



Commonwealth of Massachusetts Executive Office of Labor and Workforce Development



Marisa de la Paz

Director

Office of Multilingual Services, EOLWD

April, 2026



Outline



- Office of Multilingual Services
- Language Access Laws and Executive Orders
- April is Language Access Month
- Best Practices
- Monitoring
- Translation & Interpretation
- How to Work Effectively with an Interpreter
- Effective Communication with LEP persons
- Telephonic Interpretation – Statistics
- Massachusetts Demographic
- Employment Modernization Transformation (EMT)
- American Sign Language
- Multilingual Intranet – Website – MassWorkforce System
- Useful Tools

Office of Multilingual Services



Welcome
Benvenuto
أهلا و سهلا

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 (Cont.)



The Multilingual Services Unit facilitates communication between EOLWD agencies and Limited English Proficiency (LEP) customers:

MassHire Department of Career Services (MDCS) and MassHire Career Centers
Department of Unemployment Assistance (DUA)
Department of Industrial Accidents (DIA)
Department of Labor Standards (DLS)
Department of Labor Relations (DLR)
Department of Apprenticeship (DAS)
Department of Family and Medical Leave (DFML)

Providing language access services such as interpretation and translation services as needed.

The Unit comprises staff who speak:

Spanish



English



Cantonese



Portuguese



Italian



Mandarin



Cape Verdean Creole



French



Dutch



Office of Multilingual Services (Cont.)



- ❖ Functions as the central internal language facilitation Unit for all EOLWD agencies
- ❖ Facilitates communication between EOLWD agencies/departments and LEP including Deaf & Hard of Hearing Customers by providing interpretation and translation services
 - ❖ MassHire Career Center Services Workshops Videos (CCS, RESEA, Resume and LMI)
 - ❖ MassHire JobQuest campaign which include series of promotional videos <https://www.mass.gov/info-details/jobquest-videos>
 - ❖ FutureSkills promotional social media campaign including videos [FutureSkills | Mass.gov](#)
 - ❖ 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
 - ❖ Multilingual Social Media Campaigns on special programs: Press Releases, Interviews on Local News, Radio, Newspaper, Tweets, Facebook, Instagram, etc.
- ❖ Supports the LEP Toll-free line in 12 languages
 - ❖ Schedule, Cancel, Postpone CCS/RESEA mandatory sessions
 - ❖ Answer general LEP customers' questions
- ❖ Maintains the Multilingual Website/Intranet/Mass Workforce System
 - ❖ Language Access guidelines
 - ❖ Language Access Plan (LAP)
 - ❖ Translated material
 - ❖ Press Releases
 - ❖ Important announcements





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.

What is Language Access

Language access means providing Limited English Proficient (LEP) people with reasonable access to the same services as English-speaking individuals.

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

- Executive Order # 615
- §188 of the Workforce Innovations & Opportunity Act (WIOA)
- Title VI of the Civil Rights Act of 1964
- Federal Executive Order 13166
- Massachusetts General Law 151A §62A(iii)





April is Language Access Month

April is recognized as National Language Access Month to promote awareness of language access rights and ensure equitable participation in public services for individuals with limited English proficiency.

April Language Access Month highlights the importance of meaningful language access in federal, state, and local programs, ensuring that individuals who do not speak English fluently can fully participate in civic life and access essential services such as healthcare, housing, and **employment assistance**. The month emphasizes that language access is a civil right, not a privilege, and celebrates the linguistic diversity of communities across the United States.

In summary, April Language Access Month is a nationwide observance dedicated to promoting language equity, protecting civil rights, and celebrating the diversity of languages spoken in the United States. It encourages government agencies, organizations, and communities to actively support individuals with limited English proficiency and to raise awareness about language access resources.

The Commonwealth Language Access Proclamation



The Commonwealth of Massachusetts



A Proclamation

Whereas, Providing meaningful language access to all communities in Massachusetts is fundamentally important to the success of the Commonwealth; and

Whereas, Massachusetts is home to a rich and diverse population, with one in four Massachusetts residents speaking a language other than English at home; and

Whereas, Meaningful access to government services, programs and civic participation is essential to ensuring equity, inclusion and justice for all, regardless of the language they speak. Language can pose a barrier to accessing important benefits and services, understanding and exercising important rights and understanding information provided by state programs and activities; and

Whereas, All executive department agencies created language access plans in compliance with Governor Healey's Executive Order 819, which aims to make the delivery of services and resources more accessible and equitable for residents with limited English proficiency; and

Whereas, Language Access Month is an opportunity to recognize the importance of multilingual communication, celebrate cultural and linguistic diversity, and reaffirm our commitment to equitable access for all; and

Whereas, Language Access Coordinators are recognized for their hard work and commitment to ensuring access to government services for residents across the Commonwealth of Massachusetts; and

Whereas, The Healey-Driscoll Administration encourages our Massachusetts communities to celebrate the importance of language access and work towards a more inclusive, equitable future for everyone,

Now, Therefore, I, Maura T. Healey, Governor of the Commonwealth of Massachusetts, do hereby proclaim April 2026, to be,

LANGUAGE ACCESS MONTH

And urge all the citizens of the Commonwealth to take cognizance of this event and participate fittingly in its observance.

