



Commonwealth of Massachusetts Executive Office of Labor and Workforce Development

LANGUAGE ACCESS SERVICES

Department of Unemployment Assistance

Charlie Baker, Governor
Rosalin Acosta, Secretary, EOLWD
Richard Jeffers, Director, DUA
Marisa de la Paz, Director, Multilingual Services, EOLWD

Office of Multilingual Services



Mission

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

Vision

Deliver high quality and timely agency services to all customers as if no language barrier existed.



Limited English Proficient (LEP)

Who is a Limited English Proficient (LEP) Customer?

A limited English proficient (LEP) individual is someone who does not speak English as his or her primary language and who has a limited ability to read, speak, write or understand English.

A customer maintains the right to self-identify as a LEP person.

Who is a English Language Learner (ELL)

An English language learner is a national-origin-minority student who is limited English proficient. This term is often preferred over Limited English Proficient (LEP) as it highlights accomplishments rather than deficits.

UI Legal Requirements



Massachusetts General Law 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 GL 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.



Multilingual Services Unit



The Multilingual Services Unit facilitates communication between EOLWD agencies:

Department of Unemployment Assistance (DUA)
MassHire Department of Career Services (MDCS) and MassHire Career Centers
Department of Industrial Accident (DIA)
Department of Labor Standards (DLS)

And

Limited English Proficiency (LEP) customers
Providing language access services such as interpretation and translation services as needed.

The Unit comprises staff who speak:

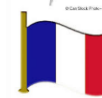
Spanish



Portuguese



French



Cape Verdean Creole



English



Chinese



(Cantonese & Mandarin)

Vietnamese



Italian



Dutch



Office of Multilingual Services



Multilingual Services Unit

- ❖ Functions as the central internal language facilitation Unit for all EOLWD agencies
- ❖ Facilitates communication between EOLWD agencies/departments and LEP customers by providing interpretation and translation services as needed
 - ❖ Ad hoc translation of UI Online documents
 - ❖ Translation of agency materials (booklets, manuals, forms , letters, videos, etc.)
 - ❖ IVR translation and recordings
 - ❖ Walk-Ins, Adjudicators, Call Centers, Career Centers staff
 - ❖ UI Hearings/Board of Review
- ❖ Supports the LEP Toll-free line in 12 languages
 - ❖ Schedules CCS/RESEA mandatory sessions
 - ❖ Answers general LEP claimants questions
 - ❖ Assists with UI Online issues
- ❖ Maintains the Multilingual Website/Intranet/Mass Workforce System
 - ❖ Post Language Access guidelines
 - ❖ Posts translated material
 - ❖ Updates forms and publications



Translation vs Interpretation



Definition of Translation:

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



- Translation of vital documents and post on agency website
- Vital documents include documents that require a response, such as applications, consent forms, letters containing information regarding eligibility or participation criteria, and notices pertaining to reduction, denial or termination of services or benefits, or advise of free language assistance
- Use only qualified in-house translators

Definition of Interpretation:

Interpretation is the immediate oral rendering of the source language into the target language.



- Use Multilingual Services Unit Staff
- Use only trained in-house bilingual staff
- Use the over-the-phone language services when needed
- Provide feedback in the comment section of the Report of Usage e-form if issues arise with professional interpreter



Multilingual Services Unit

Welcome Benvindu  Byenveni Tiếp Rước
Benvenuto សូមស្វាគមន៍ 歡迎 приветствие
أهلا وسهلا Bem-vindo ยินดีต้อนรับ Bienvenido

Staff in need of assistance to communicate with LEP customers can:

- Contact the **Multilingual Services Unit** if the language needed is: Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, and French.
- Contact the **over-the-phone language line** for assistance in other languages or when Multilingual Services Unit staff is not available. You can find this information on our intranet at <http://intranet.detma.org/multilingual> under “For Call Centers.”



Multilingual Services Unit



The Multilingual Services Unit office hours are:

Monday to Friday

9:00 AM to 12:00 PM

1:00 PM to 4:00 PM.

If a Multilingual Services Unit staff member is not available, please leave a message or, if immediate assistance is required, call the over-the-phone language line services.



Multilingual Services Unit



Multilingual Services Unit Contact Information:

Lilianna Leung:

for Cantonese, Mandarin, and Vietnamese

Lilianna.leung@detma.org

Vitalina Lopes:

for Portuguese, Cape Verdean Creole, and Spanish

Vitalina.lopes@detma.org

Over-the-Phone Language Line Services



You should call **Lionbridge at** (number) to help you communicate with the LEP customer.

Please follow these steps when using Lionbridge:

1. Have the LEP customer on the phone line/present prior to placing the call.
2. Call the toll-free number: (number) 3. Enter the dedicated DUA PIN number:

Press 1 for Spanish

Press 2 for Mandarin

Press 3 for Russian

Press 4 for Vietnamese

Press 5 for Portuguese

Press 6 for Haitian Creole

Press 7 for French

Press 8 for Korean

Press 9 for Arabic

Press 0 for any other language and for operator assistance

<http://intranet/CO/SitePages/For%20Call%20Centers.aspx>

Working with Over-the-Phone Language Interpreters



- ✓ Over-the-phone interpretation is “consecutive” interpretation. This means there must be pauses while the interpreter repeats each statement in the respective language
- ✓ Speak in the first person just as you would if speaking directly to the customer
- ✓ Be attentive to the interpreter’s verbal cues – if asked to pause, please do so to allow for interpretation. Remind all participants on the call to do the same
- ✓ Know the Agency Access Code and Location Code, if required
- ✓ Note the interpreter’s ID number/name
- ✓ If you need the interpreter to leave a voicemail message for the customer:
 - provide the interpreter with the customer name, phone number, and your message
 - stay on the line while the interpreter is leaving the voicemail message and until the call is complete
 - if the customer should answer, proceed with the intended purpose of your contact
- ✓ Keep a “**Quick Reference Guide**” handy with the vendor’s procedures



You can find the [“Tips for Working With Interpreters”](#) flyer on the Multilingual Services Unit intranet page.



