



# **Commonwealth of Massachusetts Executive Office of Labor and Workforce Development**

## **Language Access Services MassHire Career Centers**

Charles D. Baker, Governor

Rosalin Acosta, Secretary, EOLWD

Alice Sweeney, Director, MDCS

Marisa de la Paz, Director, Multilingual Services, EOLWD

# Office of Multilingual Services



Welcome  
Benvenuto  
أهلا وسهلا

Benvindu  
សូមស្វាគមន៍  
Bem-vindo



Byenveni  
歡迎  
ຍິນດີຕ້ອນຮັບ  
Tiếp Rước  
приветствие  
Bienvenido

## Mission

Ensure meaningful access to all aspects of the Agencies 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 services to all our customers as if no language barriers existed.

# 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 Limited English Proficiency (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, MassHire 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



The Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, Haitian Creole, Dutch and Italian.

# Language Access Laws and Executive Orders



## Who is a Limited English Proficient (LEP)?

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

## 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.

## Federal/State laws & EO particularly applicable to language access include:

- Title VI of the Civil Rights Act of 1964
- §188 of the Workforce Innovations & Opportunity Act (WIOA)
- Federal Executive Order 13166
- Massachusetts Executive Order 526
- Massachusetts General Law 151A §62A(iii)





# The Civil Rights Act of 1964 & WIOA

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- Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs receiving federal financial assistance. See 42 U.S.C. §2000d et seq.
- §188 of the Workforce Innovations & Opportunity Act (WIOA), provides that no individual shall be excluded from participation in, denied the benefits of, be subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, age, political affiliation or belief, status as a qualified individual with disabilities or specified non-citizenship statuses . See 29 U.S.C. §2938.
- §188 prohibits discrimination against individuals in any WIOA Title I–financially assisted program or activity, which includes job training for adults and youth and programs or activities provided by recipients at MassHire Career Centers.
- The regulations clarify that discrimination based on national origin includes failing to provide **language services** to someone with LEP. As such, under the rule, agencies must take reasonable steps to ensure that LEP individuals have meaningful access to aid, benefits, services, and training.

# The Civil Rights Act of 1964 & WIOA



## Steps to ensure that LEP individuals have meaningful access to aid, benefits, services, and training.

- Provide oral interpretation and written translation of both hard-copy and electronic materials into various languages. This ensures that LEP individuals are informed about or able to participate in covered programs or activities.
- Record the limited English proficiency and preferred language of applicants who seek to participate in the workforce development system to help ensure they have the necessary information to serve individuals with LEP effectively.
- Translate documents containing “**vital**” information into languages spoken by a significant number or portion of the population eligible to be served or likely to be encountered.
- “**Vital**” information means information, whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual.

## Who Must Comply with Title VI & WIOA §188?

Any entity that receives funding assistance from the federal government, including:

- State & local agencies
- Federal agencies
- Private & non-profit entities
- Sub-recipients of WIOA, NEG or TAA funds

# 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 (Cont.)

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

MA Population who speaks English  
"less than very well"

