td>
<td>0.03%</td>
</tr>
<tr>
<td>Korean</td>
<td>13</td>
<td>0.03%</td>
</tr>
<tr>
<td>Cambodian/Khmer</td>
<td>12</td>
<td>0.03%</td>
</tr>
<tr>
<td>Serbo-Croatian</td>
<td>5</td>
<td>0.01%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>4</td>
<td>0.01%</td>
</tr>
<tr>
<td>Tigrinya/Eritrean</td>
<td>1</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

DUA Over-the-Phone Languages Covered (July 1, 2017 through June 30, 2018)
### ii. Limited English Population in Massachusetts – Census 2010

**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 %”)**

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

**Notes:**
The languages on the table above are the 12 statutory languages that the Massachusetts General Laws requires UI notices be provided in. (See G.L.c 151A, sec. 62A). This data is consistent with the languages served by our Agency.
B. Points of Contact between MassHire Career Centers and Client Population

The MassHire Career Centers provide job search assistance and other job search and training services. The map above shows the MassHire Career Center locations 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:
http://www.mass.gov/lwd/employment-services/dcs/find-a-career-center-near-you.html (see list page 21)

The “Find the MassHire Career Center Nearest You” flyer, 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 http://www.mass.gov/lwd/eolwd/multilingual-information/multilingual/dcs-multilingual.html )
Find the MassHire Career Center Nearest You

Visit a MassHire Career Center for:
- Job search assistance;
- Career planning information;
- Workshops on job search techniques including interviewing, networking, and resume writing;
- Data on the current statewide and local job market; and
- Resources to help you find the right training opportunities;
- Tools to help you conduct an effective job search.

Greater Boston
MassHire Boston Career Center
1010 Harrison Avenue
Boston, MA 02119
(617) 541-1400, TTY: (617) 442-3610

MassHire Downtown Boston Career Center
75 Federal Street, 3rd Floor
Boston, MA 02110
(617) 399-3100, (800) 436-WORK (9675)

MassHire Metro North Career Center
186 Alewife Brook Parkway, Suite 310
Cambridge, MA 02138
(617) 661-7867, (888) 454-9675
TTY: (800) 439-2370
(Affiliated limited services)*
4 Gerrish Avenue
Chelsea, MA 02150
(617) 884-4333

100 Trade Center
Suite G-100
Woburn, MA 01801
(781) 932-5500, (888) 273-WORK

MassHire Framingham Career Center
1671 Worcester Road
Framingham, MA 01701
(508) 861-7993

MassHire Norwood Career Center
32 Day Street
Norwood, MA 02062
(781) 269-5494

Northeastern Massachusetts
MassHire Merrimack Valley Career Center
Haverhill Opportunity Works (HOW Bldg.)
671 Kenoza Street
Haverhill, MA 01830
(978) 241-4730

78 Amersbury Street
Lawrence, MA 01840
(978) 722-7000

MassHire Lowell Career Center
107 Merrimack Street
Lowell, MA 01852
(978) 458-2503, TTY: (978) 805-4915

MassHire North Shore Career Center
70 Washington Street
Salem, Massachusetts 01970
(781) 691-7400
(Affiliated limited services)*
5 Pleasant Street
Gloucester, MA 01930
(978) 283-4772
(Affiliated limited services)*
North Shore Community College
300 Broad Street, LW 131
Lynn, MA 01901
(781) 691-7450

MassHire North Shore Youth Career Center**
117 Franklin Street
Lynn, MA 01902
(781) 691-7430

Southeastern Massachusetts
MassHire Attleboro Career Center
95 Pine Street
Attleboro, MA 02703
(508) 222-9950

MassHire Cape & Islands Career Center
372 North Street
Hyannis, MA 02601
(508) 778-JOBS (5627)
TTY: (508) 862-6102

MassHire Greater Brockton Career Center
34 School Street
Brockton, MA 02301
(508) 513-3400

MassHire Greater Brockton YouthWorks**
34 School Street, lower level
Brockton, MA 02301
(508) 584-9800

MassHire Fall River Career Center
446 North Main Street
Fall River, MA 02720
(508) 730-5000

MassHire Youth Connections**
139 South Main Street
Fall River, MA 02720
(508) 675-2245

MassHire Greater New Bedford Career Center
618 Acushnet Avenue
New Bedford, MA 02740
(508) 990-4000