Report of Usage

Over the Phone Language Services

Report of Usage

Your Name:	Marisa de la Paz
Call Center / Career Center / Hearing Office: (Enter the name of your Call Center or Hearing Office (e.g., Boston UITCC))	FutureWorks - Springfield
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?:	<input checked="" type="radio"/> Excellent <input type="radio"/> Very Good <input type="radio"/> Good <input type="radio"/> Fair <input type="radio"/> Poor
Comments:	Attempted to reach Andrea at Multilingual Services before calling Language Line.

When using the over-the-phone language line please complete the “**Report of Usage**” which can be found:

- Multilingual Intranet
<http://intranet.detma.org/multilingual>
- Complete and submit the **Report of Usage** immediately following the call. The information submitted is for tracking purposes.
- If you have any concern about the service, please note it in the comment section of the Report of Usage.



Conference Calls



DCS Staff



**Limited English
Speaker**



Interpreter

If you need to contact an LEP customer...

1. Call the Multilingual Services Unit or Lionbridge at (number)
1. When the interpreter is connected, place the interpreter on conference. Call the customer, press the conference button again and you will be on a 3-way conference call.
2. If needed, a Multilingual Services Unit staff member can place the call for you within the U.S. or Canada.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.



Conference Calls

If you receive a call from an LEP customer...

1. Place the LEP customer on conference. Call the Multilingual Services Unit or Lionbridge at (number)
2. Once the interpreter is connected, press conference again and you will be on a 3-way conference call.
3. Speak clearly, in short sentences, and leave enough time for the interpreter to interpret.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.



DCS Staff



**Limited English
Speaker**



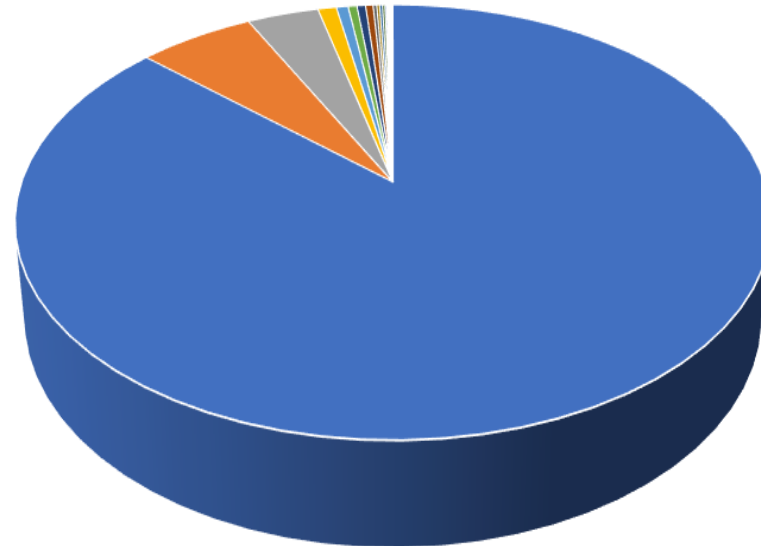
Interpreter

Over-the-Phone Language Line Services 2019 Data



Language	Minutes	Percentage
Spanish	42335	88.66%
Portuguese	2909	6.09%
Haitian Creole	1845	3.86%
Russian	453	0.95%
Arabic	327	0.68%
Cape Verdean	258	0.54%
French	215	0.45%
Vietnamese	210	0.44%
Farsi-Afghani	183	0.38%
Mandarin	90	0.19%
Amharic	76	0.16%
Gujarati	70	0.15%
Albanian	62	0.13%
Cambodian/Khmer	41	0.09%
Korean	26	0.05%
Greek	23	0.05%
Nepalese	23	0.05%
Ashanti	13	0.03%
Cantonese	10	0.02%
Bosnian	8	0.02%
Somali	8	0.02%
Turkish	6	0.01%
Thai	5	0.01%
Indonesian	4	0.01%