Given at the Executive Chamber in Boston, this first day of April, in the year two thousand and twenty-six, and of the Independence of the United States of America, the two hundred and forty-eighth.

BY HER EXCELLENCY


MAURA T. HEALEY
GOVERNOR OF THE COMMONWEALTH


KIMBERLY DRISCOLL
LT. GOVERNOR OF THE COMMONWEALTH


WILLIAM FRANCIS GALVIN
SECRETARY OF THE COMMONWEALTH

God Save the Commonwealth of Massachusetts



Best Practices

- Have a **Language Access Plan** on the Intranet and on the MassWorkforce Multilingual page
<https://www.mass.gov/doc/language-access-plan-executive-office-of-labor-and-workforcedevelopment/download>
<https://massgov.sharepoint.com/:b:/r/sites/EOLMultilingual/Shared%20Documents/LANGUAGE%20ACCESS%20PLA%20N%20203-2026-.pdf?csf=1&web=1&e=yMy35w>
- 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
- Language access quarterly training for MassHire Career Centers. Visit calendar at [mass.gov/info-details/all-mdcs-staff-training](https://www.mass.gov/info-details/all-mdcs-staff-training)
- 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.

2026 Training

[January 2026 Training Calendar](#)

[February 2026 Training Calendar](#)

[March 2026 Training Calendar](#)

[April 2026 Training Calendar](#)

[May 2026 Training Calendar](#)

[June 2026 Training Calendar](#)



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
- Track the quality of the telephonic language services provided to customers such as the Report of Usage online form
- Conduct periodic quality control reviews to ensure staff compliance such as:
 - ✓ Language Access Assessment Questionnaires
 - ✓ Policy # 00DCS10.107 FMO Monitoring of the Board
 - ✓ Policy 100DCS17.108 Board Monitoring of the MassHire Career Center (Attachment F)
- Review Policy Issuance 100 DCS 08.101.2 Language Services Guidelines to Assist Limited English Proficiency <https://www.mass.gov/doc/08-101-2-language-services-guidelines-to-assist-limited-english-proficiency-customers/download>
- Review Policy Issuance 100 DCS 08.125 <https://www.mass.gov/doc/dcs-policy-08-125-american-sign-language-services-revised/download> Deaf or Hard of Hearing Guidelines
- Collect LEP customer satisfaction via Survey

Translators vs. Interpreters



What is the difference between translators and interpreters?

Translators



We translate written text.



books



contracts



websites

Interpreters



We interpret spoken or sign language.



medical appointments



court proceedings



conferences

#InternationalTranslationDay

ata American Translators Association
The Voice of Interpreters and Translators



Types of Interpretation

- Oral face to face interpretation (in-person)



- Over-the-phone interpretation (Telephonic)



- Video Remote Interpreting (VRI)





Modes of Interpretation

1. Consecutive Interpretation

Often referred to as “court” or “conference-style interpreting,” consecutive interpretation consists of an interpreter conveying what the speaker has said after a few sentences.



2. Simultaneous Interpretation

Often referred to as “UN-style interpreting,” simultaneous interpretation is the real-time rendition of speech from the source language to the target language. The interpreter speaks virtually at the same time as the original speaker.

3. Sight translation

Sight translation is the rendering of source language written material into the spoken target language.

Over-the-Phone Language Line Services



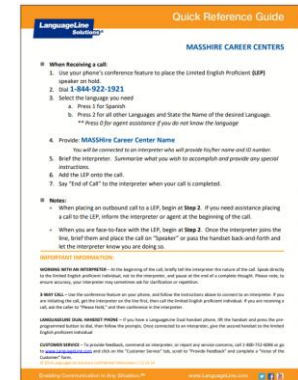
MassHire Career Center Staff in need of assistance to communicate with Limited English Proficiency (LEP) customers should contact the over-the-phone language line for assistance in other languages.

WHEN RECEIVING A CALL from an LEP customer:

1. Use Conference button to place the customer on conference
2. Dial: **1-866-874-9048**
3. Enter on your telephone keypad or provide the representative the language needed:

* Press 1 for Spanish

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



An Interpreter will be connected to the call. Please provide 6 digits Client ID if asked: **566058** and your access code which is the name of your MassHire Career Center

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


Note: Complete and submit the fillable Report of Usage immediately following the call. The information submitted is for tracking purposes.

Over-the-Phone Language Line Services



HOW TO CONTACT AN INTERPRETER?

1



Call Lionbridge's toll-free line 800-444-6627

2



Enter PIN
(8595-4619)

3



Select the language from the IVR menu or press 0 for all other languages

4



Connect with your interpreter

WHY LIONBRIDGE

<15^{SECS}
AVG. interpreter connection time

<10^{SECS}
Most languages available in under 10 seconds

380
languages covered

If you have any questions or need to provide feedback about our services, then please use

[QPI Feedback form](#)





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 telephonic language services please:

- Complete and submit the [Report of Usage online form](#) 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.