MassHire Taunton Career Center
72 School Street
Taunton, MA 02780
(508) 977-1400

MassHire South Shore Career Center
38 Cordage Park Circle, Suite 200
Plymouth, MA 02360
(617) 376-5170

1515 Hancock Street
 Quincy, MA 02169
(617) 745-4000

Central Massachusetts
MassHire North Central Career Center
100 Erdman Way
Leominster, MA 01453
(978) 534-1481, TTY: (978) 534-1657

MassHire Southbridge Career Center
5 Optical Drive, Suite 200
Southbridge, MA 01550
(508) 765-6430
TTY: (508) 765-6437

MassHire Worcester Career Center
340 Main Street, Suite 400
Worcester, MA 01608
(508) 799-1600

Western Massachusetts
MassHire Franklin Hampshire Career Center
One Arch Place
Greenfield, MA 01301
(413) 774-4361, TTY: (413) 772-2174
(Affiliated limited services)*
20 West Street
Northampton, MA 01060
(413) 774-4361

MassHire Holyoke Career Center
850 High Street
Holyoke, MA 01040
(413) 532-4900, TTY: (413) 535-3098

MassHire Berkshire Career Center
160 North Street
Pittsfield, MA 01201
(413) 499-2220, TTY: (413) 499-7306

MassHire Springfield Career Center
One Federal Street, Building 103-3
Springfield, MA 01103
(413) 858-2800, TTY: (413) 858-2800

For more information about MassHire Career Centers, go to www.mass.gov/careercenters

*Affiliated Limited Services – Contact the MassHire Career Center for hours of operation and services available.
** Youth-specific Career Center.
5) Vital Documents Translation

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

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.

A. Written Translations Guidelines:

a. 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.*

b. EOLWD publications and material are coordinated through the Office of Multilingual Services. 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. DUA and MDCS translated publications are available in print in DUA Walk-In Center and in MassHire Career Centers.

d. DIA translated publications are available at the DIA main office as well as in the regional DIA offices. DLS translated publications are available at field offices. ALL multilingual publications are accessible through the Office of Multilingual Services webpage: www.mass.gov/orgs/office-of-multilingual-services and are classified by agency and by language.

e. EOLWD through its Office of Multilingual Services uses Multilingual Specialists from the Multilingual Unit as well as a Professional Translation contractor employing American Translators Association (ATA) certified translators.

f. 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 Office of Multilingual Services.

g. 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 document 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 contracted by the Office Multilingual Services.

* The identified primary languages are Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, Korean, Arabic and French.
2. The translation can take between 1 day to 3 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.

4. The official publication will be posted on the Multilingual webpage on the EOLWD website: https://www.mass.gov/orgs/office-of-multilingual-services

B. Claimant Notices and Online System

i. Babel Notices*: If a document is not translated in its entirety, then the document shall be sent to LEP customers with a 12-language notice “Babel Notice.” Each “Babel” notice emphasizes the importance of having the document translated. The Babel notices include a phone number where LEP customers can be helped in their preferred language.

*Babel Notice* refers to a notice that Multilingual Services specifically created to notify LEP claimants, in the statutory languages, that an attached DUA notice is important and the claimant should have it translated immediately.
ii. **UI Online**

“UI Online” refers to the computer system, which DUA has implemented to largely replace its old Legacy system. It offers language capacities in 12 languages, including English. A claimant can choose to receive correspondence in his/her primary language if the language chosen is among the 11 statutory languages (Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Khmer, Lao, Russian, Italian, French and Korean.) UI Online Correspondence pertaining to claimant eligibility and/or containing vital information is translated and sent out to LEP claimants. Any information or notice that is not translated in its entirety contains a “Babel Notice” in 12 languages. The “Babel Notice” advises claimants of the importance of the information and provides a phone number to call for assistance with the option to request language services. Disqualification Notices are translated in their entirety (Rationales, Effect of Determination and how to request a hearing on this determination). The part that is not translated is the section of the law and ad hoc information however; it contains the Multilingual Unit toll-free numbers and is sent, along with the English version of disqualification notice to claimants coded by DUA for one of the 12 statutory languages.

An instructional video on “How to Request UI benefits on line with UI Online” was developed in English and voiced over in Spanish for UI Claimants [https://www.youtube.com/watch?v=iE_nkbwHuXo](https://www.youtube.com/watch?v=iE_nkbwHuXo)

**DUA provides quality translation on important eligibility notices, documents and letters into all 12 statutory languages.**
If the claimant chooses to receive correspondence in one of the 12 statutory languages, then the correspondence listed below will be issued to LEP claimant in that primary language.