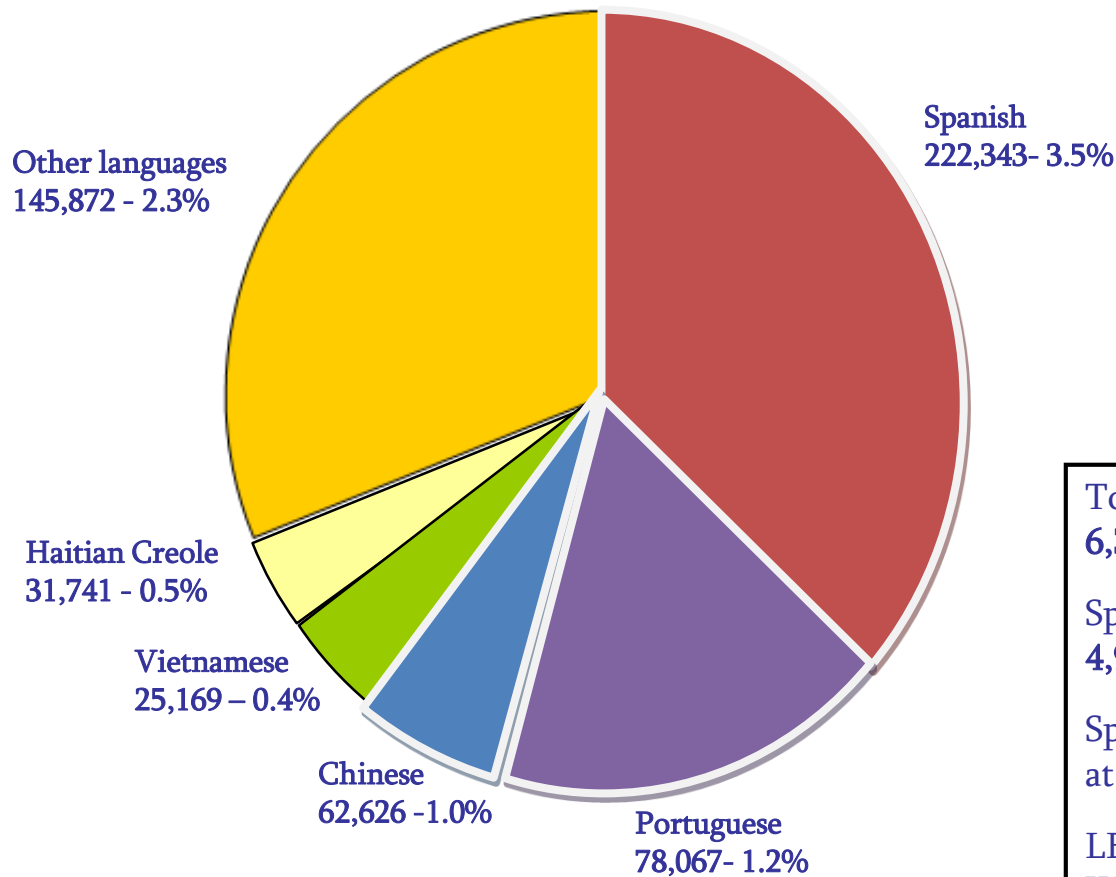
Language spoken at home by ability  
to speak English for the Population 5  
Years of age and over (Percentages  
rounded to nearest tenth; all values  
below 0.05% are labeled "less than  
0.1%")