Tips for Working with Telephonic Interpreters

- Test the speakerphone and conference call functions
- Record the interpreter's ID number, introduce yourself and the interpreter, and define the role of the interpreter in the conversation
- Obtain the caller's phone number in case of accidental disconnection
- Know the access code, if required
- Explain the setting and provide applicable information
- Keep a reference card handy with the procedures
- Speak clearly and instruct the other party(ies) to do so as well
- Pause after one or two sentences to allow for interpretation
- Close by stating "end of call."



How to Work Effectively with an Interpreter



- Talk through the interpreter, not to the interpreter. Speak in the first person, as if speaking directly to the customer.
- Be aware of how you're speaking when using an interpreter and try to keep your English as clear, direct and neutral as possible.
- Remember to pause after a sentence or two to allow for interpretation and remind all parties to do the same.
- Do not ask the interpreter for her/his opinion or input or have side conversation.
- Do not interrupt the interpreter and instruct all other parties not to do so either.
- Watch your speed when speaking. Speak slowly and speak only one or two sentences at a time.
- Be patient the interpreter may ask you to slow down or repeat what you just said.
- Allow the interpreter to finish interpreting before speaking, even if you understand what was said.

How to Work Effectively with an Interpreter (Cont.)



- Be aware that meetings using an interpreter always take longer.
- If using an interpreter over the phone, ensure that the speaker phone is placed in a location where the interpreter and all parties to the proceedings can clearly hear one another.
- Remember that an interpreter is a trained professional with a very demanding role.



Effective Communication with LEP Persons



- Be aware that words do not have the same meaning in all cultures.
- Not all gestures are universal, and the associated meanings can be misconstrued
- Practices that seem simple and natural in one culture may seem uncomfortable and disorienting in another, which can cause additional stress and anxiety
- When communicating across cultures, be tolerant and respectful
- Don't take miscommunications personally; instead, use them as learning tools
- Preconceptions and Biases to Avoid:
 - Guessing language by a person's name/appearance
 - Confusing different language families/dialects
 - Understanding that some languages are more verbose or terse than others, which can give the impression of information being omitted/added
 - Assuming a person understands the official/primary language from his/her country of origin
 - Assuming an individual with an accent is LEP.

