



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

Office of Multilingual Services

Language Access Plan

Department of Unemployment Assistance (DUA)

MassHire Department of Career Services (MDCS)

Department of Industrial Accidents (DIA)

Department of Labor Standards (DLS)

Division of Apprentice Standards (DAS)

Department of Family and Medical Leave (DFML)

Department of Labor Relations (DLR)

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Table of Contents

I. Introduction	3
II. Background	3
III. Purpose	4
IV. Policy.....	4
V. Applicability	4
VI. Role	5
VII. Language Access Plan	6
1. Language Access Coordinator	6
2. Language Access Resources for All EOLWD Departments.....	6
A. Office of Multilingual Services	6
i. Mission	7
ii. Vision	7
iii. Overview.....	7
B. Agency-wide Language Access Services	7
C. Online Language Access Services.....	8
D. Identification of Existing Bilingual Staff	10
3. Language Service Protocols.....	11
A. How Staff Can Obtain Interpreter Assistance.....	11
B. LEP Customer Access to Language Resources	12
C. Community-Based Organizations	12
4. Language Makeup of Client Population	13
A. Identifying LEP Individuals in Need of Language Assistance	13
i. Most Spoken Languages in Massachusetts	13
ii. Limited English Population in Massachusetts by Ability to Speak English	14
5. Vital Document Translation	15
A. Written Translation Guidelines	15
B. Babel Notices	16
i. Babel Notices with phone #.....	16
ii. Generic Babel Notices	16
C. List of EOLWD Agencies Forms and Publications.....	16
6. Stakeholder Consultations	17
7. Staff Training	17
8. Public Outreach.....	17
9. Agency Monitoring	18
10. Complaints	18
11. Language Access Services specific to each EOLWD Departments.....	19
A. Department of Unemployment Assistance (DUA).....	19
B. MassHire Department of Career Services (MDCS)	22
C. Department of Industrial Accidents (DIA).....	24
D. Department of Labor Standards (DLS).....	24
E. Department of Apprentice Standards (DAS).....	25
F. Department of Family and Medical Leave (DFML).....	26
G. Department of Labor Relations (DLR)	27

Appendix

Guidance for MassHire Career Centers on Implementing the Language Access Plan.....	28
1. Department of Justice Guidance	29
2. Translation and Interpretation Principles	29
A. Which Documents Should Be Translated	30
B. Languages for Document Translation.....	31
3. Identifying LEP Individuals in Need of Language Assistance	32
A. Points of contact	32
B. LEP Data.....	33
C. Multilingual Resources available	33
4. Monitoring and Updating the Language Access Plan	34

I. Introduction

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

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

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

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

II. Background

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

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

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

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

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

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

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

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

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

III. Purpose

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

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

The objectives of this Language Access Plan are to:

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

IV. Policy

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

V. Applicability

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

VI. Role

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

1. Department of Unemployment Assistance (DUA)

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

2. MassHire Department of Career Services (MDCS)

MDCS oversees the Commonwealth's network of MassHire Career Centers that assist businesses in finding qualified workers and provide job seekers with career guidance as well as referrals to jobs and training. You can find a listing of MassHire Career Centers at mass.gov/doc/masshire-career-center-listing/ of this document. To learn more, visit: [MassHire Department of Career Services | Mass.gov](#) (See page 22 for Language Access Services specific to MDCS and page 28 Appendix on Guidance for MassHire Career Centers on Implementing the Language Access Plan (LAP).

3. Department of Industrial Accidents (DIA)

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

4. Department of Labor Standards (DLS)

DLS serves employers, employees, apprentices, students in areas such as public employee safety, lead, asbestos, employment agencies, minimum wage, and prevailing wage. It promotes and protects workers' safety/health, wages, and working conditions, and supports the use of apprenticeship as a tool for workforce development. To learn more, visit: <https://www.mass.gov/orgs/division-of-local-services> (See page 24 for Language Access Services specific to DLS).

5. Department of Apprentice Standards (DAS)

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

6. Department of Family and Medical Leave (DFML)

DFML oversees the Commonwealth's Paid Family and Medical Leave (PFML) program. This program provides temporary income replacement to eligible workers who are welcoming a new child into their family, are struck by a serious illness or injury, need to take care of an ill or ailing relative, and for certain military considerations. To learn more, visit: [Department of Family and Medical Leave | Mass.gov](#) (See page 25 for Language Access Services specific to DFML).

7. Department of Labor Relations (DLR)

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

Language Access Plan

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

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

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

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

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

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

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

1) EOLWD Language Access Coordinator

Marisa de la Paz, Director, Office of Multilingual Services
Executive Office of Labor and Workforce Development
100 Cambridge Street, Fifth Floor
Boston, MA 02114
Email : Marisa.delapaz@mass.gov

2) Language Resources available for all EOLWD Departments

A. Office of Multilingual Services

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

i. Mission

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

ii. Vision

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

iii. Overview

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

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

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

B. Agency wide Language Access Services:

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

assistance services. Posters are available on demand by emailing

DET-DL-Reproduction/MailUnit@detma.org

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

C. Online Language Resources Available for All EOLWD Departments

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

Office of Multilingual Services (OMS)

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

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

Contact Us

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

Online
Email MultilingualServices@mass.gov

Publications in different languages are organized by EOLWD Departments.