# Demographics (Cont.)

## Massachusetts LEP Population (Speaks English less than very well)



Total MA Population 5 Years and over:  
**6,339,745**

Spoke Only English at Home:  
**4,912,310 - 77%**

Spoke a Language Other than English  
at Home: **1,427,435 – 23%**

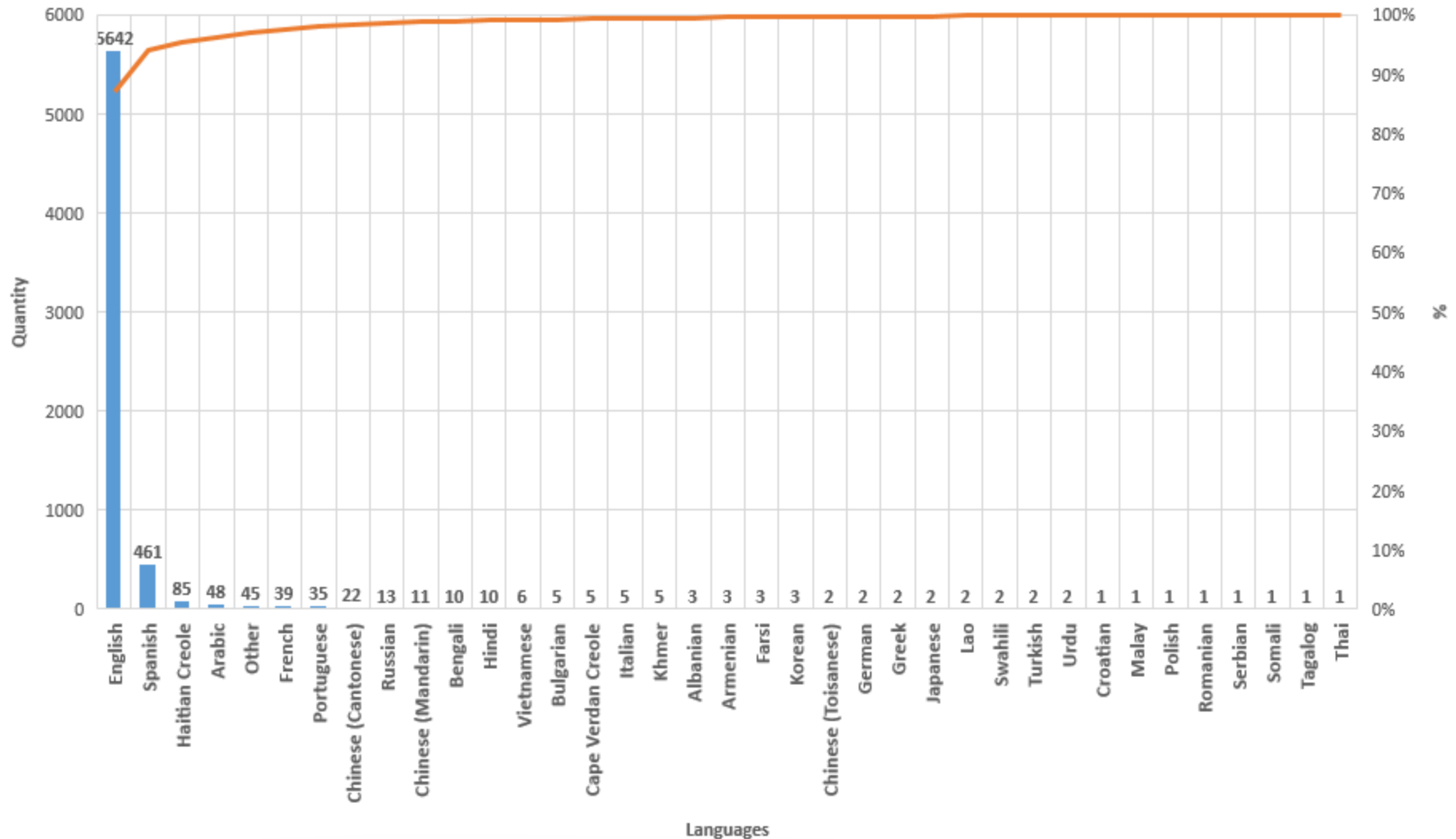
LEP (Spoke English Less than 'Very  
Well'): **565,818 – 9% of total MA pop.**

# Customer Assistance Data

## July 2018 through December 2018



### MassHire Metro North Career Centers



# Customer Assistance Data

## MassHire Metro North Career Centers



Languages	MassHire Metro North Career Center - Cambridge	MassHire Metro North Career Center - Chelsea	MassHire Metro North Career Center - Woburn	Total Metro North	Percentages
English	2413	549	2680	5642	87.03%
Spanish	67	364	30	461	7.11%
Haitian Creole	53	18	14	85	1.31%
Arabic	14	27	7	48	0.74%
Other	26	12	7	45	0.69%
French	18	8	13	39	0.60%
Portuguese	16	12	7	35	0.54%
Chinese (Cantonese)	15	1	6	22	0.34%
Russian	11		2	13	0.20%
Chinese (Mandarin)		2	9	11	0.17%
Bengali	8		2	10	0.15%
Hindi	2	4	4	10	0.15%
Vietnamese	2	3	1	6	0.09%
Bulgarian	4		1	5	0.08%
Cape Verdian Creole	2	1	2	5	0.08%
Italian	2		3	5	0.08%
Khmer			5	5	0.08%
Albanian		2	1	3	0.05%
Armenian	1	1	1	3	0.05%
Farsi	2		1	3	0.05%
Korean	1	1	1	3	0.05%
Chinese (Toisanese)	2			2	0.03%
German	2			2	0.03%
Greek	2			2	0.03%
Japanese	2			2	0.03%
Lao		2		2	0.03%
Swahili		1	1	2	0.03%
Turkish	1	1		2	0.03%
Urdu	1		1	2	0.03%
Croatian		1		1	0.02%
Malay			1	1	0.02%
Polish			1	1	0.02%
Romanian		1		1	0.02%
Serbian		1		1	0.02%
Somali			1	1	0.02%
Tagalog			1	1	0.02%
Thai			1	1	0.02%
Total	2667	1012	2804	6483	



