

# LANGUAGE ACCESS PLAN

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

Department of Unemployment Assistance (DUA)

Department of Career Services (DCS)

Department of Industrial Accidents (DIA)

Department of Labor Standards (DLS)

Department of Labor Relations (DLR)

**Revised December 2012**

Marisa de la Paz  
Executive Office of Labor and Workforce Development  
Office of Multilingual Services  
19 Staniford Street – 4<sup>th</sup> Floor  
Boston, MA 02114

**I. Table of Contents**

I. Introduction ..... - 4 -

II. Background..... - 4 -

III. Purpose..... - 5 -

IV. Policy ..... - 5 -

V. Applicability ..... - 5 -

VI. Role..... - 5 -

    1. Department Of Unemployment Assistance (DUA)..... - 5 -

    2. Department Of Career Services (DCS)..... - 6 -

    3. Department Of Industrial Accidents (DIA) ..... - 6 -

    4. Department Of Labor Standards (DLS)..... - 6 -

VII. Language Access Plan: ..... - 6 -

    1. Language Access Coordinator: ..... - 7 -

    2. Language Resources ..... - 7 -

        A. Office of Multilingual Services ..... - 7 -

        B. Language Resources Available at DUA, DCS, DIA and DLS via Multilingual Services...- 10 -

    3. Language Service Protocols..... - 10 -

        A. How Staff Can Obtain Interpreter Assistance ..... - 10 -

        B. LEP Customer Access to Language Resources ..... - 11 -

        C. Community-Based Organizations..... - 12 -

        D. State Law Requirements ..... - 12 -

    4. Language Makeup of Client Population ..... - 13 -

    5. Vital Documents Translation ..... - 20 -

        A. List of UI Extension Letters, Claimant..... - 20 -

Important Medical Security Program Benefit Changes Effective January 1, 2010..... - 21 -

    B. List of Agency Forms & Publications ..... - 21 -

    C. Written Translations Guidelines:..... - 22 -

    D. Stakeholder Consultations ..... - 23 -

    E. Staff Training ..... - 24 -

F. Public Outreach ..... - 24 -  
G. Agency Monitoring..... - 25 -  
H. Complaints..... - 26 -  
Signature Page ..... - 27 -

## **I. Introduction**

The Office of Multilingual Services at the Executive Office of Labor and Workforce Development (EOLWD) has developed and prepared this Language Access Plan (LAP) outlining the efforts taken so far to provide language services to Limited English Proficiency (LEP) customers by EOLWD and its Departments: the Department of Unemployment Assistance (DUA), the Department of Career Services (DCS), the Department of Industrial Accidents (DIA) and the Department of Labor Standards (DLS). The Department of Labor Relations (DLR) works with employers and bargaining units and has thus far presented no need for interpretation and/or translation services.

This Plan also defines the actions EOLWD and its Departments, including its statewide network of One-Stop Career Centers, are taking to ensure meaningful access to programs, services, and activities for all LEP clients.

The Office of Multilingual Services developed our Agency's LAP to adhere to the Language Access Guidelines established by Executive Order 526 (superseding Executive Order 478), as promulgated by the Executive Office for Administration and Finance (ANF).

The Office of Multilingual Services will review and update this LAP annually or as needed to ensure continued responsiveness to community needs as well as compliance with Title VI.

## **II. Background**

This LAP is established pursuant to and in accordance with the Federal Executive Order 13166, and State Executive Order 526 "Improving Access to Services for Persons with Limited English Proficiency."

**Executive Order 526 requires state agencies to develop and implement a plan to provide services to persons with Limited English Proficiency, ensuring meaningful access to the Departments' programs, services and activities.**

In addition to Executive Order 13166 and Executive Order 526, the Department of Justice issued a Policy Guidance Document entitled "**Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency**" (hereinafter referred to as "DOJ LEP Guidance") reprinted at 65 FR 50123 (August 16, 2000). The DOJ LEP Guidance advises each Federal Agency on the steps agencies should take to ensure "meaningful" access by LEP individuals to the information and services the Agency provides.

Federal and State agencies have an obligation, when reasonably possible, to reduce language barriers that can preclude meaningful access by non-English speakers and LEP persons to important government services.

### **III. Purpose**

The purpose of this plan is to ensure DUA, DCS, DIA, DLS customers meaningful access to services, programs and activities, for all LEP customers.