Related organizations

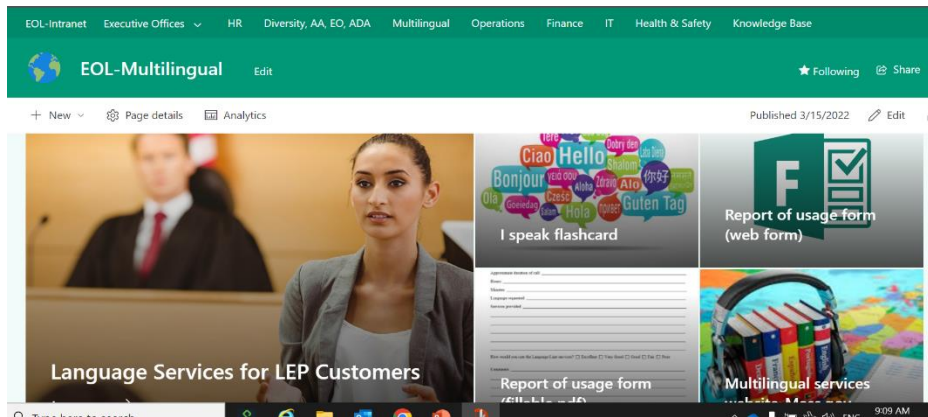
- [Executive Office of Labor and Workforce Development](#) →
- [MassHire Department of Career Services](#) →
- [Department of Unemployment Assistance](#) →
- [Department of Labor Standards](#) →
- [Department of Family and Medical Leave](#) →
- [Division of Apprentice Standards](#) →
- [Department of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

Publications are also organized by language

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

Multilingual resources available on the Multilingual Services Intranet at

<https://massgov.sharepoint.com/sites/EOL-Multilingual>



1. Multilingual Services Unit contact information.
2. Guidelines to professional over-the-phone language services (providing over 360 languages).
<https://www.languagein.com/> and www.lionbridge.com
3. **American Sign Language (ASL) Services Guidelines** for all EOLWD Departments.
4. Internal Volunteer Bilingual Staff (27 languages – see page 10).
5. Guidelines to request professional **in-person interpreter services for DUA hearings** in over 300 languages.
6. List of CBOs
7. **“I speak” cards** in 38 languages posted on the Intranet for language identification.
8. **“One Moment Please” Multilingual Guide Card** on How to Say, “One Moment Please” in Eighteen Common Languages.
9. **EOLWD Agencies language services PowerPoint presentation** (provided to all staff at training sessions).
10. **Equal Opportunity notices** translated into the 12 statutory languages can be found on **Public Notices** at the **Diversity** Intranet page <https://massgov.sharepoint.com/sites/EOL-diversity>
11. Internal **Report of Usage** e-form to monitor the quality of the over-the-phone language services.

Over the Phone Language Services
Report of Usage

Your Name: Maria de la Paz

Call Center / Career Center / Hearing Office: FutureWorks - Springfield

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

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

Approximate Duration of Call: Hours: 0 hr Minutes: 11 mins

Language Requested: Spanish

Services Provided: Assistance for Career Center services

How would you rate the Language Line Services?

☒ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

Comments: Attempted to reach Andrea at Multilingual Services before calling Language Line.

12. “Your right to an Interpreter” poster.



RE-EMPLOYMENT CENTER



MASSHIRE



DEPARTMENT OF CAREER SERVICES

Your Right to an Interpreter

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

Albanian Shqip Shqipërisht Shqipërisht është gjuha amtare e shqiptarëve. Nëse jeni shqiptar, ju lutemi tregojeni se keni nevojë për shqipërisht.	American Sign Language 	Arabic 
Armenian Հայերեն Հայերենը հայկական լեզու է, որը օգտագործվում է Հայաստանի Հանրապետության և Արմենիայի Հանրապետության քաղաքացիների կողմից:	Bengali বাংলা বাংলা হল আমার মাতৃভাষা। আপনি যদি বাংলাভাষী হন, তবে দয়া করে এখানে নির্দেশ করুন।	Cape Verdean Creole Criolu di Cabu Verdi O Criolu é a língua materna dos cabo-verdianos. Se você é cabo-verdiano, indique aqui.
Chinese - Simplified 中文 中文是中国的官方语言。如果您是中国公民，请在此处指出。	Chinese - Traditional 中文 中文是中國的官方語言。如果您是中国公民，請在此處指出。	French Français Vous avez droit à un interprète gratuit si vous êtes francophone. Indiquez votre langue ici.
Greek Ελληνικά Η ελληνική είναι η μητρική γλώσσα των Ελλήνων. Αν είστε Έλληνας, σημειώστε το εδώ.	Haitian Creole Kreyòl Ayisyen O kreyòl se lang nou. Si ou se Ayisyen, montre nou lang ou.	Hindi हिंदी हिंदी मेरा मातृभाषा है। यदि आप हिंदी बोलते हैं, तो कृपया यहाँ इंगित करें।
Hungarian Hungar A magyar az én anyanyelvem. Ha magyar vagy, jelezd itt.	Italian Italiano L'italiano è la mia lingua madre. Se sei italiano, indica qui.	Japanese 日本語 日本語は私の母国語です。もしあなたが日本人である場合、ここを指してください。
Korean 한국어 한국어는 나의 모국어입니다. 한국인이라면 여기를 가리키십시오.	Korean 한국어 한국어는 나의 모국어입니다. 한국인이라면 여기를 가리키십시오.	Lao ລາວ ພາສາລາວແມ່ນພາສາແກ່ນຂອງຂ້າງ. ຖ້າເຈົ້າເປັນລາວ, ບອກຂ້າງນີ້.
Polish Polski Polski jest moją ojczystą. Jeśli jesteś Polakiem, wskaż tutaj.	Polish Język Polski Polski jest moją ojczystą. Jeśli jesteś Polakiem, wskaż tutaj.	Portuguese Português Você tem o direito a um intérprete gratuito se for falante de português. Indique aqui.
Russian Русский Русский язык — это мой родной язык. Если вы русский, укажите здесь.	Serbo-Croatian Srpsko-Hrvatski jezik Srpsko-hrvatski jezik je moj maternji jezik. Ako ste Srbin ili Hrvat, označite ovdje.	Somali Soomaali Soomaaliga ah moayaashii. Haddii aad Soomaali tahay, muujin halkan.
Slovak Slovenský Slovenský je môj materinský jazyk. Ak ste Slovák, označte tu.	Swahili Swahili Swahili ni lugha yangu. Ikiwa unafika, waza hapa.	Tagalog Tagalog Tagalog ay aking wikang magulang. Kung Tagalog ka, itaagap ang titik na ito.
Thai ไทย ภาษาไทยเป็นภาษาแม่ของฉัน. ถ้าฉันเป็นคนไทย, กรุณาระบุที่นี่.	Urdu اردو اردو میری مادری زبان ہے۔ اگر آپ اردو بولتے ہیں، تو یہاں اشارہ کریں۔	Vietnamese Tiếng Việt Tiếng Việt là ngôn ngữ mẹ đẻ của tôi. Nếu bạn là người Việt, hãy chỉ vào đây.