Language Line Services Usage FY25

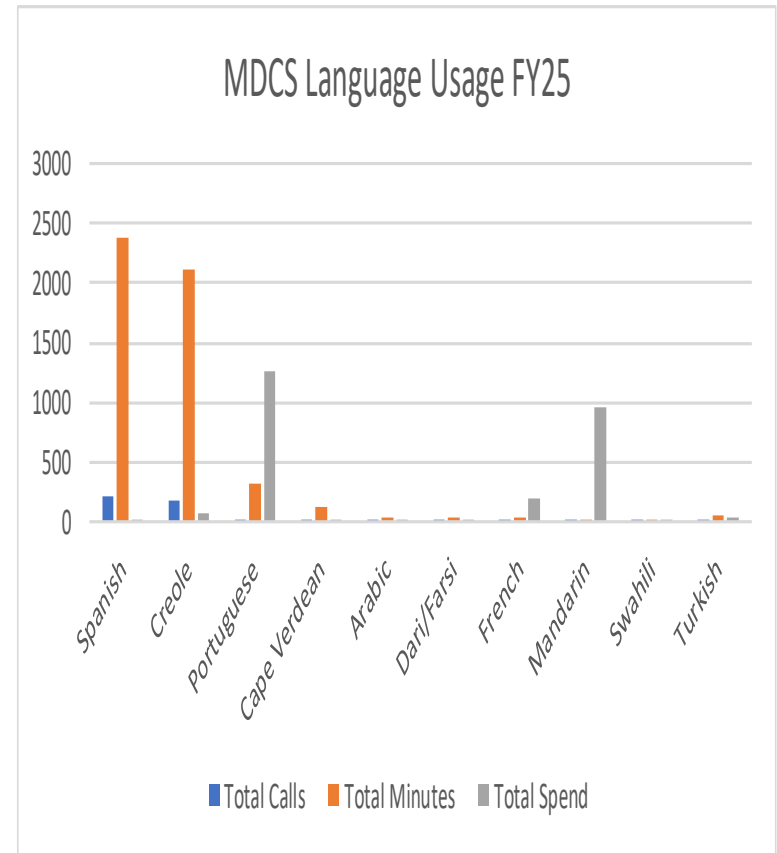


Language	Calls	Minute	Avg. Connect Time	Avg. Minutes	% of Total
SPANISH	260	2560	5.66	9.8	\$ 29.48
HAITIAN CREOLE	224	3079	15.92	13.7	\$ 25.40
PORTUGUESE	74	761	14.94	10.3	\$ 8.39
CAPE VERDEAN CREOLE	50	608	47.48	12.2	\$ 5.67
ARABIC	48	619	7.46	12.9	\$ 5.44
VIETNAMESE	47	624	17.87	13.3	\$ 5.33
RUSSIAN	25	269	3.36	10.8	\$ 2.83
DARI	23	379	7.74	16.5	\$ 2.61
FRENCH	20	245	9.30	12.3	\$ 2.27
UKRAINIAN	17	192	18.12	11.3	\$ 1.93
BURMESE	13	300	11.15	23.1	\$ 1.47
PASHTO	12	250	7.00	20.8	\$ 1.36
CANTONESE	9	182	21.67	20.2	\$ 1.02
ALBANIAN	8	46	8.00	5.8	\$ 0.91
SOMALI	8	100	4.63	12.5	\$ 0.91
MANDARIN	7	76	11.71	10.9	\$ 0.79
SWAHILI	6	72	7.00	12	\$ 0.68
TIGRIGNA	6	62	3.33	10.3	\$ 0.68
FARSI	5	68	27.00	13.6	\$ 0.57
JAPANESE	4	80	5.75	20	\$ 0.45
TIBETAN	3	42	50.33	14	\$ 0.34
TURKISH	2	30	4.00	15	\$ 0.23
PORTUGUESE BRAZILIAN	2	31	146.00	15.5	\$ 0.23
KHMER	2	12	45.50	6	\$ 0.23
KINYARWANDA	1	14	14.00	14	\$ 0.11
GREEK	1	20	3.00	20	\$ 0.11
POLISH	1	16	4.00	16	\$ 0.11
BENGALI	1	22	4.00	22	\$ 0.11
SORANI	1	2	15.00	2	\$ 0.11
AKAN	1	29	1.00	29	\$ 0.11
AMHARIC	1	3	4.00	3	\$ 0.11

Lionbridge Telephonic Language Usage FY25



MDCS Languages Usage FY25		
Language	Total Calls	Total Minutes
Spanish	205	2382
Haitian Creole	172	2115
Portuguese	19	320
Cape Verdean	11	124
Arabic	3	41
Dari/Farsi	3	39
French	3	40
Mandarin	2	8
Swahili	1	12
Turkish	1	48
Grand Total	420	5,129



Massachusetts Demographics

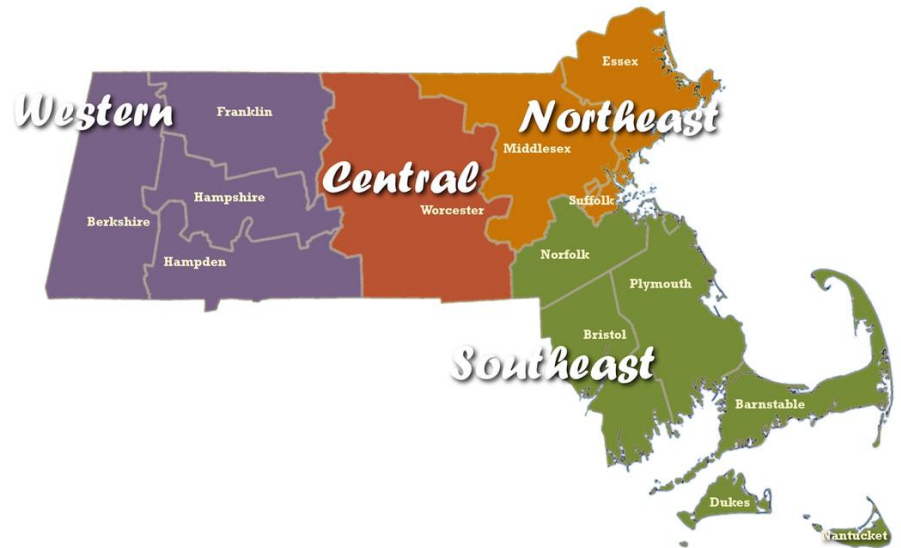


Rank by # speakers	Language	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	Speak only English	4,912,310	+/-8,994	77.0%
	Speak a language other than English	1,427,435		23.0%
1	Spanish:	534,262	+/-3,670	8.4%
	Speak English less than "very well"	222,343	+/-3,678	3.5%
2	Portuguese 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%



Most Spoken Languages in Massachusetts

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. French: 49,442 – 0.76%
6. Vietnamese: 41,986 – 0.64%
7. Russian: 37,092 – 0.57%
8. Arabic: 33,369 – 0.51%
9. Hindi: 29,277 – 0.45%
10. Italian: 24,347 – 0.37%



EMT Multilingual -Employers



Un sitio web oficial de la Commonwealth de Massachusetts Así es como lo sabe

View in English

Servicios de desempleo para empleadores



Inscripción en línea

Empezar con inscribir a un administrador empresarial o externo.

- > [Inscribir su negocio](#)
- > [Inscribirse como administrador externo](#)
- > [Continuar inscripción guardada](#)
- > [Solicitar acceso de administrador a una cuenta de empleador](#)



Denunciar fraude

Notificar al Departamento de Asistencia al Desempleado (DUA) sobre empresas, empleados o reclamantes sospechosos de actividad fraudulenta.

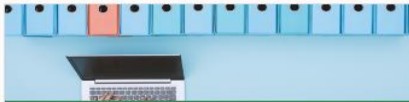
- > [Fraude del empleador](#)
- > [Robo de identidad](#)



Servicios adicionales

Recursos para responder solicitudes de información o solicitar un certificado de cumplimiento.