EOLWD Departments are committed to making services available to LEP persons as part of its mission “to ensure equal access to all Agency programs, services, and activities.” Based on this commitment, EOLWD and its Departments make every attempt to assist LEP customers in accessing our programs and services. We serve a diverse population of various ages and linguistic origins.

A Limited English Proficiency (LEP) person is someone who cannot speak, read, write, or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as LEP.

This LAP does not create new services; rather it strives to eliminate barriers for LEP customers accessing existent Agency services. Our EOLWD Departments will provide quality language assistance to LEP customers in a fair and timely manner, ensuring meaningful access to Agency programs, services, and activities.

The objectives of these Language Access Guidelines are to:

- a. Improve access to and the quality of state services, programs and activities for non-English speakers and LEP persons;
- b. Reduce any disparities and delays in the provision of state and federal services/programs to eligible LEP speakers;
- c. Increase Agency effectiveness and public satisfaction.

### **IV. Policy**

It is EOLWD policy to provide meaningful access to programs and services to persons, who are limited in English proficiency.

### **V. Applicability**

This directive applies to the Executive Office of Labor and Workforce Development (EOLWD) and its Departments: DUA, DCS, DIA, DLS.

### **VI. Role**

#### **1. Department Of Unemployment Assistance (DUA)**

The Department of Unemployment Assistance (DUA) administers the Unemployment Insurance (UI) program, providing temporary assistance to unemployed Massachusetts workers. There is a network of UI Walk-In Centers throughout the Commonwealth.

## **2. Department Of Career Services (DCS)**

The Department of Career Services (DCS) oversees the Commonwealth's network of One-Stop Career Centers\* (see Listing on page 14 of this document) that assist businesses in finding qualified workers and provide job seekers with career guidance as well as job and training referrals.

## **3. Department Of Industrial Accidents (DIA)**

The Department of Industrial Accidents (DIA) oversees the Workers' Compensation system in Massachusetts, which helps Massachusetts injured workers, employers, insurers, and/or attorneys.

## **4. Department Of Labor Standards (DLS)**

The Massachusetts Department of Labor Standards promotes and protects workers' safety and health, wages and working conditions, and supports employers and workers in utilizing apprenticeships as a workforce development tool.

## **VII. Language Access Plan:**

\*Since the One-Stop Career Centers throughout the Commonwealth provide a range of services reliant on state, city and private entities with varying resources, responsibilities, and staff capacities, the Agency does not attempt to create a detailed, "one-size fits all" LAP. Instead, the Agency LAP Guidance provided in the Appendix of this document is intended to direct One-Stop Career Centers to create their own LAP and to provide assistance with the creation of such LAPs. The Office of Multilingual Services will continue providing translation and interpretation services as well as technical assistance to One-Stop Career Centers carrying out DUA and DCS programs, in compliance with LAP requirements. As necessary, the Agency will issue new guidance and/or regulations relating to its programs to ensure effective LAP implementation.

Approach: The Agency Language Access Plan (LAP) shall be fully implemented, provided the availability of requisite fiscal resources, to implement said LAP. The LAP has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. This Language Access Plan represents the Agency administrative blueprint to provide meaningful access to EOLWD agencies programs and activities for LEP individuals. This LAP outlines the efforts that EOLWD and its Departments have made and will continue to make to fully meet this objective.

## 1. Language Access Coordinator:

Marisa de la Paz  
Director of Multilingual Services  
Massachusetts Executive Office of Labor and Workforce Development  
19 Staniford Street - Fourth Floor  
Boston, MA 02114  
Tel.: 617-626-5471  
[mdelapaz@detma.org](mailto:mdelapaz@detma.org)  
[Labor and Workforce Development Multilingual Services](#)

## 2. Language Resources

### A. Office of Multilingual Services

For over two decades, the Office of Multilingual Services within the Executive Office of Labor and Workforce Development has been committed to improving access to services for eligible LEP customers. The Office of Multilingual Services has developed and implemented language assistance guidelines and instructions based on customer need, legal requirements, and what is important to LEP customers. These guidelines were established so that our Agency staff could provide LEP customers equal and meaningful access to participate in our programs, services, and activities.

The Office of Multilingual Services strives to provide language expertise, support and guidance to staff to ensure that all LEP customers obtain meaningful access to Agency programs, services, and activities. Multilingual Services addresses LEP-related issues and assists UI advocates, attorneys, and Community-Based Organizations (CBOs) in serving LEP communities.