D. Identification of Existing Bilingual Staff

Albanian	Greek	Korean
Arabic	Gujarati	Lao
Armenian	Haitian	Mandarin
Bengali	Haka	Portuguese
Burmese	Hindi	Punjabi
Cape Verdean	Husa	Russian
Cantonese	Ibo	Spanish
Czech	Italian	Urdu
French	Khmer	Vietnamese

This list identifies the languages spoken by EOLWD 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 <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/List-of-MDCS-and-Career-Center-volunteer-Bilingual-Staff.aspx>

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 <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Language-Services-for-LEP-Customers.aspx>

The guidelines refer staff to:

1. **Multilingual Unit Specialists**, who fluently speak, read, and write in Spanish, Portuguese, Cantonese, Mandarin, Vietnamese, Cape Verdean, Arabic, German, and French.
2. **Over-the-Phone Language Service providing over 360 languages** <https://www.language.com/> and www.lionbridge.com. Step-by-step instruction on how to use the language line is available to staff. The quality of the over-the-phone language service is monitored through **Reports of Usage** e-forms (see sample to the right) completed by DUA, MDCS including MassHire Career Centers, DIA, DFML, and DLS staff, and reviewed and monitored by Multilingual Services.
3. **Step-by-step procedures for all agency staff** to request **American Sign Language** services: <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx> American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - a. Online request: This is the preferred way for making requests. Visit: [ASL Interpreter Request Form](#)
 - b. Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at **(617) 740-1600** VOICE and **(617) 740-1700** TTY.
 - c. If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - d. Cancellations for interpreter and CART requests can be made via phone call or online. To cancel, please call our front desk at 617-740-1600 (voice) or 617-326-7546 (VP), or complete cancellation form online: <https://www.mass.gov/forms/request-to-cancel-interpreting-cart-services>. For any accessibility issues related to the online cancellation form, please call 617-326-7546 (VP) or 617-740-1600 (V). . Cancellations must be made no less than 2-full business days prior to the assignment. If you cancel after this time, we are subject to being billed by the interpreter(s) and CART provider(s).
 - e. ASL and CART invoices should be emailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
4. The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page: <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.
5. **A list of volunteer internal multilingual employees** who have the linguistic capability to address phone inquiries in numerous languages such as Albanian, Arabic, Armenian, Bengali, Burmese, Cantonese, Cape Verdean, Czech, French, Greek, Gujarati, Haitian Creole, Hakkaneese, Hindi, Husa, Ibo, Italian, Khmer, Korean, Lao, Mandarin, Portuguese, Punjabi, Russian, Spanish, Urdu, and Vietnamese (see table above on page 10).
6. **Language Identification Flashcard**. The card states “I speak” in 38 languages and is used to identify the language spoken by LEP customers accessing services provided by all EOLWD agencies <https://massgov.sharepoint.com/sites/EOL-Multilingual/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FEOL%2DMultilingual%2FShared%20Documents%2Fispeak%5Flashcard%5F%2Epdf&parent=%2Fsites%2FEOL%2DMultilingual%2FShared%20Documents> and [MassHire Career Centers - Multilingual Services | Mass.gov](#)

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

B. LEP Customers Access to Language Resources

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

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

C. Community-Based Organizations

The list is available on the EOLWD Intranet

<https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Community-Based-Organizations.aspx>

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

4) Language Makeup of Client Population

A. Identifying LEP Individuals in Need of Language Assistance

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

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

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

i. Most Spoken Languages in Massachusetts

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

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



ii. Limited English Population in Massachusetts – Census 2020

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS OF AGE

AND OVER (Percentages rounded to nearest tenth; all values below 0.05% are labeled "less than 0.1 %")

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

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

5) Vital Documents Translation

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

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

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

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

A. Written Translations Guidelines:

- a. Multilingual publications are accessible through the Office of Multilingual Services webpage: mass.gov/orgs/office-of-multilingual-services and are classified by agency and by language.
- a. EOLWD publications and materials 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.
- b. EOLWD, through its Office of Multilingual Services, uses Multilingual Specialists as well as a Professional Translation contractor from the Statewide Contract **PRF75**. <https://www.mass.gov/doc/prf75/download>
- c. 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.
- d. The Office of Multilingual Services must approve all translated standard publications, and all translations must go through the four-part process outlined **below**.
 1. After the Program Manager has approved a publication for translation, the Manager will send the final document in **word format** to the Office of Multilingual Services. The language specialists in the Multilingual Unit will perform in-house translations for Spanish, Portuguese, Chinese, Vietnamese, and French. The other languages will be sent to a professional translation company from the Statewide Contract PRF75 and contracted by the Office Multilingual Services.
 2. The translation can take between one day to three 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: mass.gov/orgs/office-of-multilingual-services.