**UI Online Correspondence translated into the Statutory Languages**
- Fact Finding/Questionnaire Cover Letters (including the LEP dedicated Fact Finding line)
- Monetary Determinations
- Monetary Redeterminations
- Non-Monetary Determinations (including the Multilingual Unit Toll-free line)
- CCS/Initial RESEA notification letters

The preceding documents include the following sub-categories:
1. Notices of Approval
2. Notices of Disqualification
3. Notices of Fault and Fraud Finding
4. Notices of Fault Finding
5. Finalized Overpayment Notices
6. Babel Notices
7. TRA/TAA Eligibility Determinations
8. Notice of Potential Offset of Benefits
9. How to Request a Hearing

C. List of Agency Forms & Standard Publications

The following DUA and MDCS Publications are available in hard copy at the Boston UI Walk-In Center and MassHire Career Centers. Agency translated standard publications are posted on EOLWD Multilingual Website: [https://www.mass.gov/orgs/office-of-multilingual-services](https://www.mass.gov/orgs/office-of-multilingual-services)

- **DUA Publications** are translated into the 12 statutory languages
- **MDCS Publications** are translated into the 12 statutory languages
- **DIA Publications** are translated into the 8 most encountered languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Cape Verdean Creole, Arabic and Khmer
- **DLS Publications** are translated as needed for the target population

<table>
<thead>
<tr>
<th>DUA Publication Name</th>
<th>Form #</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Guide to Benefits and Employment Services for Claimants (UI Booklet)</td>
<td>P2594</td>
</tr>
<tr>
<td>Training Opportunities Program Brochure (TOP) – Section 30</td>
<td>1938</td>
</tr>
<tr>
<td>Systematic Alien Verification for Entitlements Program (SAVE)</td>
<td></td>
</tr>
<tr>
<td>TeleCert Questions Flyer</td>
<td>2126</td>
</tr>
<tr>
<td>How to File For UI Benefits</td>
<td>0590A</td>
</tr>
<tr>
<td>Information on Employees – Poster</td>
<td>2553A</td>
</tr>
<tr>
<td>How Your UI Benefits are Determined</td>
<td>2023</td>
</tr>
<tr>
<td>Participating in WorkSharing/A Guide for Workers</td>
<td>2141</td>
</tr>
<tr>
<td>Work Search Activity Log</td>
<td>2599/1750</td>
</tr>
<tr>
<td>Direct Deposit</td>
<td>3627</td>
</tr>
<tr>
<td>Important Information Regarding Appeals</td>
<td>1917</td>
</tr>
<tr>
<td>Your Guide to the UI Appeals Process</td>
<td></td>
</tr>
<tr>
<td>Health Connector Brochure</td>
<td></td>
</tr>
<tr>
<td>Debit Card information</td>
<td></td>
</tr>
<tr>
<td>UI Online Booklet</td>
<td></td>
</tr>
</tbody>
</table>
Multilingual Services has produced five different versions of the **Career Centers Seminar video**: English, Spanish, Portuguese, American Sign Language, and Closed Captioning. These are found on the EOLWD Intranet at [http://intranet/CO/SitePages/For%20Career%20Centers.aspx](http://intranet/CO/SitePages/For%20Career%20Centers.aspx) and on MassWorkforce System [http://www.mass.gov/massworkforce/resources/multilingual-services/](http://www.mass.gov/massworkforce/resources/multilingual-services/)

**Note:**
These videos will be updated in the next few months and additional languages will be produced.

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**DIA Publications are translated into the eight most encountered languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Cape Verdean Creole, Arabic and Khmer**

<table>
<thead>
<tr>
<th>DIA Publication Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Injured Worker's Guide To Workers' Compensation</td>
</tr>
<tr>
<td>Employer's Guide to Workers' Compensation</td>
</tr>
<tr>
<td>Understanding Workers' Comp</td>
</tr>
<tr>
<td>Lump Sum Brochure</td>
</tr>
<tr>
<td>Vocational Rehabilitation Brochure</td>
</tr>
<tr>
<td>Instructions to fill out Form 101 and 110</td>
</tr>
<tr>
<td>Investigator Multilingual Card</td>
</tr>
</tbody>
</table>