In May 2010, DUA created a **Multilingual Unit** within the Office of Multilingual Services. This Unit consists of three Multilingual Specialists under the Director of Multilingual Services. The Unit facilitates LEP claimants' access to the claims system via proper initial language preference coding, correcting erroneous coding, enabling LEP claimants' communication with claims agents and adjudicators, and assisting LEP claimants in understanding UI requirements and notices. The Multilingual Unit operates a toll-free telephone line which LEP claimants (who speak one of the 12 statutory languages) can call should they have any issues or concerns about their Unemployment Insurance Benefits. This toll-free number is printed on several DUA notices, including the disqualification notices, which are translated into the 12 statutory languages: Spanish, Portuguese, Chinese, Russian, Lao, Haitian Creole, Vietnamese, Khmer, and Italian.

The Multilingual Staff interprets adjudication/fact-finding, customer service interactions, MSP calls, and translates documents and materials into the 12 languages. Instructions on how to utilize the Multilingual Specialists have been sent to DUA Call Centers and DUA walk-in Center Staff. Every week, Multilingual Unit's staff calls LEP claimants to remind them of their hearings and confirm interpreter bookings.

The Multilingual Staff also answers and addresses the questions and concerns of LEP claimants who call in on the toll-free telephone line as well as interpret documents for the claimants.

The Multilingual Unit possesses a vast array of international and multicultural knowledge, including collective fluency in twelve languages, resulting in excellent communication with the LEP community. The Multilingual Unit has expanded their services assisting Career Center staff, DIA and DLS staff in providing interpretation and translation services to its customers. Presentations have been made by the Director of Multilingual Services to DUA, Career Centers, DIA and DLS staff on how to best utilize language services.

MULTILINGUAL UNIT - CALL STATISTICS FROM 7/01/2011 TO 06/30/2012

Language	Number of calls
Spanish	2078
Cape Verdean Creole	188
Portuguese	134
Cantonese	87
Vietnamese	77
Mandarin	33
French	33
<b>Total</b>	<b>2630</b>

Table 1: Calls fielded

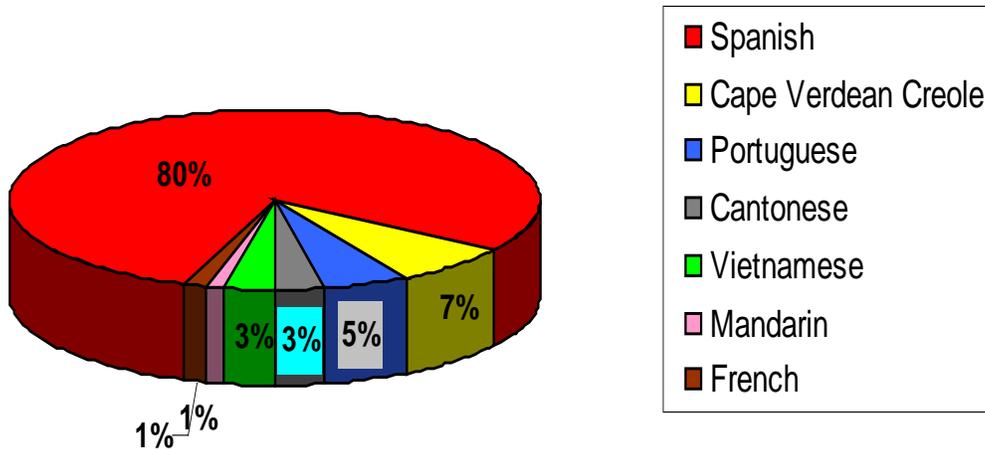


Table 2: Interpretation vs. Direct from Claimant

Call Type	Number of Calls
Interpretation	2406
Direct from Claimant	224
<b>Total</b>	<b>2630</b>