B. 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 may include a phone number where LEP customers can be helped in their preferred language.

i. Below is an example of a Babel notice with phone number.

This document contains important information. Please have it translated immediately, or call 617-626-6800 or from area codes 508, 978, or 413, call 877-626-6800. You may request an interpreter.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа, или позвонить по телефону 617-626-6800, или, если Вас телефонный код начинается с цифр 508, 978, или 413, звоните по телефону 877-626-6800, где Вам помогут с переводом.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente. Para asistencia con la traducción llame al 617-626-6800; desde los códigos de área 508, 978 y 413 llame al 877-626-6800 y oprima el 3 para asistencia en español.

تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً، أو اتصل بـ 617-626-6800 أو من أكواد المنطقة 508 أو 978 أو 413، اتصل بـ 877-626-6800 من أجل المساعدة في الترجمة.

Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit, oswa rele nan 617-626-6800 oubyen de kòd area 508, 978, oswa 413, rele 877-626-6800 pou èd.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente, o chiami 617-626-6800 oppure, dalle zone con codice 508, 978, o 413, chiamare 877-626-6800 per assistenza nella traduzione.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente, ou chame ao numero 617-626-6800 ou de códigos de área 508, 978, ou 413, ligue para 877-626-6800 e tecla 5 para Português para obter assistência de tradução.

此文件含有重要信息。請立即找人翻譯。或電 617-626-6800；但若有區域號碼 508、978、或 413，致電 877-626-6800 要求翻譯協助。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하거나, 617-626-6800 번 또는 지역 코드 508, 978 번이나 413 번에서 877-626-6800 번으로 전화하여 번역에 관한 도움을 받으십시오.

Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt, ou appelez le 617-626-6800 ou à partir des préfixes 508, 978, o 413, appelez le 877-626-6800. Vous pouvez demander l'aide d'un interprète.

Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay. Gọi điện tới số 617-626-6800, hoặc nếu quý vị từ các mã vùng 508, 978 hay 413 thì hãy gọi điện tới số 877-626-6800, để được hỗ trợ về dịch thuật.

ເອກະສານສະບັບນີ້ ບັນຈຸຂໍ້ມູນສໍາຄັນ. ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກຢ່າງບໍ່ລີ້ຊ້າ. ໂທຫາຕໍ່ 617-626-6800 ຫຼື ຖ້າໂທຈາກວະທັດ ເຂດ 508, 978, ຫຼື 413, ໂທໂທ 877-626-6800 ເພື່ອຂໍອຳການຊ່ວຍເຫຼືອ ໃນດ້ານແປພາສາ.

ឯកសារនេះមានຂໍ້ມູນສຳຄັນ។ សូមបកប្រែជាបន្ទាន់។ សូមទូរស័ព្ទលេខ 617-626-6800 ឬ លេខទូរស័ព្ទតំបន់ 508, 978, ឬ 413, ទូរស័ព្ទ 877-626-6800 សម្រាប់ជំនួយពីការបកប្រែ។

ii. Below is an example of a generic Babel notice which can be included in any document that has not been translated.

This document contains important information. Please have it translated immediately.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.

تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً.

Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente.

此文件含有重要信息。請立即找人翻譯。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.

Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.

ເອກະສານສະບັບນີ້ ບັນຈຸຂໍ້ມູນສໍາຄັນ. ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກຢ່າງບໍ່ລີ້ຊ້າ.

ឯកសារនេះមានຂໍ້ມູນສຳຄັນ។

សូមបកប្រែជាបន្ទាន់។

Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.

*" Babel Notice" refers to a notice that Multilingual Services specifically created to notify LEP claimants, in 13 languages, that a notice is important and should be translated immediately.

C. List of Agency Standard Publications

EOLWD departments translated standard publications are posted on EOLWD Multilingual Website: mass.gov/orgs/office-of-multilingual-services.

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 to 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 updated plan is posted on the **Office of Access and Opportunity** website.
- This Plan is posted on the Multilingual Intranet page [Language Access Plan](#) and on the Mass Workforce Development System. [MassHire Career Centers - Multilingual Services | Mass.gov](#) for Agency review.
- 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 all agency staff especially those having contact with the public, so such staff is trained to work effectively with LEP customers.
 - a. Devise protocols so staff knows when to secure language services.
 - b. Train all staff who are likely to have contact with LEP customers:
 - c. LEP Policy/procedures/guidelines/protocols.
 - d. Ensure knowledge and awareness of language assistance measures.
 - e. How to effectively work with in-person and telephonic interpreters.
3. Presented to management so they are fully aware of and understand the Language Access Plan and to reinforce the plan's importance and ensure its implementation by staff.
4. Presented to the Governor's Office of Access and Opportunity.