Total Minutes Spent per Language in January and February 2019

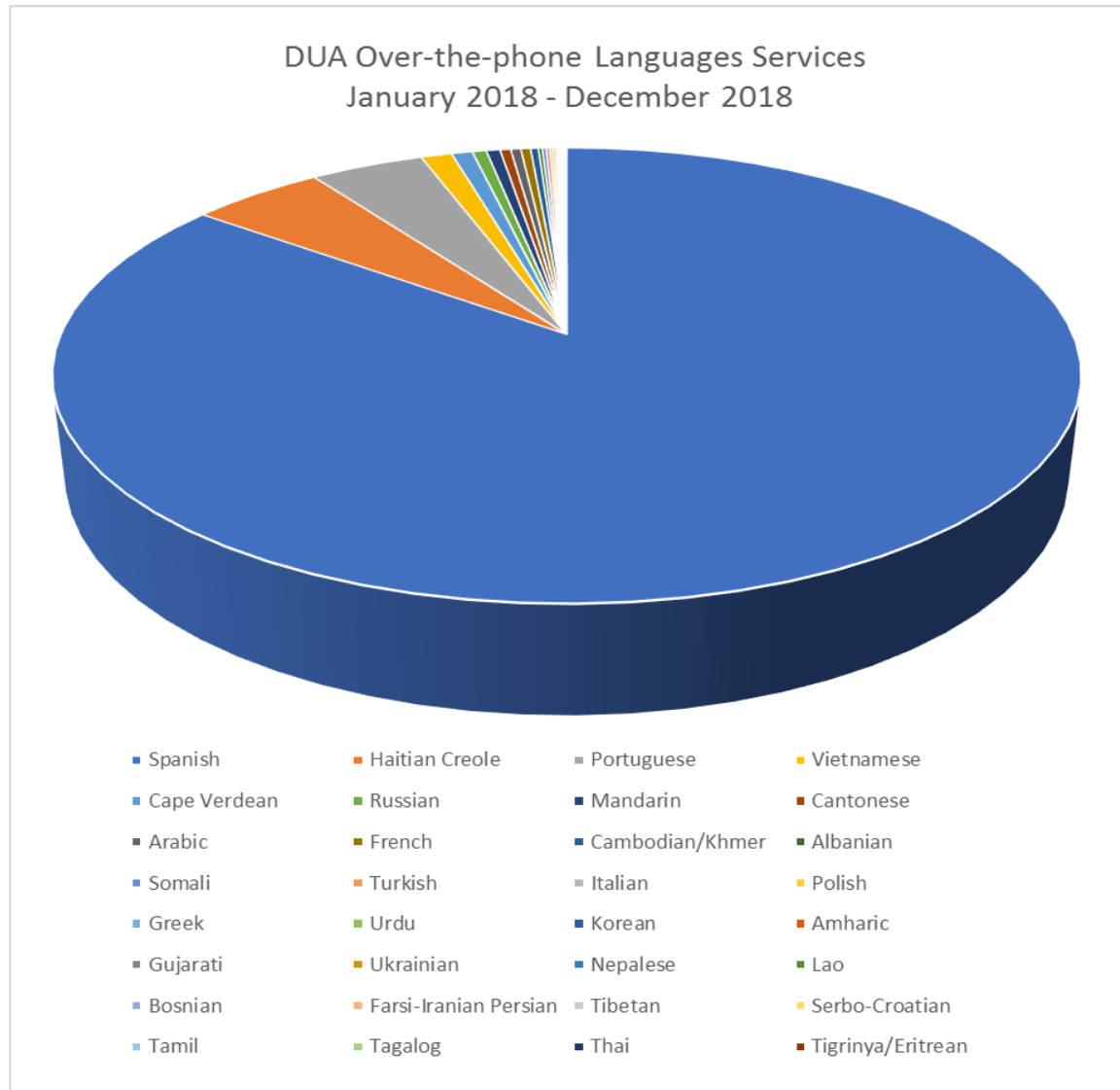


- Spanish
- Portuguese
- Haitian Creole
- Russian
- Arabic
- French
- Vietnamese
- Farsi-Afghani
- Mandarin
- Gujarati
- Cape Verdean
- Albanian
- Cambodian/Khmer
- Amharic
- Korean
- Greek
- Nepalese
- Ashanti
- Cantonese
- Bosnian
- Somali
- Turkish
- Thai
- Indonesian

Over-the-Phone Language Line Services 2018 Data



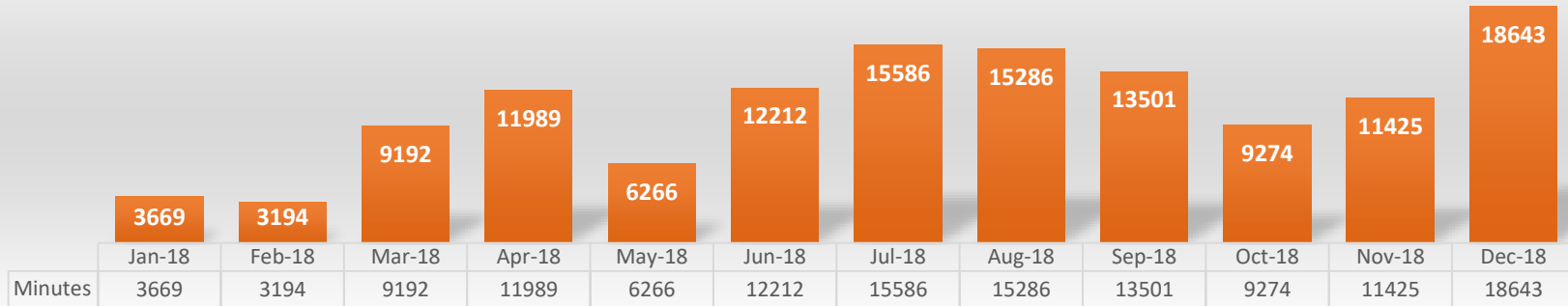
Language	Minutes	Percentage
Spanish	111077	85.29%
Haitian Creole	6508	5.00%
Portuguese	5533	4.25%
Vietnamese	1505	1.16%
Cape Verdean	1018	0.78%
Russian	681	0.52%
Mandarin	671	0.52%
Cantonese	520	0.40%
Arabic	490	0.38%
French	472	0.36%
Cambodian/Khmer	381	0.29%
Albanian	191	0.15%
Somali	187	0.14%
Turkish	181	0.14%
Italian	138	0.11%
Polish	136	0.10%
Greek	101	0.08%
Urdu	73	0.06%
Korean	65	0.05%
Amharic	60	0.05%
Gujarati	60	0.05%
Ukrainian	47	0.04%
Nepalese	35	0.03%
Lao	30	0.02%
Bosnian	26	0.02%
Farsi-Iranian Persian	20	0.02%
Tibetan	15	0.01%
Serbo-Croatian	5	0.00%
Tamil	5	0.00%
Tagalog	4	0.00%
Thai	1	0.00%
Tigrinya/Eritrean	1	0.00%