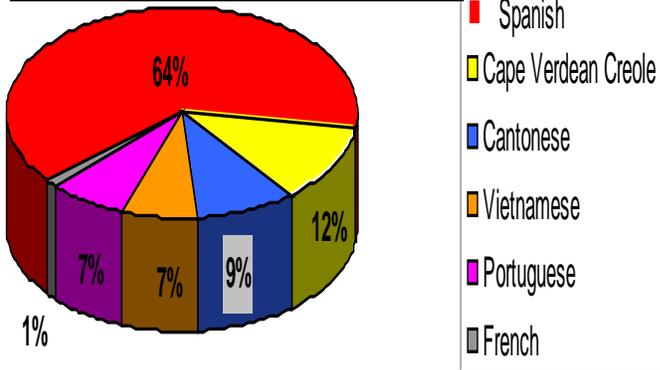
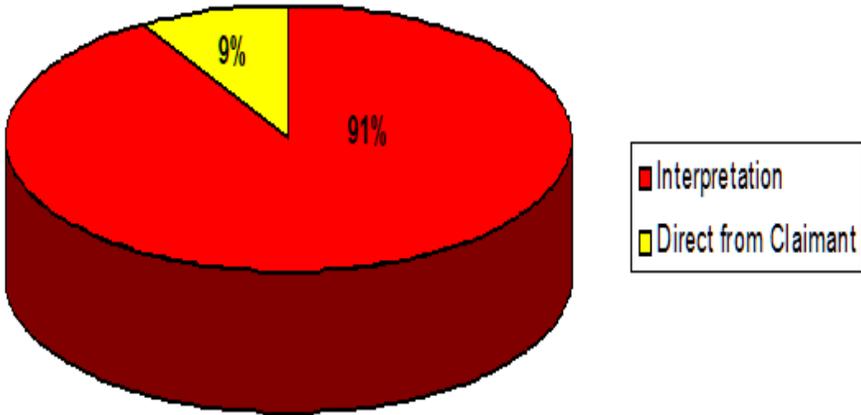


Table 3: DUA Hearings

Language	Frequency
Spanish	54
Cape Verdean Creole	10
Cantonese	8
Vietnamese	6
Portuguese	6
French	1
<b>Total</b>	<b>85</b>



**B. Language Resources Available at DUA, DCS, DIA and DLS via Multilingual Services**  
(The information below can be found at [Labor and Workforce Development Multilingual Services](#))

1. Multilingual Services Unit (coordinates interpretations and translations in 12 languages);
2. Professional Over-the-Phone Language Services (vendor providing over 170 languages);
3. Internal Volunteer Bilingual Staff (27 languages);
4. Professional in-person interpreter services for DUA hearings in over 100 languages;
5. Unemployment Insurance Telephone Certification (TeleCert) services are currently available in English and Spanish;
6. Translated Publications posted on the EOLWD Internet [Labor and Workforce Development Multilingual Services](#);
7. “I speak” cards in 38 languages posted on the Intranet for language identification;
8. “One Moment Please” Multilingual Guide Card;
9. The Career Center Seminar Power Point translated into the 12 statutory languages (also found on Mass Workforce Development System);
10. Career Center Seminar Videos in English, Spanish, Portuguese, American Sign Language, and Closed Captioned;
11. EUC/REA Power Point Presentation and related documents (Mass Workforce Development System);
12. Language Services Power Point Presentation for DUA Call Centers, Career Centers, DIA;
13. American Sign Language Services Guidelines for all EOLWD Departments (found in Intranet and Mass Workforce Development System);
14. Equal Opportunity Notices are translated into the 12 statutory languages.

**3. Language Service Protocols**

**A. How Staff Can Obtain Interpreter Assistance**

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

**The guidelines refer staff to:**

1. **Multilingual Unit Specialists** who fluently speak, read and write in Spanish, Portuguese, Cantonese, Mandarin, Vietnamese, Cape Verdean, and French.
2. **An Over-the-Phone Language Service providing over 170 languages.** Step by step instruction on how to use the language line is available to staff. The quality of the over-the-phone language service is monitored through “Reports of Usage” forms completed by DUA, DCS, DIA and DLS staff and reviewed by Multilingual Services.

3. **A list of volunteer internal multilingual employees** who have the linguistic capability to address phone inquiries in numerous languages such as Albanian, Arabic, Armenian, Bengali, Burmese, Cantonese, Cape Verdean, Czech, French, Greek, Gujarati, Haitian Creole, Hakkinese, Hindi, Hupa, Ibo, Italian, Khmer, Korean, Laotian, Mandarin, Portuguese, Punjabi, Russian, Spanish, Urdu, and Vietnamese (see table above).
4. **A Language Identification Flashcard.** The card states “I speak” in 38 languages and is used to identify the language spoken by LEP customers accessing services provided by the DUA, DIA, DLS and Career Centers.
5. **A Guide Card stating “One Moment Please” in 18 languages** (including phonetic pronunciation).
6. **Step by step procedures** for DUA **Hearings** staff on how to request Interpreter Services as well as interpreter related information.
7. **The most vital determination notices** (those regarding eligibility) are translated into 9 languages and found on the intranet to be downloaded and sent when needed by DUA staff.
8. **Step by step procedures** for all Agency staff to request **ASL** services.
9. **Link to the EOLWD Multilingual Website** for translated publications:  
[Labor & Workforce Development Multilingual Information](#)