**DLS Publications are translated as needed for the target audience**

<table>
<thead>
<tr>
<th>DLS Publication Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead Poisoning information in Spanish and Portuguese</td>
</tr>
<tr>
<td>Danger of acrylic nails in Vietnamese</td>
</tr>
<tr>
<td>Your Rights under the Massachusetts Temporary Workers Right to Know Law in Spanish, Portuguese, Haitian Creole, Vietnamese, Chinese, Khmer, Russian, French, Arabic, Swahili, Somali, Tigrinya, Burmese and Nepali</td>
</tr>
<tr>
<td>Information for Staffing Agencies Regarding the Temporary Workers Right to know Law in Spanish and Portuguese</td>
</tr>
<tr>
<td>Information for Worksite Employers Using Employment, Placement, or Staffing Agency Services in Spanish &amp; Portuguese</td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>MDCS Publication Name</th>
<th>Form #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Job Search Journal</td>
<td>1799</td>
</tr>
<tr>
<td>The Resume Guide</td>
<td>1865</td>
</tr>
<tr>
<td>Selling Yourself on Paper-The Resume</td>
<td>1981</td>
</tr>
<tr>
<td>Landing the Job You Want-Networking</td>
<td>1982</td>
</tr>
<tr>
<td>Landing the Job You Want-Interviewing</td>
<td>1983</td>
</tr>
<tr>
<td>Selling Yourself on Paper-The Job Application</td>
<td>1984</td>
</tr>
<tr>
<td>Getting Started- Career Planning</td>
<td>1985</td>
</tr>
<tr>
<td>Selling Yourself On Paper- The Cover Letter</td>
<td>1986</td>
</tr>
<tr>
<td>Need Training? Read This</td>
<td>2115</td>
</tr>
<tr>
<td>List of MassHire Career Centers</td>
<td>2026a</td>
</tr>
<tr>
<td>UI RESEA Questionnaire</td>
<td></td>
</tr>
<tr>
<td>Career Action Plan (CAP)</td>
<td></td>
</tr>
<tr>
<td>Labor Market Research Worksheet (LMI)</td>
<td></td>
</tr>
<tr>
<td>The Trade Adjustment Assistance Program (TAA) Brochure</td>
<td></td>
</tr>
</tbody>
</table>
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 also be presented, in its updated form, to Community-Based Organizations and Legal Services representing LEP customers so they have an opportunity to provide feedback.
- This Plan is posted on the EOLWD Intranet [http://intranet/CO/SitePages/For%20Career%20Centers.aspx](http://intranet/CO/SitePages/For%20Career%20Centers.aspx) and on the Mass Workforce Development System [http://www.mass.gov/massworkforce/resources/multilingual-services/](http://www.mass.gov/massworkforce/resources/multilingual-services/) for Agency review.
- Since 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 best practices which have served as examples to 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 trainings to DUA, MassHire Career Centers, DIA and DLS agency staff having contact with the public, so such staff is trained to work effectively with LEP customers and telephonic interpreters;
3. Presented to management so they are fully aware of and understand the Language Access Plan, in order to reinforce the plan’s importance and ensure its implementation by staff;
4. Presented as a model at the National level;
5. Presented at Governor’s Office of Access and Opportunity;
6. An example to other state agencies who need assistance to create their own Plan.

8) Public Outreach

- CBOs serving LEP customers are informed regularly of important changes in programs, services and activities.
- Outreach conducted and information provided to claimants in foreign languages via broad-ranging ethnic media such as newspapers, TV, and radio.
- Legal Services and Advocacy groups are informed about language access through regular Quarterly Meetings.
- The Multilingual Unit’s toll-free telephone line, which includes a menu in the 12 statutory languages, is posted on important document to assist claimants needing clarification information on any of the EOLWD agencies services, programs or activities.
- UI Online system issues correspondence in the Claimants’ primary language providing that is one of the 12 statutory languages and that the claimant has requested to obtain correspondence in his/her
primary language. The notice includes a statement that claimants can request an interpreter for the hearing free of charge.

- The UI Booklet is available in the 12 statutory languages and it is mailed out to LEP claimants whose primary language is one of the 12 statutory languages. Included in the UI initial packet are the Acknowledgment letter, UI booklet and the MassHire Career Center flyer.

- Every MassHire Career Center lists the languages available on their respective websites.