# Best Practices

- Devise protocols so staff knows when to secure language services
- Train all staff who are likely to have contact with LEP customers:
  - LEP Policy/procedures/guidelines/protocols
  - Language access for new employees orientation
  - Ensure knowledge and awareness of language assistance measures
  - How to effectively work with in-person and telephonic interpreters
  - Procedures for communicating with LEP by telephone
- Display agency customized “Interpreter Services Available” posters in agency public spaces
- Sight translation of documents in languages not frequently encountered or not part of our 12 statutory languages
- Consideration of LEP needs when implementing new programs, services and activities, publishing new forms or notices etc.
- Refer customer to translated forms and publications on Multilingual Services website  
<https://www.mass.gov/orgs/office-of-multilingual-services>





# 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

# Monitoring



Ensuring quality and accuracy of language assistance services is critical and should be closely monitored



- Monitor any changes in the LEP population/service area
- Inform and train newly hired staff
- Make sure all staff know and understand the language access guidelines/protocols and undergo regular training
- Ensure that all in-house staff who serve as translator or interpreter who communicate with LEP individuals are competent to do so
- Conduct periodic quality control reviews to ensure staff compliance
- Monitor feedback from Community Based Organizations (CBO), legal services and other stakeholders about the effectiveness and performance in ensuring meaningful access for LEP individuals

# Multilingual Services Unit



The Multilingual Services Unit facilitates communication between EOLWD and its agencies:

MassHire Department of Career Services (MDCS) and MassHire Career Centers

Department of Unemployment Assistance (DUA)

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:

English



Spanish



Portuguese



Cape Verdean Creole



French



Cantonese



Mandarin



Vietnamese

Italian



Dutch





# Protocol



Staff in need of assistance to communicate with Limited English Proficiency (LEP) customers can:

- Contact the **Multilingual Services Unit** if the language needed is: Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, Italian or French.
- Contact the **over-the-phone language line** for assistance in other languages or when Multilingual Services Unit staff is not available.
- For brief calls, contact a staff member on the **Internal Volunteer Bilingual Staff** list. You can find this list on the intranet at <http://intranet/CO/SitePages/Home.aspx> under “For Career Centers.”





# Multilingual Services Unit



The Multilingual Services Unit office hours are:

**Monday to Friday**

**8:30 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.

# Over-the-Phone Language Line Services



## Telephonic interpretation can be cost-effective and high quality

- ✓ 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
- ✓ Test the speakerphone and conference call functions prior to usage
- ✓ Know the Agency Access Code and Location Code, if required
- ✓ Note the interpreter’s ID number
- ✓ Explain the setting and provide applicable information
- ✓ Keep a reference card handy with the vendor’s procedures
- ✓ 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
- ✓ Close by stating “end of call.”



# Over-the-Phone Language Line Services



**Language Line Services** is our external over-the-phone language line, providing interpreter services in over 240 languages

## **WHEN RECEIVING A CALL from an LEP customer:**

1. Use Conference Hold to place the customer on hold

2. Dial: (number)

1. Enter on your telephone keypad or provide the representative:

\* Press 1 for Spanish

\* Press 2 for all other languages and speak the name of the language you need at the prompt

\* Enter Your: **3 Digit Access Code**

**An Interpreter will be connected to the call. Please provide 6 digits Client ID if asked**

4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions

5. Add the LEP customer to the line

6. Say "End of Call" to the Interpreter when the call is completed



# Report of Usage

## Over the Phone Language Services

### Report of Usage

Your Name: Marisa de la Paz

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

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

Date and Time  
of Call: 4/8/2015

3:21:00 PM

Approximate D  
uration 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.

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

- Multilingual Intranet <http://intranet.detma.org/multilingual> or
- Mass Workforce Issuance:

- 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.



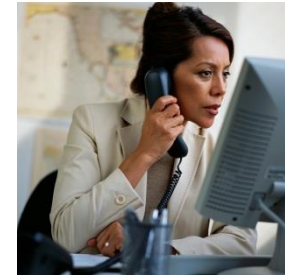
# Conference Calls

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

1. Place the LEP customer on conference. Call the Multilingual Services Unit or the Language Line at (number).
1. Once the interpreter is connected, press conference again and you will be on a 3-way conference call.
2. 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.

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



Career Center Staff



Limited English Speaker (LEP)



Interpreter



# Conference Calls

If you need to contact an LEP customer...



Career Center Staff

1. Call the Multilingual Services Unit or the Language Line at (number).
2. 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.
3. 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.