- > [Responda a la citación para documentos](#)
- > [Solicitar certificado de cumplimiento](#)
- > [Responda a un cuestionario](#)



Documentación y formularios

Recursos para ayudarle a navegar a través del Seguro de Desempleo.



- Employment Modernization Transformation (EMT), the new Unemployment Insurance (UI) Online System for Employers and Workers.
- E-services system for Employers is available in English and Spanish. Successfully implemented on September 11, 2023.

EMT Multilingual - Claimants



Un sitio web oficial de la Commonwealth de Massachusetts [Así es como lo sabe](#) ▼

[View in English](#)

[Servicios de desempleo para trabajadores](#)



Guía de beneficios

Conozca los tipos de ayuda disponible cuando está sin empleo.

> [Guía de beneficios del Seguro de Desempleo](#)



Denunciar fraude

Notificar al Departamento de Asistencia al Desempleado (DUA) sobre sospechosos de actividad fraudulenta.

> [Reporte un fraude](#)



Recursos adicionales

Recursos para ayudarle a navegar los beneficios del Seguro de Desempleo.

> [Calcule sus beneficios](#)

> [Responda a la citación para documentos](#)



Departamento de Asistencia al Desempleado de Massachusetts (DUA)

[Contáctenos](#) | [Preguntas frecuentes](#) | [Declaración de accesibilidad](#) | [Ayúdenos a mejorar](#)

- E-services for Workers translated entirely from English to Spanish was launched on May 6, 2025.
- Workers can view documents online in their preferred language or if they choose, they can be sent to their home.
- Languages available are English, Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Korean, French, Italian and Arabic.

American Sign Language (ASL)



ASL interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

Issuance: <https://www.mass.gov/doc/dcs-policy-08-125-american-sign-language-services-revised/download>

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

Online request: This is the preferred way for making requests

[How to Request an ASL Interpreter or CART provider | Mass.gov](#)

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.

American Sign Language (Cont.)



- To make a request to cancel for interpreting or **CART** services, please go to this link, <https://www.mass.gov/forms/request-to-cancel-interpreting-cart-services> and fill out the details. The details on the form must be filled before sending out, including Order number.
- You may call at this number, **617-740-1600** voice, **617-326-7546** VP, or send an email, MCDHHCancellation@mass.gov with the same details shown on the link above.
- The staff will respond to your request to cancel services. If you do not hear from MCDHH after 1 business day, please contact us to follow up.

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 – two full business days in advance.

American Sign Language (Cont.)



- Please tell the ASL interpreter to email their billing information directly to the Director of the Multilingual Services Unit by e-mail at marisa.delaPaz@mass.gov and the Accounts Payable Department at accounts.payable@detma.org



- 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.

Tips for Using a Sign Language Interpreter



A Sign Language interpreter's role is to facilitate communication between signed and spoken languages.

- Look at and speak directly to the person who is deaf
- Be yourself; use your ordinary language and speaking style.
- Speak in the first person, just like you are having a normal voice-to-voice conversation with a person. Avoid such phrases as "Tell her," and "Explain to him."
- You may be used to watching an interpreter during the service when the interpreter stands in front, facing the audience. Interpreting conversations is different in that the interpreter will position him/herself next to you, so that the person who is deaf can glance at you both, picking up your non-verbal cues.
- Speak in your normal tone, at your normal pace.

Tips for Using a Sign Language Interpreter (Cont.)



- If you are using written notes, or speaking from a presentation, it is helpful to offer a copy to the person who is deaf and the interpreter.
- Give the interpreter a copy of presentations and any other materials ahead of time. When distributing agendas, minutes, or other written materials, offer one to the interpreter as well.
- If you lower the lights during part of the service, maintain enough light so that the interpreter can still be seen. Use a small directional "spot-light" if you can.
- Be aware that the interpreter must interpret everything that is said. Don't ask the interpreter to refrain from interpreting some of what you say.
- Try to avoid personal conversations with the interpreter during the professional situation. He or she is working as a means of language-transmission, not as a participant.
- Relax. If you are unsure of the appropriate way to proceed in a particular situation, just ask.

MassWorkforce System



MassHire Innovation Project

[Public information about the MassHire Innovation Project →](#)

[Staff resources for the MassHire Innovation Project →](#)

MassHire resources



Staff training →

Training intended for MassHire Career Center Staff and Massachusetts Employees implementing MDCS Programs



Issuances →

MDCS uses issuances to transmit and communicate to local officials and stakeholders the policies of the Commonwealth of Massachusetts with regard to the implementation of the workforce development system



Finance →

OSCC-WIB Budgets & PV's, Statements of Work, Training & Employment Guidance, Legislation and Notice of Obligations



Performance →

Reports on how many people make use of the MassHire career centers each quarter, summarizes demographic aspects of its participants, programs accessed, and success indicators



Resources →

Program information, tools & resources for MassHire staff & partners



Massachusetts' Workforce Agenda →

The Healey-Driscoll Administration's first workforce agenda incorporates equity, competitiveness, and affordability to attract, retain, and develop a skilled workforce