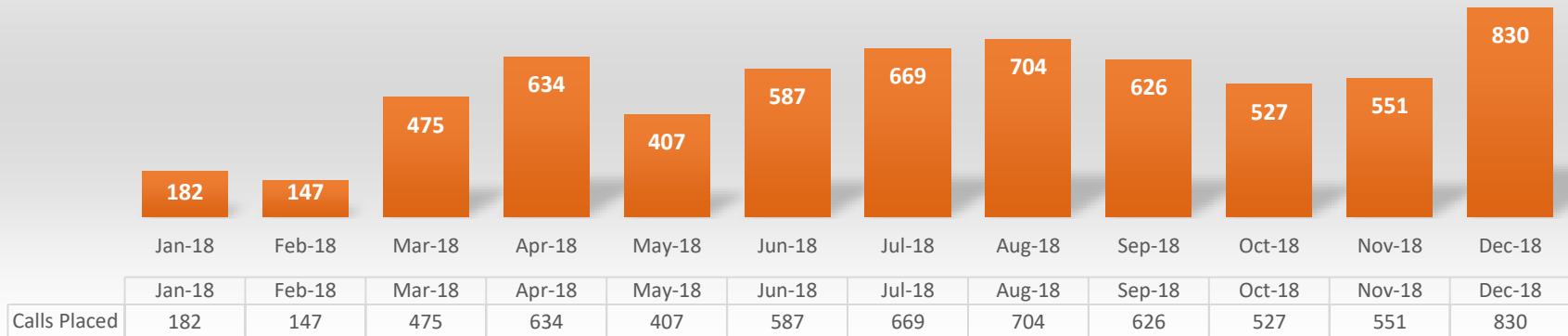
Over-the-Phone Language Line Services 2018 Data



DUA
Minutes Utilized in Calendar Year 2018



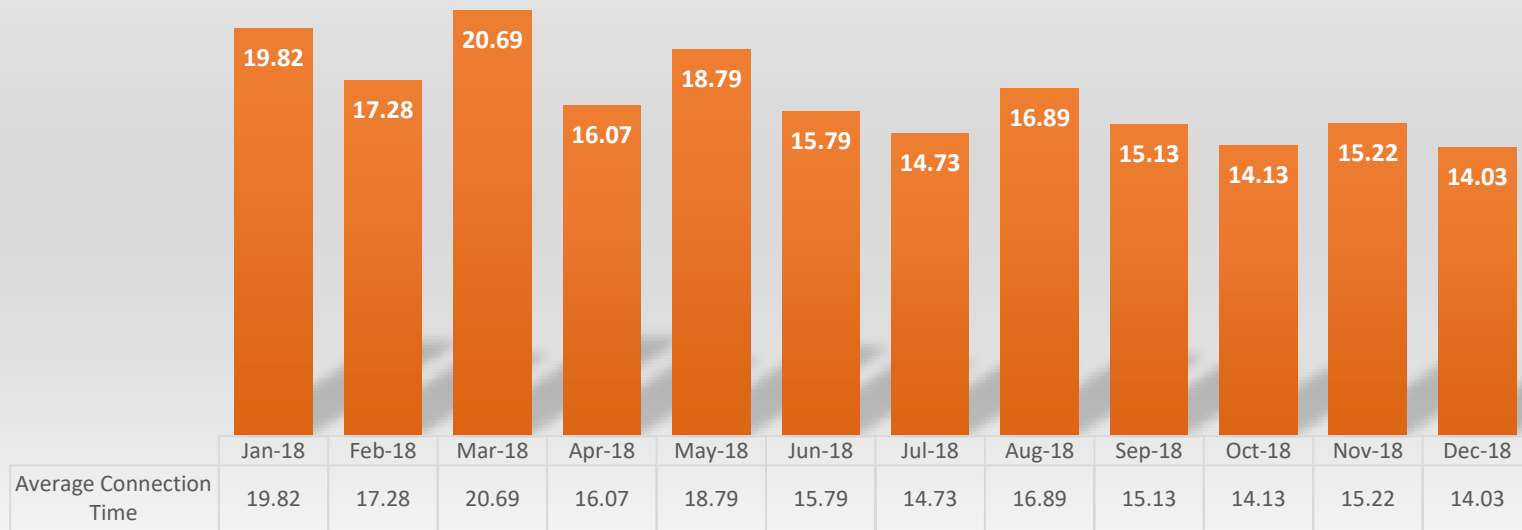
DUA
LEP Calls 2018 by Month



Over-the-Phone Language Line Services 2018 Data



DUA
Average Connection Time by Month - Calendar Year 2018



Over-the-Phone Language Line Services 2019 Data



DUA
Calls Placed January and February 2019



	January	February
Calls Placed	1189	1090

DUA
Minutes Utilized in January and February 2019



	January	February
Minutes	26209	22991

DUA
Average Length of Call in January and February 2019



	January	February
Average Length of Call	12.06	12.29



American Sign Language



Guidelines to request an American Sign Language (ASL) interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