**This content is updated as needed. Personnel are informed of any and all changes.**

#### **B. LEP Customer Access to Language Resources**

Claimants whose primary language is one of the 12 statutory languages receive notices in their primary languages, including the 800 Toll Free Multilingual phone number so they can call Multilingual Specialists.

Materials and publications, classified by EOLWD Agency and claimant need, are accessible at all times by claimants and staff on the Multilingual section of the EOLWD site: [Labor & Workforce Development Multilingual Information](#)

A letter announcing the creation of the Multilingual Unit was sent out to Community-Based Organizations (CBOs) serving LEP customers. The letter advised CBOs to inform their LEP constituents about the new Unit.

All vital information documents (e.g. EUC extensions, EUC-REA information, EB extension, etc.) are translated into 12 languages and sent out timely to LEP customers.

Outreach is conducted and information presented in foreign languages via wide-reaching ethnic media such as newspapers, television, and radio.

DUA forms not translated in their entirety include a “Babel Notice”<sup>\*</sup> explaining that the document is important and needs translating. The notice also includes a phone number where a claimant can request language services.

If front-line Agency Staff members do not know what language a customer speaks, then the staff provides the LEP customer with an “**I speak**” card in 38 languages to determine what language services are needed. Once the staff knows the customer’s language, either bilingual staff , Multilingual Specialists or over-the-phone language services will be used to assist the LEP customer.

Robot Calls in Spanish are also conducted to inform claimants of pertinent information. Spanish messages concerning changes, updates, etc. are recorded on the IVR line for claimants to access upon calling.

<sup>\*</sup>“Babel Notice” refers to a notice that Multilingual Services specifically created to notify LEP claimants, in the statutory languages, that an attached DUA notice is important and the claimant should have it translated immediately.

### **C. Community-Based Organizations**

The list is available on the EOLWD Intranet Multilingual Page [EOLWD Intranet Multilingual Page](#)

### **D. State Law Requirements**

Mass. State Law requires that UI notices be issued in Spanish, Chinese, Haitian Creole, Italian, Portuguese, Vietnamese, Laotian, Khmer, Russian and any other language that is the primary language of the lesser of 10,000 people or 0.5% of total state population. (See G.L.C. 151A, sec. 62A).

Since the inception of the Federal Emergency Unemployment Compensation (EUC) Program and the Federal- State Extended Unemployment Insurance Benefit (EB) program, all UI extension letters have been translated into the 12 statutory languages and sent out to claimants whose primary language is one of the 12 statutory languages (highlighted on the Table pages 11 & 12 of this document).

Follow-up correspondence pertaining to claimant eligibility and/or containing vital information such as adjudication notices, discrepancy notices, and requests for additional information forms, and SAVE have been translated into 12 languages and state the Multilingual Unit Toll Free telephone number.

Other notices contain a “Babel Notice” in 12 languages. The “Babel Notice” advises claimants of the importance of the information and provides a phone number to call for assistance with the option to request language services.

Interim Notices which contain the Multilingual Unit toll-free number and summarize certain disqualification information, as well as a request for a hearing are translated into the 12 statutory languages and sent, along with the English version of disqualification notice to claimants coded by DUA for one of the 12 statutory languages.

**DUA will continue to translate important notices and letters into all 12 statutory languages.**

#### **4. Language Makeup of Client Population**

##### **A. Identifying LEP Individuals in Need of Language Assistance**

The UI system has developed an application to weekly record the primary language data based on new claims. This application provides DUA with valuable statistical data to help identify LEP claimants needing language assistance. This information is emailed weekly to DUA management and provides statistics by year, week, and Regional Unemployment Claims Center. (See examples on pgs. 11, 12).

DUA uses the data to assess the number and proportion of LEP persons DUA serves as well as to assess the frequency with which LEP individuals come in contact with DUA.