[Workforce Innovation & Opportunity Act \(WIOA\) →](#)

[WIOA Subcommittees and →](#)

[About the MassHire State →](#)

MassWorkforce resources

Tools & Information for MassHire staff & partners



MassHire Career Center resources

Information Technology & MOSES

[MOSES, AppStream & AWS →](#)

[Crystal Reports →](#)

[MassHireCIS - MassHire Career Information System →](#)

Program information

[Workforce Innovation & Opportunity Act \(WIOA\) →](#)

[WIOA Title I Youth Program →](#)

[Migrant Seasonal Worker / Foreign Labor Certification \(FLC\) →](#)

[On-The-Job Training \(OJT\) →](#)

[JVSG Veterans →](#)

[National Dislocated Workers Grants \(NDWG\) →](#)

[Reemployment Services & Eligibility Assessment \(RESEA\) →](#)

[Reentry Reemployment Unit →](#)

[FutureSkills \(Market Makers\) →](#)

[Career Pathways →](#)

All other resources

[American Job Centers \(AJC\) posters →](#)

[MassHire branding →](#)

[Multilingual Services →](#)

MassWorkforce System (Cont.)




Mass.gov SEARCH

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MassHire Career Centers - Multilingual Services

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



The Multilingual Services Unit facilitates communication between MDCS 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.

Top tasks

- [Career Center Multilingual Guidelines](#) →
- [Multilingual Contacts](#) →
- [American Sign Language Services - Multilingual](#) →

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Home > MassWorkforce > MassWorkforce resources > MassHire Career Centers - Multilingual Services

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Multilingual Language Guidelines

Multilingual Services - Staff resources

Limited English Proficiency (LEP) Services

- [Your Right to an Interpreter Poster](#)
- [Language Access Plan 4-24](#)
- [Language Service Guidelines Presentation](#)
- ['I Speak' Flashcard Poster](#)

Flashcard Poster in 38 languages reads "I speak (language)". This can be used to identify the language spoken by the Limited English Proficiency (LEP) customer.

- [One Moment Please](#)

How to Say, "One Moment Please" in Eighteen Common Languages

Find valuable information on Unemployment Insurance Services, Employment Services, Worker's Compensation, and Occupational Safety at [EOLWD Multilingual Services](#).

MassWorkforce System (Cont.)



MassWorkforce resources

Tools & Information for MassHire staff & partners



MassHire Career Center resources

Information Technology & MOSES

[MOSES, AppStream & AWS →](#)

[Crystal Reports →](#)

[MassHireCIS - MassHire Career Information System →](#)

Program information

[Workforce Innovation & Opportunity Act \(WIOA\) →](#)

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[Recorded training webinars →](#)

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RESEA Resources for MassHire Staff

The Reemployment Services & Eligibility Assessment (RESEA) resources below are intended for MassHire Career Center Staff and Massachusetts Employees implementing MDCS Programs



Career Center Seminar (CCS) →

CCS On-Demand Video, CCS PowerPoint template & other CCS resources



RESEA Resources →

RESEA On-Demand Video, Forms, Manuals and other RESEA material



RESEA Issuances →

MassWorkforce Policy & Information Issuances related to the RESEA program



[MassHire RESEA Resources | Mass.gov](#)

MassWorkforce System (Cont.)



MassHire RESEA Resources

The Reemployment Services & Eligibility Assessment (RESEA) resources below are intended for MassHire Career Center Staff and Massachusetts Employees implementing MDCS Programs

TABLE OF CONTENTS

- ✓ RESEA Process: A Visual Overview
- ✓ Policy & Procedures Manual
- ✓ **Important Forms**
- ✓ RESEA Unpacked Video
- ✓ Initial RESEA JobQuest On-Demand Video

RESEA Process: A Visual Overview

[RESEA Process: A Visual Overview](#)

This informative PDF is available for Career Centers to share with customers selected for RESEA program. It provides a "roadmap" of the program and outlines the major tasks to be completed. The PDF can be shared with customers electronically and can also be printed handouts and placed in Resource Rooms for customers to easily access.

Policy & Procedures Manual

[RESEA Policy & Procedures Manual](#)

Important Forms

[RESEA Notification Letter](#)

Important Forms

[RESEA Notification Letter](#)
[60 Dayer Notification Letter](#)
[Individual Needs Assessment](#)
[RESEA Assistance Form](#)
[Left State Check List](#)

Career Action Plan (CAP) Goal Form

CAP Goal Form - English	CAP Goal Form - Arabic	CAP Goal Form - Chinese
CAP Goal Form - French	CAP Goal Form - Haitian Creole	CAP Goal Form - Italian
CAP Goal Form - Khmer	CAP Goal Form - Korean	CAP goal Form - Laotian
CAP Goal Form - Portuguese	CAP Goal Form - Russian	CAP Goal Form - Spanish
CAP Goal Form - Vietnamese		