- DUA Boston Walk-In Center, All MassHire Career Centers, DIA and DLS regional offices must display the “Your Right to an Interpreter” poster for customer view.

- Translated material is available on EOLWD Multilingual Website by clicking on https://www.mass.gov/orgs/office-of-multilingual-services

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, trainings to MassHire Career Center, DUA Call Center, DUA Walk-in, DIA and DLS staff are performed on a regular basis;

c. A review to determine if additional vital documents require translation;

d. A review of any issues or problems related to serving LEP persons, which may have emerged during the past year; and;

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.

**NOTE:**
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 persons will gain access to the many valuable Agency programs, services, and activities, increasing their ability to pursue and achieve educational and professional goals.

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 6 months of the alleged denial. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Marisa de la Paz  
Director of Multilingual Services  
Executive Office of Labor and Workforce Development  
19 Staniford Street - First Floor  
Boston, MA 02114  
E-mail: mdelapaz@detma.org

__________________________________________________________________________  
Agency Head  
Date
Appendix

Guidance for MassHire Career Centers on Implementing the Language Access Plan


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 an 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 a 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 factors are:

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

Due to the fact that US Census 2010 data (page 19) 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-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 persons is frequent. An Agency should take into account 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 affects 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.

The 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 persons served and the frequency in each Career Center.

This data is recorded in the MOSES database in the CS_APPLICANT_MAIN table.
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 whose meeting or exceeding 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 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 particular 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 persons 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.

* 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 apply the 5% standard to the geographic region served by the regional office
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.

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 material 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 general 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 A 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 of 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 the 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 manner in which 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 persons;
- 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 may under-represent others that may be eligible.

The 15 most commonly spoken languages among the LEP population in the Commonwealth according to U.S. Census 2010 are Spanish, Haitian Creole, Italian, Portuguese, Russian, Chinese, Khmer, Vietnamese, French, Arabic Greek, Polish, Hindi, Korean, and German (see chart page 37).

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 on the guidelines specified on the table above 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 of certain vital documents, might be acceptable under such circumstances.

The Chart below represents the percentage of the total population living in households in which a given language is spoken at home. Language population in US compared to Massachusetts.
A. Population by *Safe Harbor Threshold

Languages Required for UI by Statute, Irrespective of 5% Threshold

Populations, which meet the Massachusetts State Safe Harbor Threshold

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of speakers</th>
<th>Speakers as % of total population</th>
<th>Number of total population that Speaks English “very well” and/or “well”</th>
<th>% of total population that speaks English less than “Well” and/or ”Not at All” (LEP)</th>
<th>Number of total population that speaks English less than “Well” and/or ”Not at All” (LEP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total pop. 5 &amp; older</td>
<td>6,291,888</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speak only English</td>
<td>4,892,060</td>
<td>78%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td>519,521</td>
<td>8.3%</td>
<td>300,517</td>
<td>4.8%</td>
<td>219,004</td>
</tr>
<tr>
<td>Portuguese</td>
<td>181,251</td>
<td>2.9%</td>
<td>99,331</td>
<td>1.6%</td>
<td>81,920</td>
</tr>
<tr>
<td>Chinese</td>
<td>113,975</td>
<td>1.8%</td>
<td>54,402</td>
<td>0.9%</td>
<td>59,573</td>
</tr>
<tr>
<td>French</td>
<td>60,116</td>
<td>1.0%</td>
<td>48,895</td>
<td>0.8%</td>
<td>11,221</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>68,262</td>
<td>1.0%</td>
<td>37,655</td>
<td>0.6%</td>
<td>30,607</td>
</tr>
<tr>
<td>Italian</td>
<td>37,544</td>
<td>0.6%</td>
<td>27,522</td>
<td>0.4%</td>
<td>10,022</td>
</tr>
<tr>
<td>Russian</td>
<td>36,844</td>
<td>0.6%</td>
<td>21,211</td>
<td>0.3%</td>
<td>15,633</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>40,245</td>
<td>0.6%</td>
<td>15,460</td>
<td>0.2%</td>
<td>24,785</td>
</tr>
<tr>
<td>Greek</td>
<td>23,503</td>
<td>0.4%</td>
<td>17,050</td>
<td>0.3%</td>
<td>6,453</td>
</tr>
<tr>
<td>Arabic</td>
<td>33,466</td>
<td>0.5%</td>
<td>19,740</td>
<td>0.3%</td>
<td>13,726</td>
</tr>
<tr>
<td>Khmer</td>
<td>23,631</td>
<td>0.4%</td>
<td>11,369</td>
<td>0.2%</td>
<td>12,262</td>
</tr>
<tr>
<td>Polish</td>
<td>18,013</td>
<td>0.3%</td>
<td>11,773</td>
<td>0.5%</td>
<td>6,240</td>
</tr>
<tr>
<td>German</td>
<td>17,518</td>
<td>0.3%</td>
<td>15,822</td>
<td>0.3%</td>
<td>1,696</td>
</tr>
<tr>
<td>Hindi</td>
<td>18,540</td>
<td>0.3%</td>
<td>14,988</td>
<td>0.2%</td>
<td>3,552</td>
</tr>
<tr>
<td>Korean</td>
<td>16,775</td>
<td>0.3%</td>
<td>9,050</td>
<td>0.1%</td>
<td>7,725</td>
</tr>
<tr>
<td>Lao</td>
<td>3,199</td>
<td>0.1%</td>
<td>1,490</td>
<td>0.0%</td>
<td>1,709</td>
</tr>
</tbody>
</table>