8) Public Outreach

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

9) Agency Monitoring

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

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

Monitoring the effectiveness of a Language Access Plan may include:

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

10) Complaints

Language Access Complaint Procedure

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

Marisa de la Paz
 Director, Office of Multilingual Services
 Executive Office of Labor and Workforce Development
 100 Cambridge Street, Fifth Floor
 Boston, MA 02114
 Email: Marisa.delapaz@mass.gov

11) Language Access Services specific to each EOLWD Department

Department of Unemployment Assistance (DUA)

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

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

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

- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way for making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
- The Multilingual Unit currently operates a **12-language toll-free telephone line**, which LEP claimants (who speak one of the 12 statutory languages) can call should they have any issues or concerns or questions about Unemployment Insurance. This toll-free number is printed on several DUA notices, including the disqualification notices and on the Career Center Seminar/Reemployment Services and Eligibility Assessment (RESEA) letters.
- Over-the-phone language services in **360** languages are available for all UI staff: UI Call Center, Re-Employment Center, Program Integrity, UI Hearings and Board of Review to provide language assistance to customers whose primary language is not English. <https://www.languageine.com/> and www.lionbridge.com
- In-person interpreter services are provided at UI Hearings in over 100 languages to claimants who requested a preferred language.
- Regular Language Access training is provided to DUA staff.
- Interpretation and translation services are provided at DUA Hearings and Board of Review of material evidence and testimony is provided so that both departments may conduct their proceedings accurately and on schedule while ensuring that LEP customers receive fair and equitable access.

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

Claimants who apply for Unemployment 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 13 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:

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

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

New UI Online

Increase equitable access to unemployment insurance (UI) for claimants with Limited English Proficiency (LEP) by providing plain language translation support to the UI Online system.

“UI Online” refers to the Unemployment Insurance (UI) computer system, which DUA is currently upgrading and **replacing**. The new UI Online portal is entirely translated into Spanish. The first phase: **UI Online for Employers** was launched in both English and Spanish on September 12, 2023. The second phase, which is the benefits side for UI claimants will start in October 2023 and is projected to be completed in March 2025. It will be available in English and Spanish.

The system will offer UI correspondence in **13 languages**. Claimants can choose to receive correspondence in their preferred language if the language chosen is among the 13 statutory languages (English, 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 13 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.

Determination Notices are translated in their entirety (rationales, effect of determination and how to request a hearing on this determination). The part that is not currently 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 online with UI Online” was developed in English and voiced over in Spanish for UI claimants

[youtube.com/watch?v=iE_nkbwHuXo](https://www.youtube.com/watch?v=iE_nkbwHuXo).

DUA provides quality and timely translation on important eligibility notices, documents, and letters into all 13 statutory languages.

City:	Fall River	*
State:	MA - Massachusetts	▼
Zip Code:	02721-4417	
Country:	US - United States Of Americ	▼*
Mailing Address		
Check this box if Mailing Address is same as Residential Address: <input type="checkbox"/>		
In care of (c/o):		
Address Line 1:	391 Wood St	
Address Line 2:		
City:	Fall River	
State:	MA - Massachusetts	
Zip Code:	02721-4417	
Country:	US - United States Of Americ	
Telephone Numbers		
U.S. and Canada Only:		
Home:		
Mobile:		
Other:		
International Phone:	Select one	
Correspondence Preference		
How would you like to receive your correspondence?		
(Note: If you elect to receive messages electronically, English is the only language option.)		
If Electronic, enter email address:		
Re-enter email address:		
Mail Hold on Payment		
Preferred Language		
Is English your primary language?		
What is the primary language that you speak and read? Please select from the list in the drop down menu.		
Do you prefer to receive correspondence from DUA in your primary language?		
NOTE: If you choose to receive correspondence in your primary language, DUA will send it by regular		
Note: Electronic correspondence is only available in English at this time.		

If the claimant chooses to receive correspondence in one of the 13 statutory languages, then the correspondence listed below will be issued to LEP claimant in that primary language. The UI Online system provides the Department of Unemployment Assistance (DUA) with valuable data to help identify LEP claimants needing language assistance. 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 the 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.

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 can 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 most 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 the Language Line services.

MASSHIRE DEPARTMENT OF CAREER SERVICES (MDCS)

- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way for making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at **(617) 740-1600** VOICE and **(617) 740-1700** TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page: <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx> and [American Sign Language Services \(ASL\) - Multilingual | Mass.gov](#)
- The Office of Multilingual Services provides quarterly language access training to all MassHire Career Center staff. To see the training calendar visit: [All MDCS Staff Training | Mass.gov](#)
- Two over-the-phone language services in **360** languages are available for MassHire Career Center staff to provide language assistance to customers whose primary language is not English. <https://www.languageine.com/> and www.lionbridge.com
- MassHire Career Center Services Workshops Videos (CCS, RESEA, Resume, LMI and TORQ) can be viewed at JobQuest and MassHire JobQuest campaign which include a series of promotional videos mass.gov/info-details/jobquest-videos.
- FutureSkills promotional social media campaign including videos. [FutureSkills | Mass.gov](#).
- Emails to promote job search announcing job fairs simultaneously sent in English and Spanish.