Labor Market Information (LMI) Worksheet

LMI Worksheet - English	LMI Worksheet - Arabic	LMI Worksheet - Chinese
LMI Worksheet - French	LMI Worksheet - Haitian Creole	LMI Worksheet - Italian
LMI Worksheet - Khmer	LMI Worksheet - Korean	LMI Worksheet - Laos
LMI Worksheet - Portuguese	LMI Worksheet - Russian	LMI Worksheet - Spanish
LMI Worksheet - Vietnamese		

Work Search Logs

Work Search Log - English	Work Search Log - Arabic	Work Search Log - Chinese
Work Search Log - French	Work Search Log - Haitian Creole	Work Search Log - Italian
Work Search Log - Khmer	Work Search Log - Korean	Work Search Log - Lao
Work Search Log - Portuguese	Work Search Log - Russian	Work Search Log - Spanish
Work Search Log - Vietnamese		

RESEA UI Eligibility Assessment Questionnaire

Questionnaire - English	Questionnaire - Arabic	Questionnaire - Chinese
Questionnaire - French	Questionnaire - Haitian Creole	Questionnaire - Italian
Questionnaire - Khmer	Questionnaire - Korean	Questionnaire - Laos
Questionnaire - Portuguese	Questionnaire - Russian	Questionnaire - Spanish
Questionnaire - Vietnamese		

RESEA Unpacked Video

This informative video is available for Career Centers to share with customers selected for the RESEA program. It provides a high-level overview of the program and answers some common questions. The

Multilingual Services Website



The Office of Multilingual Services ensures meaningful access to all aspects of EOLWD Agencies: Department of Unemployment Assistance (DUA), MassHire Department of Career Services (MDCS) including MassHire Career Centers, Department of Industrial Accidents (DIA) and Department of Labor Standards (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.MA.US



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), MassHire Department of Career Services (MDCS) including MassHire Career Centers, Department of Industrial Accident (DIA), and Department of Labor Standards (DLS).

What would you like to do?

- [EOLWD Multilingual Services +](#)
- [DUA Multilingual Services +](#)
- [MDCS Multilingual Services +](#)
- [DIA Multilingual Services +](#)
- [DLS Multilingual Services +](#)



Welcome to the MassHire Department of Career Services (MDCS) Multilingual Webpage. On this page you will find valuable Employment Services information. You can view and/or download forms and publications in 12 languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, French, Korean, and Arabic.

OFFERED BY
[Office of Multilingual Services +](#)

What would you like to do?

Top tasks

[MDCS Español \(Spanish\) +](#)

[MDCS Português \(Portuguese\) +](#)

What you need to know

[MDCS 中文 \(Chinese\) +](#)

[MDCS Ngôn Ngữ Việt Nam \(Vietnamese\) +](#)

[MDCS Kreyol \(Haitian Creole\) +](#)

[MDCS Italiano \(Italian\) +](#)

[MDCS ភាសាខ្មែរ \(Khmer\) +](#)

[MDCS العربية \(Arabic\) +](#)

[See all 10 +](#)

[Office of Multilingual Services | Mass.gov](#)

Multilingual Services Intranet



EOL-Intranet Agencies Internal Departments Knowledge Base

EOL Intranet
EOLWD's Website

- HR
- Diversity, AA, EO, ADA
- Multilingual
- Internal Audit, Control & Security
- Finance
- IT
- Labor Relations
- Facilities

Timesheet Branding and Assets Job Openings

What's new at EOLWD?

See all


Governor Healey Proclaims Women in Construction Week
BOSTON – Governor Maura Healey has proclaimed March 1-7, ...
Ruggiero, Nicolas (EOL) March 4
12 views


Governor Healey and Google Announce New Statewide Partnership to Provide Free AI Training to...
CAMBRIDGE – At Google's office in Cambridge today, Governor...
Ruggiero, Nicolas (EOL) February 26
10 views


HR Policies	IT Ticket	MyPath	MassPerform
HRIS	HR Benefits	Employee Self-Service	Payroll Information
Outlook	Travel Forms	Mass4YOU EAP	HR Contacts
Branding Resources	WCAG Accessibility		


GIC Benefits

EOLWD GIC Coordinators

 **Henkel, Stephen J. (EOL)**
Program Coordinator III

 **MyGICLink Portal**

 **Qualifying Events**

 **GIC Overview**

s://massgov.sharepoint.com/sites/EOL-Multilingual



Multilingual Services Intranet



Office of Multilingual Services

Marisa de la Paz, Director, (617) 626-5471, Marisa.delapaz@mass.gov

Our Mission is to ensure meaningful access to all aspects of EOLWD 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.

The Multilingual Department facilitates communication between DJA and MassHire Career Center Staff and Limited English Proficiency (LEP) customers by providing interpretation services as needed. The department is comprised of 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; lilianna.leung@mass.gov for Cantonese, Mandarin, and Vietnamese.
- Paul Goncalves: (617) 626-5476; paul.goncalves@mass.gov for Cape Verdean, Portuguese, and Spanish.

Multilingual Services Unit office hours are Monday to Friday from 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.

