

# Mass Workforce Issuance

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☒ Policy

☐ Information

**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** September 20, 2017

**Subject:** Language Services Assistance for Limited English Proficiency Customers - Updated

**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Operators and other workforce partners of the availability and the procedure for provision of interpretation services to assure meaningful access to One-Stop Career Center services for Limited English Proficiency (LEP) customers of the One-Stop Career Center system.

**Background:** The Department of Career Services (DCS) is committed to improving the accessibility of One-Stop Career Center services and activities for LEP customers. Guidelines have been developed and updated to assist Limited English Proficient (LEP) customers in obtaining full access to, and meaningful and timely participation in programs, services and activities provided under the Workforce Innovation and Opportunity Act (WIOA) or other state-funded efforts.

**Policy:** To assist local areas in meeting these language requirements, the Commonwealth has implemented a three-tiered model to expand the language interpretation services available to Local One-Stop Career Center operators and their LEP customers:

**Attachment A, Language Services Guidelines for Limited English Proficiency (LEP) Customers** outlines the three-tiered process in detail and is summarized as follows:

**First:** If needed interpreter skills are not immediately available for a particular individual within the Career Center itself or from other local resources, staff should seek assistance from the Multilingual Unit.

**Second:** If the Multilingual Unit Staff is not available, then contact the Language Line Services, Inc. at 1-866-874-9048 (see Quick Reference Guide, **Attachment B**).

**Third:** For brief calls, contact a staff member on the Internal Volunteer Bilingual Staff list (**Attachment C**).

**NOTE:** Language Line is a private organization under contract to the Commonwealth for the provision of over-the-phone interpretation services. To ensure effectiveness every consideration should be given to keeping all calls clearly focused on addressing an immediate need.

Visit <http://www.mass.gov/massworkforce/resource/multilingual-services/> to find all pertinent information on Multilingual Services Language Access.

**Action**

**Required:** Please review the content of this issuance to assure that Language Assistance Guidelines are followed and implemented to ensure meaningful access by LEP customers to all workforce programs, services and activities.

**Effective:** Immediately

**Inquiries:** Inquiries should be directed to Marisa de la Paz, Director of Multilingual Services, Executive Office of Labor and Workforce Development, [Marisa.delapaz@massmail.state.ma.us](mailto:Marisa.delapaz@massmail.state.ma.us) or 617-626-5471.

**Attachments:** A. Updated Language Services Guidelines to Assist Limited English Proficiency (LEP) Customers  
B. Language Line Quick Reference Guide  
C. Internal Volunteer Bilingual Staff List  
D. "Your Right to an Interpreter" Poster  
E. Location Access Code for Career Centers  
F. Report of Usage Form