Requests are received by the MCDHH Department of Interpreter/CART Services in several ways:

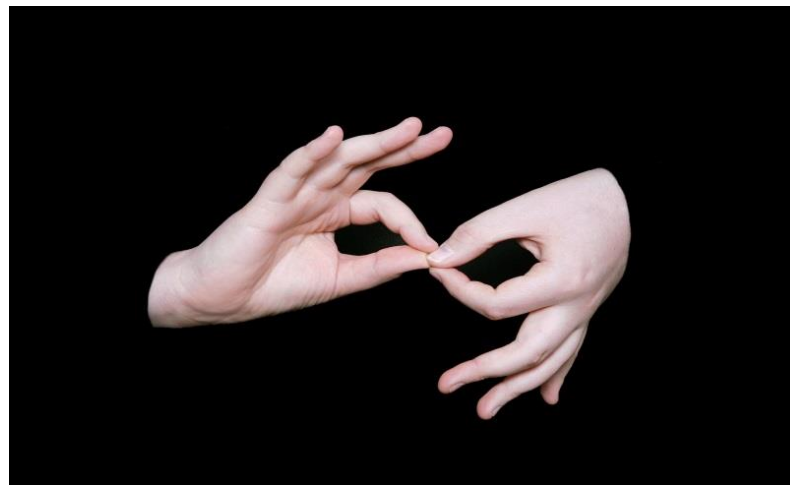
- **Online request:** This is the preferred way for making requests. The service may not be used for cancellations. <https://www.mcdhh.net/request/>
- **Phone:** non-emergencies are received between 8:45 a.m. and 5:00 p.m. at 617-740-1600 VOICE and 617-740-1700 TTY.
- **FAX:** 617-740-1880 with an [Interpreter/CART Request Form](#)

Important: A confirmation number does not mean you will automatically get an interpreter. If you need to cancel the ASL interpreter please call MCDHH at least 48 hours in advance.

American Sign Language Services



- 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.
- If you receive a phone call from a Deaf customer through the relay operator conduct the interview as you would with hearing customer.



UI Online



LEP Claimants can select their preferred language when they open their claim in UI Online and if they choose one of the UI statutory languages (Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Khmer, Lao, Italian, Russian, Korean and French) they can choose to have their correspondence in their preferred language. These documents include the CCS/RESEA letter.

City:	Fall River *
State:	MA - Massachusetts v
Zip Code:	02721-4417
Country:	US - United States Of America v *
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 v
Zip Code:	02721-4417
Country:	US - United States Of America v
Telephone Numbers	
U.S. and Canada Only:	
Home:	
Mobile:	
Other:	
International Phone:	
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.	

Select one
 Afrikaans
 Albanian
 American Sign Language
 Amharic
 Arabic
 Armenian
 Bengali
 Bosnian
 Bulgarian
 Burmese
 Cantonese
 Cape Verdean
 Croatian
 Czech
 Danish
 Dari
 Dutch
 Egyptian/Arabic
 Estonian
 Farsi
 Flemish
 French
 German
 Greek
 Gujarati
 Haitian Creole
 Hebrew
 Hindi
 Hmong



UI Online

Translated UI Online correspondence:

1. Fact Finding (questionnaires) cover letter
2. Monetary Determination
3. Monetary Re-determination
4. Non-Monetary Determination

The following documents can be sub-categorized within the previous list

1. Notice of Approval
2. Notice of Disqualification
3. Notice of Fault and Fraud Finding
4. Notice of Fault Finding
5. Notice of Potential Offset of Benefits
6. How to Request a Hearing
7. Finalized Overpayment Notice
8. TAA Eligibility Determination
9. Babel Notices

DUA Correspondence



Career Center Seminar (CCS) / Initial RESEA Notification Letter

Claimants are enrolled at the time they receive their first UI payment. CCS/Initial RESEA notification letters are sent via postal mail in the **13 statutory languages** and the UI inbox (**English only**).

- CCS/Initial RESEA second notice reminders in the form of a Robo call is made on the 10th day after enrollment if they have not attended a CCS.

RESEA Review Robo Call

A RESEA Review reminder in the form of a Robo call (English and Spanish) is made on the 4th week from enrollment reminding job seekers that they have one week left to complete their RESEA Review.