- Translation of agency materials (booklets, manuals, forms, letters, etc.) [MDCS Multilingual Services | Mass.gov](#)
- Re-employment Center (REC) includes Employment Resource Room with language services capabilities and information translated into 12 languages. [Welcome to the Boston Re-Employment Center \(REC\) | Mass.gov](#)
- Social media campaigns including Tweets, Facebook adds, important announcements, etc. to jobseekers and employers are simultaneously sent in English and Spanish.
- A customer toll-free LEP line in 13 languages is available for the **MassHire Department of Career Services** (MDCS) customers, which allow constituents to call about scheduling a Career Center Seminar and/or Re-Employment Services and Eligibility Assessment (RESEA) in their primary language.
- Maintains the Multilingual Website/Intranet/Mass Workforce System and post:
 - Language Access policy issuance.
 - Language Access guidelines.
 - American Sign Language policy issuance and guidelines.
 - Language Access Plan (LAP).
 - Translated material.
 - Press Releases and important announcements,
- MassHire Career Centers hire bilingual staff to assist LEP customers.
- MDCS translated publications are available in print at the Re-Employment Center (REC) including MassHire Career Centers across the Commonwealth.
- **Multilingual resources are available** on the Massachusetts Workforce Development System Multilingual Resource page [MassHire Career Centers - Multilingual Services | Mass.gov](#)
- RESEA PowerPoint presentation and related documents (can be found on the Mass Workforce Development System).
- Weekly emails sent out to jobseekers to promote job search announcing job fairs, hiring events, etc. simultaneously sent in English and Spanish.
- MDCS translated publications are available in print at the Re-Employment Center (REC) and in MassHire Career Centers and are posted on MDCS Multilingual website. [MDCS Multilingual Services | Mass.gov](#)
- Every MassHire Career Center lists the languages available on their respective websites.
- Multilingual Services developed an on-site Annual Monitoring Questionnaire/Survey as part of the Field Management and Oversight Department to ensure compliance 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 34.

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

- Career Centers Seminar (CCS).
- Re-Employment Services and Eligibility Assessment (RESEA).
- Resume writing.
- Labor Market Information (LMI).
- Transferable Occupation Relationship Quotient (TORQ).

- **MassHire JobQuest** promotional campaign which includes a series of instructional videos for jobseekers and employers produced in **English and Spanish** mass.gov/info-details/jobquest-videos as well as iteration e-mails to inform of the MassHire JobQuest jobsearch tool.
- **FutureSkills** promotional social media campaign including videos in **English and Spanish**: [FutureSkills](https://FutureSkills.com) | Mass.gov

DEPARTMENT OF INDUSTRIAL ACCIDENTS (DIA)

- A customer service toll-free line in nine languages for the **Department of Industrial Accidents (DIA)**, which allows constituents to call about job orders or any other worker's compensation questions in their primary language. DIA translated publications are available at the DIA main office as well as in the regional DIA offices.
- An over-the-phone language service in 360 languages is available for DIA staff to provide language assistance to customers whose primary language is not English. www.lionbridge.com
- DIA Publications are translated into the eight most encountered languages: **Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Cape Verdean Creole, Arabic, and Khmer.**
- DIA publication is posted on the DIA Multilingual website. [DIA Multilingual Services | Mass.gov](https://DIA.Multilingual.Services|Mass.gov)
- DIA translated publications are also available at the DIA main office as well as in the regional DIA offices.
- If you need an ASL interpreter for a customer, please contact Deborah Pierre at (857) 321-7326.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing.
 - Online request: This is the preferred way for making requests. The service may not be used for cancellations. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.
- The Department of Industrial Accidents is working on a plan to provide interpretation services upon customer request. As of now, DIA does not automatically provide interpretation services on cases. It is the responsibility of the moving party to hire an interpreter.

DEPARTMENT OF LABOR STANDARDS (DLS)

- An over-the-phone language service in **360** languages is available for DLS staff to provide language assistance to customers whose primary language is not English. www.lionbridge.com
- DLS publications are translated into the five most encountered languages: **Spanish, Portuguese, Haitian Creole, Chinese, and Vietnamese.** Important information such as legal notices is translated into 12 languages.
- DLS Publication is posted on DLS Multilingual website. [DLS Multilingual Services | Mass.gov](https://DLS.Multilingual.Services|Mass.gov)
- DLS translated publications are available at field offices.

- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way for making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy Marisa de la Paz at Marisa.delapaz@mass.gov
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.

DIVISION OF APPRENTICE STANDARDS (DAS)

- An over-the-phone language service in **360** languages is available for DAS staff to provide language assistance to customers whose primary language is not English. www.lionbridge.com
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing.
 - Online request: This is the preferred way for making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.
- The content on the DAS page can be automatically translated into various languages by choosing the translation option on the top right-hand side of the page.
- More translation will be available as DAS develops material.

DEPARTMENT OF FAMILY AND MEDICAL LEAVE (DFML)

- An over-the-phone language service in **360** languages is available for DFML staff to provide language assistance to customers whose primary language is not English. <https://www.languageine.com/> and www.lionbridge.com
- The PFML call center staff speaks English, Spanish and Portuguese and in addition can contact over-the-phone language services to assist in 360 languages.
- Nearly 10% of overall call volume is Spanish and Portuguese.
- The Paid Family and Medical Leave (PFML) hearing staff have access to telephonic professional interpreters to provide assistance during the PFML appeal process.
- DFML Publications are translated into the five most encountered languages: **Spanish, Portuguese, Haitian Creole, Chinese, and Vietnamese**. Important information such as legal notices is translated into 12 languages. [Department of Family and Medical Leave | Mass.gov](http://www.mass.gov/dfml)
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way for making requests. [ASL Interpreter Request Form](https://www.mass.gov/dfml)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.