Limited English Speaker



Interpreter

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



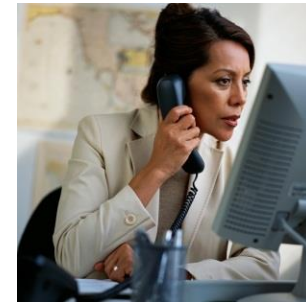
# Conference Calls

## If the LEP customer is at the MassHireCareer Center...

1. If either you or the customer cannot identify the language needed, show the customer the Language Identification Flashcard to let him/her indicate the language needed.
2. Call the Multilingual Services Unit or the language line at (number).
3. When the interpreter is connected, place the interpreter on speaker phone and start the conversation.

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

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



DCS Staff



Limited English  
Speaker



Interpreter



# Moses Primary Language Field



Capture primary language data when customers apply, register or request an agency service, program or activity (MOSES)

The screenshot shows a web-based form titled "Job Seeker Membership (test, donna)". The form is divided into several sections, with tabs for "Basic", "Full", "Education", "Work Experience", "Events", "Alerts", "Case Plan", "Services", and "Special Programs". The "Basic" tab is selected, and the "General Information" sub-tab is active. The form contains various fields for personal and employment information. A red circle highlights the "Primary Language" dropdown menu, which is currently set to "Haitian Creole". Other fields include "Employed", "Disability", "Immigrant", "Disability Type", "Dislocated Worker", "Received Notice of Layoff/Military Separation", "Language Details", "Summer Youth", "Permanently Separated (HITG)", "Last Modified", "Family Size", "Is your family income for the last six months below \$10,520.00?", "Career Objective", "Education", "In School", "Highest Degree", "Migrant Status", and "Economically Disadvantaged". The bottom of the form has buttons for "Trade", "Eligibility", "Match Criteria", "Run Match", "Eligibility Criteria", "OK", and "Cancel".

test, donna      SSN: XXX-XX-1021 ID: 10021387      OY TARRJSJR MPE \$ F      Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan | Services | Special Programs

General Information | Military Information | Barriers

**Additional Information**

✓ Employed: ☐ Yes ☒ No      Immigrant: ☐ Yes ☒ No

✓ Disability: ☒ Yes ☐ No      Disability Comment:

Disability Type: ☐ Physical ☐ Mental

Dislocated Worker ☐      Received Notice of Layoff/Military Separation ☐

Primary Language: **Haitian Creole**

Language Details:

Summer Youth ☐

Permanently Separated (HITG): ☐      Last Modified: 00/00/0000

**Economically Disadvantaged**

✓ Family Size:

✓ Is your family income for the last six months below \$10,520.00? ☒ Yes ☐ No

**Career Objective**

**Education**

✓ In School: ☐ Yes ☐ Yes - In Alternative School ☐ No

✓ Highest Degree: Information Not Available

**Migrant Status**

☐ Seasonal Farm Worker, Non Migrant

☐ Migrant Farm Worker

☐ Migrant Food Processor

Trade      Eligibility      Match Criteria      Run Match      Eligibility Criteria      OK      Cancel



# UI Online



City:	Fall River	*
State:	MA - Massachusetts	▼
Zip Code:	02721-4417	
Country:	US - United States Of America	▼*
<b>Mailing Address</b>		
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 America	▼
<b>Telephone Numbers</b>		
U.S. and Canada Only:		
Home:		
Mobile:		
Other:		
International Phone:		
<b>Correspondence Preference</b>		
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:		
<a href="#">Mail Hold on Payment</a>		
<b>Preferred Language</b>		
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?		
<b>NOTE:</b> 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

# 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 10<sup>th</sup> 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 4<sup>th</sup> 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 4<sup>th</sup> week, 1 week sanction
- If the RESEA Review was not attended by the 5<sup>th</sup> week deadline, indefinite sanction

**Note:** CCS/RESEA letters include the Multilingual Services toll-free phone line.



# 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

## Service Request Form

Thu Apr 30 2015 15:36:57 GMT-0400 (Eastern Standard Time)  
Required Fields are in **bold**

### Requestor Information

Requestor information refers to you, the individual making the request. It allows us to follow up with you and provide details about your request.

First Name:  Last Name:   
Title:  Phone:   
Email:

### Customer Account Information

If you have not established a customer account with us previously, or have not used our services in the past, please take the time to provide us information about your organization and/or company. As well as reviewing and agreeing to our terms of service.