- If the CCS/Initial RESEA was not attended within 3 weeks and not rescheduled “good cause” into the 4th week, 1 week sanction
- If the RESEA Review was not attended by the 5th week deadline, indefinite sanction

Note: CCS/RESEA letters include the Multilingual Services toll-free phone line: (number)

Multilingual Services Resources

Intranet



Multi-Lingual Services >

EOLWD Intranet

EOLWD Human Resources Diversity Operations Finance Information Technology Multi-Lingual Services All Sites

Health and Safety

Multilingual Services

DUA Call Centers

Career Centers

DLS Offices

DIA Offices

DUA Hearings

Report Of Usage

I Speak Flashcard

One Moment Please

Language Access Plan

All Site Content

Multi-Lingual Services

Marisa de la Paz, Director of Multilingual Services 617-626-5471



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

The **Language Access Plan** for the Executive Office of Labor and Workforce Development (EOLWD) at its Departments: Department of Unemployment Assistance (DUA), Department of Career Services (DCS), Department of Industrial Accidents (DIA), and Department of Labor Standards (DLS) is now available and updated as of December 2012.

Please find translated standard publications in our Multilingual website www.mass.gov/eolwd/multilingual

I Speak:

Español	עברית	
Français	한국어	
Italiano	Kreyòl	
ខ្មែរ	中文	
Português	Tiếng Việt	
Русский	اللغة العربية	

[Click here >](#)

For UI Call Centers

For Hearings

Multilingual Services coordinates translations and interpreter services for multiple languages, including American Sign Language (ASL). Standard publications and important documents are translated into the twelve statutory languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Laotian, Italian, Korean, French, and Arabic.

The Multilingual Unit also facilitates communication between DUA Adjudicators, Claimstakers and Limited English Proficiency (LEP) customers by providing interpretation services as needed. Our Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean, French, and Italian.

The contact information for the Multilingual Unit is as follows:

Lilianna Leung - 617-626-5475; lleung@detma.org for Cantonese, Mandarin, and Vietnamese
Vitalina Lopes - 617-626-5476; vitalina.lopes@detma.org for Portuguese, Cape Verdean, and Spanish

Multilingual Services Unit office hours are Monday to Friday from 8:30 AM to 12:00 PM and 1:00 PM to 4:00 PM.

For Career Centers

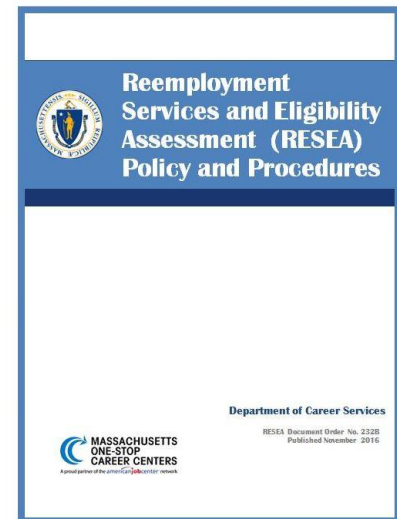
For DLS/DIA

Multilingual Services Resources

Intranet



- Agency Language Access Plan (LAP)
- Language Services Guidelines
- List of Internal Volunteer Bilingual Staff
- Over-the-Phone Language Services Guidelines
- Report of Usage form
- Multilingual Unit 12 languages toll-free number
- RESEA Policy and Procedures Handbook(LEP Guidelines pg13)
- List of Community-Based Organizations
- Guidelines to request American Sign Language (ASL) Interpreters
- Language Identification Flashcard “I Speak Cards”
- “One Moment Please” Flashcard
- Career Center Seminar videos in **English, ASL, Spanish, and Portuguese**
- Career Center Seminar Power Point Presentation in **13 languages**



INTRANET



The Multilingual Services Unit Intranet pages offer DUA staff the following resources:

For Call Centers

- Language Services Guidelines for DUA Call Centers
- List of volunteer MDCS and MassHire Career Center bilingual staff
- Over-the-phone language services
- List of Community-Based Organizations
- Guidelines to request American Sign Language (ASL) Interpreters
- Language Access Plan (LAP)

Albanian	Haitian	Korean
Arabic	Hakka	Laotian
Armenian	Hindi	Portuguese
Bengali	Husa	Punjabi
Burmese	Ibo	Russian
Cantonese	Italian	Spanish
Gujarati	Mandarin	Urdu
Greek	Khmer	Vietnamese

For Hearings

- Over-the-phone language services guidelines
- Information on Interpreter Services
- Interpreter Timesheet & Follow-up forms

MULTILINGUAL SERVICES WEBSITE



To access translated publications and documents, visit EOLWD website



Office of Multilingual Services ensures meaningful access to all aspects of EOLWD Agencies: DUA, DCS, DIA and DLS programs, services and activities for all Limited English Proficiency (LEP) customers.

Contact Us

Address

Charles F. Hurley Building, 19 Staniford Street, Boston, MA 02114

[directions](#) →

Online

Email

MultilingualServices@Massmail.State.M



Welcome
Benvenuto
أهلا و سهلا

Benvindu
សូមស្វាគមន៍
Bem-vindo



Byenveni
歡迎
ຍິນດີຕ້ອນຮັບ
Tiếp Rước
приветствие
Bienvenido



Who we serve

We provide language access services to Limited English Proficiency (LEP) customers including translation and interpretation services. We provide language expertise, support and guidance to the Executive Office of Labor and Workforce Development and its agencies: Department of Unemployment Assistance (DUA), Department of Career Services (including One-Stop Career Centers), Department of Industrial Accident (DIA), and Department of Labor Standards (DLS).

What do you need help with?