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

- The new enhancements allow applicants for PFML benefits to now select **Spanish, Portuguese, Haitian Creole, or Simplified Chinese**, in addition to English, when applying for benefits, and communication from the Department of Family and Medical Leave (DFML) are also in the individual's preferred language.
- When an applicant applies, the entire online application is translated as well as the web pages that provide each applicant with status information and updates on their application. This includes any conditional text, error text, or other prompts that an applicant might encounter during their application experience.
- Individuals can apply for PFML online in Spanish, Portuguese, Haitian Creole, and Simplified Chinese. Applicants can also receive application documents, notices, and email notifications in their preferred language.

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

- As soon as a worker applying for PFML visits the application website, they can select the languages menu in the upper right corner to view the website in English, Spanish, Portuguese, Chinese, or Haitian Creole.
- The application will automatically appear in the language the worker selected and can apply for PFML in their preferred language.
- Upon successfully applying, DFML will take note that the worker selected a language preference and will send the applicant information about their application status in the language they selected.

- The DFML also has a dedicated webpage for multicultural PFML documents, brochures, and checklists to aid applicants in their journey. The website is [Mass.gov/PFML-Multicultural](https://www.mass.gov/PFML-Multicultural).

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

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

2024 Workplace Poster and Employer Notices are translated into 12 languages. [Paid Family and Medical Leave Benefits for Employees | Mass.gov](#)

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

DEPARTMENT OF LABOR RELATIONS (DLR)

- An over-the-phone language service in **360** languages is available for DLS staff to provide language assistance to customers whose primary language is not English. <https://www.languageline.com/> and www.lionbridge.com
- In-person and virtual interpreters are available if needed for DLR staff to mediate or investigate any labor parties.
- American Sign Language (ASL) Interpreters and Communication Access Real-time Translation (CART) should be requested from the Massachusetts Commission for the Deaf and Hard-of-Hearing (MCDHH).
 - Online request: This is the preferred way for making requests. [ASL Interpreter Request Form](#)
 - Phone: non-emergency calls are received between 8:45 a.m. and 5:00 p.m. at (617) 740-1600 VOICE and (617) 740-1700 TTY.
 - If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing-impaired customers. An operator will assist in your communication with the customer.
 - ASL and CART invoices should be e-mailed to Accounts Payable at accounts.payable@detma.org and email a copy to Marisa de la Paz at Marisa.delapaz@mass.gov.
- The guidelines for requesting ASL interpretation is posted on the Multilingual Intranet page <https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Guidelines-for-American-Sign-Language.aspx>.

Appendix

Guidance for MassHire Career Centers on Implementing the Language Access Plan

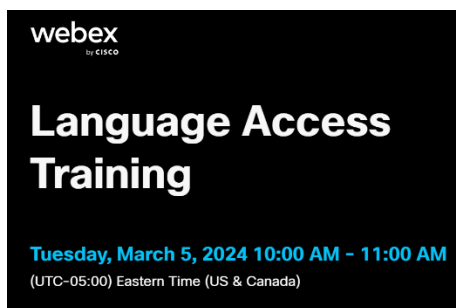
In view of the nature and purpose of MassHire Career Centers' interaction with Limited English Proficiency (LEP) persons, this plan provides language services guidance to MassHire Career Center staff for communicating with LEP persons. The Office of Multilingual Services issued an LEP policy posted on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

[mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers/](https://www.mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers/) Updated August 2022.

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

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

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



1. Department of Justice Guidance

Section 2 of Executive Order 13166 requires each federal agency to “prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. “These plans must be consistent with the standards set forth in a general guidance document concurrently issued by the Department of Justice (DOJ LEP Guidance). In that guidance document, the DOJ provided federal agencies with general principles to apply when developing guidelines for their federal financial assistance recipients. It was later supplemented by 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 four factors are:

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

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

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

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

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

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

The screenshot shows a web-based form titled "Job Seeker Membership (test, donna)". The form is divided into several tabs: Basic, Full, Education, Work Experience, Events, Alerts, Case Plan, Services, and Special Programs. The "Basic" tab is selected, showing "General Information" and "Military Information" sub-tabs. The "Additional Information" section includes fields for "Employed" (Yes/No), "Immigrant" (Yes/No), "Disability" (Yes/No), "Disability Type" (Physical/Mental), "Dislocated Worker", and "Received Notice of Layoff/Military Separation". The "Primary Language" field is circled in red. The "Education" section includes "In School" (Yes/No) and "Highest Degree" (Information Not Available). The "Migrant Status" section includes "Seasonal Farm Worker, Non Migrant", "Migrant Farm Worker", and "Migrant Food Processor". The "Economically Disadvantaged" section includes "Family Size" (3) and "Is your family income for the last six months below \$10,520.00?" (Yes/No). The "Career Objective" section is empty. The form has buttons for "Trade", "Eligibility", "Match Criteria", "Run Match", "Eligibility Criteria", "OK", and "Cancel".

2. Translation and Interpretation Principles

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

- MassHire Career Center staff shall take reasonable steps to ensure high-quality translation and interpretation services through the established Language Assistance Guidelines provided to them by the Office of Multilingual Services.
- Some translated documents explain the legal rights and obligations of individuals or convey important information upon which an LEP individual may rely to his or her benefit or detriment. MassHire Career Center management shall consult with the Office of Multilingual Services for advice on translation services.

- Each MassHire Career Center manager shall endeavor to expand the breadth or nature of translation and interpretation assistance when experience, changes in target or service population demographics, or new program-specific data indicate that the failure to do so may result in the denial of substantially equal and meaningfully effective services to the LEP populations served by the agencies, particularly with those populations with which an office has substantial and consistent contact.

A. Which Documents Should Be Translated?

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

- Applications to participate in a recipient's program or activity or to receive benefits or services.
- Letters containing important information regarding participation in a program or activity.
- Notices advising LEP 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.