##### **i. Language Preference Based on New Claims filed Week Ending 11/17/2012** Calendar Year 2012 (January 2012 – November 2012)

**Table 4: Language Preference Based on New Claims filed Week Ending 11/17/2012**

<b>Language Preference</b>	<b>Count**</b>	<b>%</b>	<b>Count**</b>	<b>%</b>
ENGLISH	232,698	93.70%	5,356	93.30%
SPANISH	10,627	4.30%	281	4.90%
PORTUGUESE	1,813	0.70%	31	0.50%
CANTONESE	1,087	0.40%	24	0.40%
VIETNAMESE	341	0.10%	16	0.30%
CAPE VERDEAN	310	0.10%	2	0.00%
KHMER	277	0.10%	6	0.10%
MANDARIN	205	0.10%	7	0.10%

<b>Language Preference</b>	<b>Count**</b>	<b>%</b>	<b>Count**</b>	<b>%</b>
UNMATCHED	201	0.10%	5	0.10%
HAITIAN CREOLE	160	0.10%	1	0.00%
RUSSIAN	76	0.00%	1	0.00%
ARABIC	76	0.00%	3	0.10%
LAOTIAN	57	0.00%	2	0.00%
NO DATA	36	0.00%	1	0.00%
FRENCH	34	0.00%		
ALBANIAN	28	0.00%		
POLISH	25	0.00%		
HINDI	25	0.00%	3	0.10%
KOREAN	22	0.00%		
AMHARIC	22	0.00%		
AFRIKAANS	12	0.00%		
ITALIAN	11	0.00%		
CROATIAN	10	0.00%	1	0.00%
ARMENIAN	9	0.00%		
BULGARIAN	9	0.00%		
AMERICAN SIGN LANG	8	0.00%		
HMONG	8	0.00%		
SOMALI	8	0.00%		
GREEK	7	0.00%	2	0.00%
GUJARATI	6	0.00%		
BURMESE	6	0.00%		
EGYPTIAN ARABIC	6	0.00%		
FARSI	5	0.00%		
BOSNIAN	5	0.00%		
UKRANIAN	4	0.00%		
TWI	4	0.00%		
ROMANIAN	4	0.00%		
BENGALI	4	0.00%		
TAMIL	3	0.00%		
CZECH	3	0.00%		
THAI	3	0.00%		
JAPANESE	3	0.00%		
SHANGHAINESE	3	0.00%		
TURKISH	3	0.00%		
PALAU	3	0.00%		
DUTCH	2	0.00%		
PUNJABI	2	0.00%		
TIBETAN	2	0.00%		
TAIWANESE	1	0.00%		
TAGALOG	1	0.00%		

Language Preference	Count**	%	Count**	%
SWAHILI	1	0.00%		
INDONESIAN	1	0.00%		
DARI	1	0.00%		
ESTONIAN	1	0.00%		
GERMAN	1	0.00%		
PERSIAN	1	0.00%		
PASHTO	1	0.00%		
DANISH	1	0.00%		
<b>TOTAL</b>	<b>248,283</b>	<b>100.00%</b>	<b>5,742</b>	<b>100.00%</b>