[Language Access Plan for EOLWD and its Departments.](#)

Staff

 de la Paz, Marisa (EOL) Dir. Multilingual Services	 Leung, Lilianna (EOL) Job Specialist III	 Goncalves, Paul (EOL) JSP III
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Office of Multilingual Services

Marisa de la Paz, Director, (617) 626-5471, Marisa.delapaz@mass.gov

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Staff

 de la Paz, Marisa (EOL) Dir. Multilingual Services	 Leung, Lilianna (EOL) Job Specialist III Cantonese, Mandarin, & Vietnamese Interpreter/Translator	 Goncalves, Paul (EOL) JSP III Portuguese, Cape Verdean, Spanish Interpreter/Translator
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[For questions, edits, or access requests for the intranet, please complete this form.](#)

- Home
- Multilingual Services
- Community-Based Organizations
- Language Services for LEP Customers
- For DJA Hearings
- List of MDCS and MassHire Career Center volunteer Bilingual Staff
- For UI Call Centers
- For DJA Offices
- For MassHire Career Centers
- Guidelines for ASL
- Location Access Codes for MassHire Career Centers

Quick links

- Report of Usage form for Language Services
- HRIS (You must be connected to VPN to access)
- Outlook Web Access
- Fluent
- SSIA

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

Multilingual Services Intranet



For MassHire Career Centers

[List of Community-Based Organizations \(CBOs\)](#)

[Language Services Guidelines for LEP Customers](#) (MassHire Career Centers)

These guidelines are provided in an effort to assist MassHire Career Centers Staff in providing interpretation services for Limited English Proficiency (LEP) customers. It is required that interpretation services be provided whenever an LEP customer requests such services to fully enable participation in MassHire Career Center services.

[Language Identification Flashcard](#)

This Flashcard states "I speak" in 38 languages and can be used to identify the language spoken by LEP customers accessing services provided by the MassHire Career Center.

[MassHire Career Center Powerpoint - language services](#)

[E-ORG EOLWD Employment Services post](#)

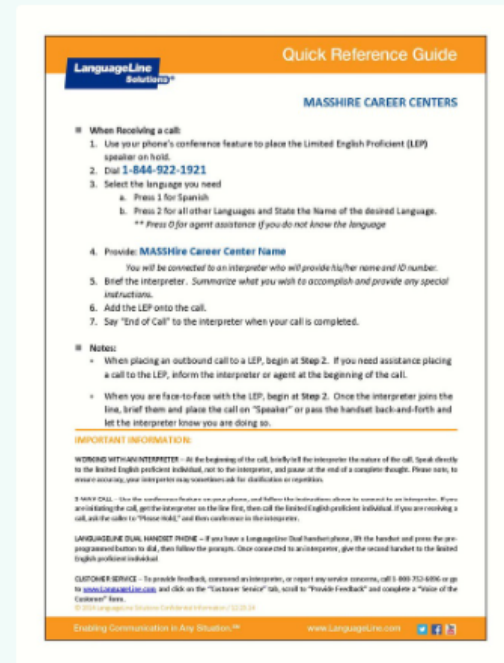
[Guidelines for American Sign Language for MassHire Career Centers](#)

Steps to follow to request an American Sign Language Interpreter with the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

[Career Center Seminar \(CCS\) PowerPoint Presentation](#)

[Career Center Seminar Video in English, foreign languages, and American Sign Language](#)

[MassHire Language Reference Card](#)



[Click to download the MassHire Language Reference Card](#)

<https://massgov.sharepoint.com/sites/EOL-Multilingual/SitePages/Multilingual-Services-For-Career-Centers.aspx>

Useful Tools (Cont.)



LanguageLine Solutions Interpretation Services Available

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 မြန်မာစာ  သင့်ဘာသာစကားကို ဖော်ပြပါ။ စကားပြန် ဝန်ဆောင်မှုကို သင့်ဘာသာစကားကို အသုံးပြု၍ အခမဲ့ ဝန်ဆောင်မှုကို	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 wezwiami tłumacza. Usługa ta zapewniana jest bezpłatnie.
Farsi فارسی  زبان 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  ਅਪਣੀ ਭਾਸ਼ਾ ਦੱਸੋ ਅਤੇ ਇਕ ਟਰਾਂਸਲੇਟਰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰੇਗਾ। ਅਪਣੀ ਭਾਸ਼ਾ ਦੱਸੋ ਅਤੇ ਇਕ ਟਰਾਂਸਲੇਟਰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰੇਗਾ।
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 बुलाई जाएगी। आपके लिए दुभाषिया की नियुक्ति स्वतंत्रता की लागत 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 bxhais lus. Yuav muaj neeg bxhais 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.

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Language Solutions: Over-the-Phone, Video Remote, and Onsite Interpreting / Bilingual and Interpreter Staff Testing and Training / Translation and Localization

www.LanguageLine.com

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

Questions





Multilingual Services Contact



Multilingual Unit email
MultilingualServices@detma.org

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Marisa de la Paz: Marisa.delapaz@mass.gov

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Gracias

Merci

Grazie

Khawp jai

Spasibo

감사합니다

thank you



Obrigado

Mesi

谢谢

cảm ơn

Arkun

شكرا