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

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

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

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

Community organizations may be helpful in determining what outreach materials may be most helpful to translate. Additionally, the recipient should consider whether translations of outreach 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 public and cannot reasonably be translated into many languages. In these cases, Babel Notices explaining that

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

B. Languages for Document Translation

Into which languages should documents be translated?

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

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

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

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

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

- Language services available.
- How staff can obtain those services.
- How to respond to LEP callers.
- How to respond to written communications from LEP 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 or it may under-represent others that may be eligible.

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

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

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

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

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

MassHire Career Centers provide job search assistance and other job search and training services. The map **below** shows the MassHire Career 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: [Locations | Mass.gov](#)

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



B. LEP Data

See page 14 Limited English Population - Census 2020.

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

Massworkforce Career Center - Multilingual Services

Multilingual Services coordinates translation and interpretation services for multiple languages, including American Sign Language.

The Multilingual Services Unit facilitates communication between DCS staff and Limited English Proficiency (LEP) customers by providing interpretation and translation services. The Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, and Italian.

What would you like to do?

Top tasks

- Career Center Multilingual Guidelines
- Multilingual Contacts

What you need to know

- Career Center Seminars (CCS) - Multilingual
- Career Action Plan (CAP) Form - Multilingual
- State LMI Worksheet - Multilingual
- RESEA UI Eligibility Assessment Questionnaire - Multilingual
- American Sign Language Services - Multilingual
- Work Search Log - Multilingual

Above is a snapshot of the **Multilingual Webpage** on the Massachusetts Workforce Development System. This page is divided into various tabs:

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

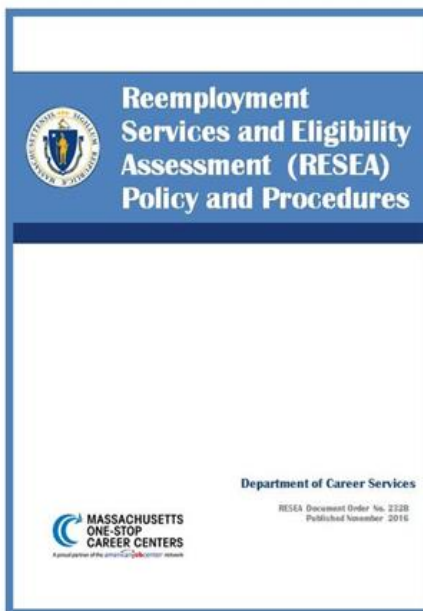
4. Monitoring and Updating the Language Access Plan

Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals. They may want to provide notice of any changes in services to the LEP public and employees. 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 of complaints or suggestions by LEP individuals, community members, and employers regarding language assistance provided.

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



The monitoring and review of current policies and the types of language assistance services provided should occur on an annual basis. (See LEP Policy posted on the MassWorkforce System Website, www.mass.gov/massworkforce MassWorkforce Issuance #08-101 issued: August 2022 Language Services Assistance for Limited English Proficiency Customers, is located at mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers)

Language Access Assessment (LEP) FY24 for MassHire Career Centers

1. Does MassHire Career Center take consideration of LEP needs when implementing new programs, services, and activities, publishing new material, forms, or notices etc.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Has MassHire Career Center management and staff ever attended a Language Access or LEP Training? If yes, when?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Does MassHire management request Language Access training for new employees' orientation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Has MassHire Career Center management reviewed the EOLWD Language Access Plan posted on Mass Workforce Development System? mass.gov/service-details/multilingual-services-staff-resources	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Does MassHire Workforce Board and Career Center staff follow the language access policies and requirements? Issuance 100 DCS 08.101.2 (and attachments A-B-C) Issued: 8/31/2021? mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Does your MassHire Career Center ensure that appropriate language assistance services are provided at no charge to the LEP customers? Including American Sign Language (ASL) services free of charge to the customer? mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Does your MassHire Career Center display "Right to an Interpreter" posters on MassHire Career Center reception front desk? mass.gov/doc/your-right-to-an-interpreter-poster/	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Does your staff know the telephonic language line procedures? https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Is MassHire Career Center staff familiar with the Multilingual Intranet on SharePoint site? https://massgov.sharepoint.com/sites/EOL-Multilingual	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Does your staff know the telephonic language line procedures? https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11. Is MassHire Career Center staff familiar with the Multilingual Intranet on SharePoint site? https://massgov.sharepoint.com/sites/EOL-Multilingual	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12. Is MassHire Career Center staff familiar with the Multilingual Services Workforce Development System Multilingual Resources page? mass.gov/service-details/multilingual-services-staff-resources	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13. Is MassHire Career Center staff familiar with the Multilingual Webpage on EOLWD website? mass.gov/orgs/office-of-multilingual-services	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14. Which resources does MassHire Career Center management utilize to obtain LEP data in its service area? (Select all that apply)	<input type="checkbox"/> Language Access training data <input type="checkbox"/> U.S. Census/ACS <input type="checkbox"/> U.S. Dept. of Education <input type="checkbox"/> U.S. Dept. of Labor <input type="checkbox"/> Community organizations	<input type="checkbox"/> MOSES Customized reports <input type="checkbox"/> Other (please specify): _____ _____

Lauren Jones
Secretary
Executive Office of Labor and Workforce Development

Katie Dishnica, Director
Department Unemployment Assistance

Diane Hurley, Acting Director
MassHire Department of Career Services

Sheri Bowles, Director
Department of Industrial Accidents

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