*2010 – 2014 American Community Survey – 5 years and older - Five Year Estimate

*A “Safe Harbor” means that if a recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient’s written translation obligations.*
B. LEP Data

Most Commonly Spoken Languages in Massachusetts LEP Population*

- **Spanish**: 191,746
- **Portuguese**: 93,225
- **Chinese**: 31,214
- **Vietnamese**: 23,489
- **Haitian Creole**: 21,127
- **Other**: 162,493

*Source: U.S. Census, American Community Survey, Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for the United States, April 2010 (Complete data included in virtual handout at masslegalservices.org)

**Total Population 5 Years and Over**: 6,087,734

- **Spoke Only English at Home**: 4,841,697
- **Spoke a Language Other than English at Home**: 1,246,037
- **Limited English Proficient Population (Spoke English Less than ‘Very Well’)**: 523,294
Fifteen Most Commonly Spoken Languages Other than English in Massachusetts*: Ranked by Limited English Proficiency (LEP)**
Percentage of Total Population

Data is organized by percentage of the total language population that is Limited English Proficient in order to give a more accurate picture of the language service needs of each group.

<table>
<thead>
<tr>
<th>Language</th>
<th>Total Speakers</th>
<th>LEP* Population</th>
<th>Percentage LEP/Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vietnamese</td>
<td>35,011</td>
<td>23,489</td>
<td>67</td>
</tr>
<tr>
<td>Khmer</td>
<td>21,385</td>
<td>11,899</td>
<td>56</td>
</tr>
<tr>
<td>Portuguese</td>
<td>183,029</td>
<td>93,210</td>
<td>51</td>
</tr>
<tr>
<td>Chinese</td>
<td>62,814</td>
<td>31,214</td>
<td>50</td>
</tr>
<tr>
<td>Russian</td>
<td>38,723</td>
<td>18,938</td>
<td>49</td>
</tr>
<tr>
<td>Korean</td>
<td>14,316</td>
<td>6,940</td>
<td>48</td>
</tr>
<tr>
<td>Spanish</td>
<td>430,185</td>
<td>191,746</td>
<td>45</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>48,400</td>
<td>21,127</td>
<td>44</td>
</tr>
<tr>
<td>Polish</td>
<td>23,571</td>
<td>9,517</td>
<td>40</td>
</tr>
<tr>
<td>Arabic</td>
<td>23,600</td>
<td>8,683</td>
<td>37</td>
</tr>
<tr>
<td>Italian</td>
<td>47,478</td>
<td>14,251</td>
<td>30</td>
</tr>
<tr>
<td>Greek</td>
<td>24,793</td>
<td>6,697</td>
<td>27</td>
</tr>
<tr>
<td>French</td>
<td>73,303</td>
<td>16,759</td>
<td>23</td>
</tr>
<tr>
<td>Hindi</td>
<td>14,574</td>
<td>2,682</td>
<td>18</td>
</tr>
<tr>
<td>German</td>
<td>18,344</td>
<td>2,113</td>
<td>12</td>
</tr>
</tbody>
</table>

*Population: Persons 5 years and older who speak a language other than English at home