[EOLWD Multilingual Services →](#)

[DUA Multilingual Services →](#)

[DCS Multilingual Services →](#)

[DIA Multilingual Services →](#)

[DLS Multilingual Services →](#)

[TELL US WHAT YOU THINK](#)

Multilingual Web Page



All other tasks

DUA Español (Spanish) →

DUA Português (Portuguese) →

DUA 中文 (Chinese) →

DUA Ngôn Ngữ Việt Nam
(Vietnamese) →

DUA Kreyol (Haitian Creole) →

DUA Italiano (Italian) →

What you need to know

DUA ភាសាខ្មែរ (Khmer) →

DUA العربية (Arabic) →

DUA ພາສາລາວ (Lao) →

DUA 한국어 (Korean) →

DUA Français (French) →

DUA Безработица
(Russian) →

TELL US WHAT

Multilingual Web Page



[Bienvenido a UI Online](#)

[Programa de Oportunidades de Capacitación/Seccion 30](#)

[Cómo se determinan las prestaciones del seguro de desempleo](#)

[Participación en WorkSharing: Lo que debemos saber Una guía para los trabajadores de Massachusetts](#)

[Información sobre la Cobertura del Seguro de Desempleo para los Empleados](#)

[Información importante sobre apelaciones](#)

[Programas de Asistencia para los Residentes de Massachusetts](#)

[Guía de los beneficios de desempleo y servicios de empleo](#)

[Diario de las actividades de su búsqueda de trabajo Worksearch Activity](#)

[Su guía del proceso de apelaciones del seguro de desempleo](#)

[Solicitar los Pagos de Beneficios del Seguro de Desempleo utilizando TeleCert](#)

Useful Tools



“Babel” notices are inserted into important documents

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 inmediately.

Este documento contém informações importantes. Por favor, traduza-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 ບັນຈຸຂໍ້ມູນອັນສໍາຄັນ.
ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກ
ຢ່າງບໍ່ລໍຊ້າ.

ឯកសារនេះមាននຳវັດຖີອັນສໍາຄັນ ຢ

សូមបកប្រែវាជាបន្ទាន់ ។

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

This is an example of a generic Babel Notice, that you can attached to a document, stating it needs to be translated as soon as possible.

Useful Tools



How to Say, “One Moment Please” in Eighteen Common Languages

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew



Useful Tools

Right to interpreter services free of charge



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.

<p>Albanian Shqip Kemi të drejtën për përkthyes falas gjatë vizitës tuaj. Je lišen të drejtës me çmim gjatë që fitoni. Ju lihen prirje, do t'ju çesim që përkthyes për vizitën tuaj.</p>	<p>American Sign Language </p>	<p>Arabic عربي يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل تُرجى منك أن تشير بإصبعك إلى اللغة التي ستدعى المترجم العربي. يُرجى منك الانتظار لحين استدعاء المترجم.</p>
<p>Armenian Հայերեն Ձեր իրավունքն անվճար տրվել է ձերսի թարգմանիչի հանդեպ: Միգրանտ էիք ընտրվելուց ձեր լեզուն է ձեր համար թարգմանիչ կհանվի: Միգրանտ էիք սպասել:</p>	<p>Bengali বাংলা আপনার অধিকার রয়েছে বিনামূল্যে একজন মোতাভী পাওয়া। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন মোতাভীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p>Capo Verdean Creole Criolu di Cabu Verdi Niós ten diritto a um intérprete gratuito di abós língua. Mostra qual qui abós língua pa só podi tchama intérprete. Niós aguarda un momento, por favor.</p>
<p>Chinese - Simplified 中文 Cantonese Mandarin Taiwanese Taiwanese/UKarenese 你有权利要求一位免费的传译员。请指出你的语言。传译员将为你服务。请稍候。</p>	<p>Chinese - Traditional 中文 Cantonese Mandarin Taiwanese Taiwanese/UKarenese 你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務。請稍候。</p>	<p>French Français Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter s'il vous plaît!</p>
<p>Greek Ελληνικά Είστε δικαιωμένοι σας να ζητήσετε δωρεάν έναν κριτικό μεταφραστή (επιμελητή). Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ετοιμαστούμε ένα δωρεάν. Παρακαλώ περιμένετε.</p>	<p>Haitian Creole Kreyòl Ayisyen Ou gen dwa a you anpilè gratis. Tanpri montre non lang pa w la. N ap rale you anpilèr pòs ou. Tanpri ret tan.</p>	<p>Hindi हिंदी आपका हिंदी भाषा में मुफ्त में व्याख्या सेवा प्राप्त है। कृपया अपनी भाषा को इंगित करें। व्याख्या को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p>
<p>Hmong Hmoob Koj ntxaj cai txais kev pob txhais lus dawb tsis them nyiaj. Thov nes ran koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</p>	<p>Italiano Italiano Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete, un interprete sarà chiamato al più presto.</p>	<p>Japanese 日本語 通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手にいたしますのでお待ち下さい。</p>
<p>Khmer ខ្មែរ អ្នកមានសិទ្ធិសុំសេវាបកប្រែឥតគិតថ្លៃ។ សូមបង្ហាញពីភាសាដែលអ្នកនិយាយ។ ប្រតិភូបកប្រែនឹងត្រូវបានក្រសួងជំនួយ។</p>	<p>Korean 한국어 여러분은 무료로 전문 통역가의 도움을 받을 권리가 있습니다. 원하시는 "한국어"를 손가락으로 가르쳐 주실까요. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</p>	<p>Lao ລາວ ທ່ານມີສິດສອບຮູ້ບໍ່ຄ່າເຮັດການແປພາສາຂອງທ່ານ. ກະລຸນາຊີ້ສາຍຕໍ່ພາສາທີ່ທ່ານຕ້ອງການແປ. ພະນັກງານຈະຕິດຕໍ່ບໍລິການ.</p>
<p>Persian فارسی شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>	<p>Polish Jezyk Polski Macie prawo do korzystania z usług polskiego tłumacza. Ukażcie na jej na nasz kiosk. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.</p>	<p>Portuguese Português Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>
<p>Russian Русский Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.</p>	<p>Serbo-Croatian Srpsko-Hrvatski jezik Vi imate pravo na besplatno prevodilaca. Molimo vas da pokažete na vaši govorni jezik. Prevodilac će biti pozvan. Hvala i molimo vas da sačekate.</p>	<p>Somali Soomaali Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan fariin ku fariin luqadadaa. Tarjumaan ayaa laguugu wacayaa. Ee fidin sug!</p>
<p>Spanish Español Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</p>	<p>Swahili Swahili Ni hakiki yako kuwa na mtafiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafiri atawia. Tafadhali ngoma.</p>	<p>Tagalog Tagalog Raw ay may karapatan na magkaroon ng tagapagaling na walang bayad. Iruo ang iyong wika. Ang magpapasalm ay tatawagan. Maghintay.</p>
<p>Thai ไทย ท่านมีสิทธิขอใช้บริการล่ามโดยไม่เสียค่าใช้จ่าย กรุณาชี้ภาษาที่ท่านต้องการ เราจะรีบจัดหาล่ามให้ท่าน</p>	<p>Urdu اردو آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجیے۔ آپ کے لئے ایک ترجمان کا انتظار کیا جائیگا۔ براہ کرم انتظار کیجیے۔</p>	<p>Vietnamese Tiếng Việt Quý vị có quyền được một người dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một người dịch viên. Vui lòng chờ trong giây lát.</p>