- [I already have a customer account](#)
- [I would like to create a customer account](#)

If you already have a customer account established with us, please enter your company or organization below.

Customer Name:

**Tip** - Customer name refers to the agency, company or organization who is making the request and will be responsible for payment. Once submitted, we will match up your customer name with the appropriate account we have on file. If no record exists of your organization or if there is a problem, a representative will contact you accordingly.

### Service Information

Please select the service you need from us, the service date, start and end times. For billing purposes, please provide a service description as well.

Service:

Number: ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

Service Description:

255 characters allowed, characters left: 255

**Tip** - enter the nature of your request, for example: school, medical, emergency, training, meeting, etc.

PO Number:

- [I only have one date of service](#)
- [I have additional dates of service](#)

Service Date-Time 1

Service Date:  (example: 01-Jan-09)

Start Time:

End Time:

### Service Location

Provide a detailed description of the service location. This helps us in matching the right resource to the request, and makes sure the resource is able to find the location successfully.

Location:

Address:   
255 characters allowed, characters left: 255

City:  State:

Postal Code:  Country:  US

Directions:   
500 characters allowed, characters left: 500

Room/Class:

### Client/Consumer Information

Provide information about the client/consumers being serviced. This includes special requirements and preferences.

- Client Type: ☒ I know the names of the clients and they are listed below  
☐ The clients are non-specific (ex. group, audience, students, etc.)  
☐ My clients are unknown or undisclosed

- [I only have one client/consumer](#)

- [I only have one client/consumer](#)
- [I have additional clients/consumers](#)

Client/Consumer 1 (please provide client/consumer information if known)

First Name:  Last Name:

Client Gender: ☒ N/A ☐ M ☐ F Gender Pref: ☒ Either ☐ M ☐ F

Description:

## Submit Your Service Request

Finally, all your information above will be submitted into our system and emailed to our scheduling team. If you have any comments you want to relay to our schedulers, please enter them below.

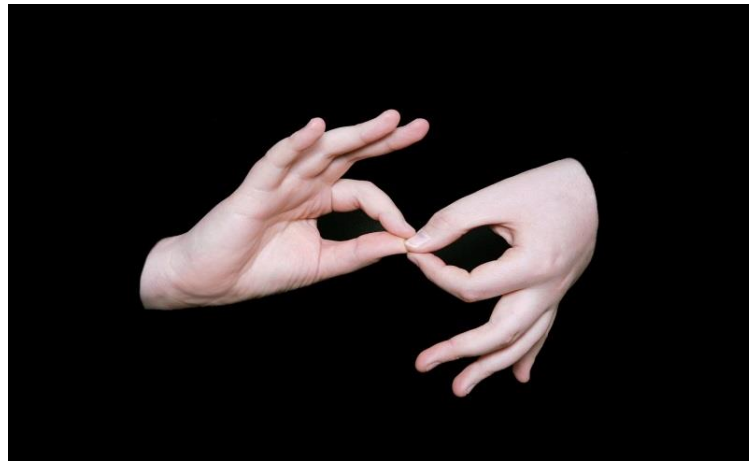
Comments:

500 characters allowed, characters left: 500



# American Sign Language

- Have the ASL interpreter fill out the [American Sign Language Interpreter Form for MassHire Career Centers](#) and to send their billing information directly to the Director of the Multilingual Services Unit by fax to 617-727-8705.



- 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.

# Massachusetts Workforce Development System



## What would you like to do?

### Top actions & services

Workforce system staff  
training →

MassWorkforce issuances →

MassWorkforce state and local  
plans →

### More actions & services

National Peer to Peer  
Technical Assistance and  
Training →

MassWorkforce career center  
performance reports (CCPR) →

MassWorkforce resources →

MassWorkforce finance →

WIOA Subcommittees and  
Workgroups →

Workforce Innovation &  
Opportunity Act (WIOA) →



## What would you like to do?

### Featured:

Hurricane relief resources →

Mass BizWorks →

### All tasks:

AJC posters →

Citrix project →

Crystal Reports project →

Career Center Seminars and  
RESEA →

MassCIS - Massachusetts  
Career Information System →

Multilingual Services →

<https://www.mass.gov/massworkforce-resources>

# Massachusetts Workforce Development System



## 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 →

<https://www.mass.gov/massworkforce-career-center-multilingual-services>