**LEP defined as “speak English less than very well”

Source: U.S. Census, American Community Survey, Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for the United States, April 2010 (Complete data included in virtual handout at masslegalservices.org).
Fifteen Most Commonly Spoken Languages Other than English in Massachusetts*:
Ranked by Total Number of Speakers

<table>
<thead>
<tr>
<th>Language</th>
<th>Total Speakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
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</tr>
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<td>Portuguese</td>
<td>183,029</td>
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<tr>
<td>Korean</td>
<td>14,316</td>
</tr>
</tbody>
</table>

*Population: Persons 5 years and older who speak a language other than English at home

Source: U.S. Census, American Community Survey, Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for the United States, April 2010
FY’19 (July 2018 – December 2018) Limited English Proficiency (LEP) customers served at MassHire Career Centers across Massachusetts

C. **Multilingual Information is available** on the Massachusetts Workforce Development System Multilingual Resource page [http://www.mass.gov/massworkforce/resources/multilingual-services/](http://www.mass.gov/massworkforce/resources/multilingual-services/)

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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 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. As well, 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 persons;
- Availability of resources, including technology and sources of additional resources, and the costs imposed;
- Whether existing assistance is meeting the needs of LEP persons;
- 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 to 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 particular 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, www.mass.gov/massworkforce MassWorkforce Issuance #08-101 issued: 9/20/2017 Language Services Assistance for Limited English Proficiency Customers, is located at http://www.mass.gov/massworkforce/issuances/wioa-policy/08-oscc-operations/)
Multilingual Services developed an On-site Annual Monitoring Questionnaire/Survey as part of the Field Management and Oversight Department to show compliance in Language Access requirements and must be completed by all MassHire Career Center Directors and Operation Managers every year.

### Language Access Assessment

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Does Career Center take consideration of LEP needs when implementing new programs, services and activities, publishing new forms or notices etc.</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>2.</td>
<td>Has Career Center management and staff ever attended a Language Access or LEP Training? If yes, when?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>3.</td>
<td>Has Career Center management reviewed the EOLWD Language Access Plan posted on Mass Workforce Development System?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>4.</td>
<td>Does Career Center staff follow the language access policies and requirements? <strong>Issuance 100 DCS 08.101.1</strong> <strong>Issued: 9/20/2017 08-101.1A:</strong> Updated Language Services Guidelines to Assist Limited English Proficiency (LEP) Customers</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>5.</td>
<td>Does your Career Center ensure that appropriate language assistance services are provided at no charge to the LEP customers?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>6.</td>
<td>Does your Career Center display “Right to an Interpreter” posters on Career Center reception desk? <strong>Issuance # 100 DCS.08.101.1 Attachment D</strong></td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>7.</td>
<td>Does your staff know the telephonic language line procedures? See WIOA Policy Issuance # 100 DCS.08.101.1</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>8.</td>
<td>Is Career Center staff familiar with the Multilingual Services Workforce Development System Multilingual Resources page?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.mass.gov/service-details/multilingual-services">https://www.mass.gov/service-details/multilingual-services</a></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Is Career Center staff familiar with the Multilingual Webpage on EOLWD website?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.mass.gov/orgs/office-of-multilingual-services">https://www.mass.gov/orgs/office-of-multilingual-services</a></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Does Career Center staff refer customers to translated standard publication documents on EOLWD/DCS website?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td>11.</td>
<td>Does the Career Center staff follow WIOA Section 188 Policy regarding language access?</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.mass.gov/massworkforce/docs/issuances/wioa-information/05-118.pdf">http://www.mass.gov/massworkforce/docs/issuances/wioa-information/05-118.pdf</a></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Which resources does Career Center management utilize to obtain LEP data in its service area? (Select all that apply)</td>
<td>□ US Census/ACS □ US Dept. of Education □ US Dept. of Labor □ Community organizations □ MOSES Customized reports □ Other (please specify):___</td>
</tr>
</tbody>
</table>

Please direct all questions to Marisa de la Paz, Director of Multilingual Services at 617-626-5471 or Marisa.delapaz@Massmail.state.ma.us
Rosalin Acosta  
Secretary  
Executive Office of Labor and Workforce Development

Rick Jeffers, Director  
Department of Unemployment Assistance

Alice Sweeney, Director  
Department of Career Services

Linda Edmonds Turner, Director  
Department of Industrial Accidents

William D. McKinney, Director  
Department of Labor Standards