This Poster reads “Your Right to an Interpreter” in 30 languages including American Sign Language and should be displayed in agency public spaces.

Useful Tools



Right to interpreter services free of charge

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic عربي  أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	Korean 한국어  귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Burmese မြန်မာ  သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ဝေါဟာရပါးပါး၊ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမည်။	Mandarin 國語  請指認您的語言，以便為您提供免費的口譯服務。
Cantonese 廣東話  請指認您的語言，以便為您提供免費的口譯服務。	Polish Polski  Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
Farsi فارسي  زيان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	Portuguese Português  Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
French Français  Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Punjabi ਪੰਜਾਬੀ  ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।
Haitian Creole Kreyòl  Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	Russian Русский  Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hindi हिंदी  अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।	Somali Af-Soomaali  Farta ku fiiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hmong Hmoob  Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Spanish Español  Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano  Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog Tagalog  Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語  あなたの話す言語を指してください。無料で通訳サービスを提供します。	Vietnamese Tiếng Việt  Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Demographics



Rank by # speakers	Language	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	Speak <u>only</u> 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%
2	Portuguese or Cape Verdean:	179,245	+/-4,772	2.8%
3	Chinese:	121,445	+/-3,128	2.0%
4	Haitian Creole:	71,301	+/-3,432	1.1%
5	French:	59,590	+/-2,195	0.9%
6	Vietnamese:	41,140	+/-2,250	0.5%
7	Russian:	38,496	+/-2,168	0.6%
8	Italian:	36,387	+/-1,683	0.6%
9	Arabic:	33,345	+/-1,911	0.5%
10	Khmer:	24,047	+/-1,639	0.4%
11	Korean:	17,594	+/-1,114	0.3%
12	Lao:	2,959	+/-644	less than 0.1%

2011-2015 American Community Survey 5-Year Estimates



Demographics

Rank by # LEP	Languages	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	# Speakers of other languages who speak English very well	861,617		14.0%
	# Speakers of other languages who English less than very well	565,818		9.0%
	Spanish:			
1	Speak English less than "very well"	222,343	+/-3,678	3.5%
	Portuguese or Cape Verdean:			
2	Speak English less than "very well"	78,067	+/-2,728	1.2%
	Chinese:			
3	Speak English less than "very well"	62,626	+/-1,815	1.0%
	Haitian Creole:			
4	Speak English less than "very well"	31,741	+/-1,952	0.5%
	Vietnamese:			
5	Speak English less than "very well"	25,169	+/-1,408	0.4%
	Russian:			
6	Speak English less than "very well"	15,986	+/-1,113	0.3%
	Arabic:			
7	Speak English less than "very well"	13,655	+/-960	0.2%
	Khmer:			
8	Speak English less than "very well"	12,223	+/-1,137	0.2%
	French:			
9	Speak English less than "very well"	10,967	+/-1,058	0.2%
	Italian:			
10	Speak English less than "very well"	9,792	+/-828	0.2%
	Korean:			
11	Speak English less than "very well"	7,694	+/-776	0.1%
	Lao:			
12	Speak English less than "very well"	1,625	+/-399	less than 0.1%

MA Population who speaks English "less than very well"

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%")

Contact Information



Office of Multilingual Services

Director
Marisa de la Paz
617-626-5471

Marisa.delapaz@massmail.state.ma.us



Gracias

Merci

Grazie

Khawp jai

Spasibo

감사합니다

thank you

Obrigado

Mesi

谢谢

cảm ơn

Arkun

شكرا