Year-to-Date \* 11/17/2012

**Table 5: Initial Claims by Region**

UITCC	LANGUAGE PREFERENCE	Count*	% of New Claims in UITCC	% of Total New Claims
West Central	ARABIC	3	0.2%	0.1%
	ENGLISH	1,811	94.7%	31.5%
	GREEK	1	0.1%	0.0%
	HINDI	3	0.2%	0.1%
	<b>KHMER</b>	<b>1</b>	<b>0.1%</b>	<b>0.0%</b>
	<b>PORTUGUESE</b>	<b>7</b>	<b>0.4%</b>	<b>0.1%</b>
	<b>RUSSIAN</b>	<b>1</b>	<b>0.1%</b>	<b>0.0%</b>
	<b>SPANISH</b>	<b>79</b>	<b>4.1%</b>	<b>1.4%</b>
	UNMATCHED	2	0.1%	0.0%
	<b>VIETNAMESE</b>	<b>5</b>	<b>0.3%</b>	<b>0.1%</b>
	<b>Total Claims in UITCC</b>	<b>1,913</b>	<b>100.0%</b>	<b>33.3%</b>
Boston	ENGLISH	719	88.5%	12.5%
	<b>KHMER</b>	<b>4</b>	<b>0.5%</b>	<b>0.1%</b>
	<b>LAOTIAN</b>	<b>1</b>	<b>0.1%</b>	<b>0.0%</b>
	<b>PORTUGUESE</b>	<b>2</b>	<b>0.2%</b>	<b>0.0%</b>
	<b>SPANISH</b>	<b>83</b>	<b>10.2%</b>	<b>1.4%</b>
	<b>VIETNAMESE</b>	<b>3</b>	<b>0.4%</b>	<b>0.1%</b>
	<b>Total Claims in UITCC</b>	<b>812</b>	<b>100.0%</b>	<b>14.1%</b>
Northeast	<b>CANTONESE</b>	<b>11</b>	<b>1.2%</b>	<b>0.2%</b>
	CROATIAN	1	0.1%	0.0%
	ENGLISH	872	91.6%	15.2%
	<b>HAITIAN CREOLE</b>	<b>1</b>	<b>0.1%</b>	<b>0.0%</b>
	<b>MANDARIN</b>	<b>4</b>	<b>0.4%</b>	<b>0.1%</b>
	NO DATA	1	0.1%	0.0%
	<b>PORTUGUESE</b>	<b>2</b>	<b>0.2%</b>	<b>0.0%</b>
	<b>SPANISH</b>	<b>52</b>	<b>5.5%</b>	<b>0.9%</b>
	UNMATCHED	1	0.1%	0.0%
	<b>VIETNAMESE</b>	<b>7</b>	<b>0.7%</b>	<b>0.1%</b>
	<b>Total Claims in UITCC</b>	<b>952</b>	<b>100.0%</b>	<b>16.6%</b>

UITCC	LANGUAGE PREFERENCE	Count*	% of New Claims in UITCC	% of Total New Claims
Southeast	CANTONESE	13	0.6%	0.2%
	CAPE VERDEAN	2	0.1%	0.0%
	ENGLISH	1,954	94.6%	34.0%
	GREEK	1	0.0%	0.0%
	KHMER	1	0.0%	0.0%
	LAOTIAN	1	0.0%	0.0%
	MANDARIN	3	0.1%	0.1%
	PORTUGUESE	20	1.0%	0.3%
	SPANISH	67	3.2%	1.2%
	UNMATCHED	2	0.1%	0.0%
	VIETNAMESE	1	0.0%	0.0%
<b>Total Claims in UITCC</b>		<b>2,065</b>	<b>100.0%</b>	<b>36.0%</b>

\*Includes transitional claims

The Unemployment Insurance TeleClaim Call Center (UITCC) has a Spanish and Portuguese dedicated line. A voice response system directs the calls appropriately to the Call Center bilingual staff. Thus, they handle the majority of calls from the two most significant LEP language groups served. Calls from LEP claimants who speak other languages are directed to staff that employ either in-house or contracted professional telephone interpretation services.

### iii. Limited English Population in Massachusetts – Census 2010

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

*(Percents rounded to nearest tenth; all values below 0.05% are labeled “less than 0.1 %”)\**

**Table 6: LANGUAGE SPOKEN AT HOME**

Language	Number of speakers	Speakers as % of total population	Number of total population that Speaks English “very well”	% of total population that speaks English “very well”	Number of total population that speaks English less than “very well” (LEP)	% of total population that speaks English less than “very well” (LEP)
Total pop. 5 and Older	6,108,770	100.0%				
Speak only English	4,823,127	79.0%				
Spanish	457,990	7.5%	255,571	4.2%	202,419	3.3%
Portuguese	180,975	3.0%	91,774	1.5%	89,201	1.5%
Chinese	98,735	1.6%	48,962	0.8%	49,773	0.8%
French	70,607	1.2%	55,184	0.9%	15,423	0.3%
Haitian Creole	53,724	0.9%	30,932	0.5%	22,792	0.4%
Italian	43,184	0.7%	30,625	0.5%	12,559	0.2%
Russian	36,252	0.6%	18,624	0.3%	17,628	0.3%
Vietnamese	35,306	0.6%	12,185	0.2%	23,121	0.4%
Greek	24,700	0.4%	17,804	0.3%	6,896	0.1%
Arabic	23,620	0.4%	14,575	0.2%	9,045	0.1%
Khmer	23,023	0.4%	11,000	0.2%	12,023	0.2%
Polish	21,812	0.4%	13,856	0.2%	7,956	0.1%
German	17,292	0.3%	15,331	0.2%	1,961	Less/th 0.1%
Hindi	15,748	0.3%	12,783	0.2%	2,965	Less/th 0.1%
Korean	15,175	0.3%	7,950	0.1%	7,225	0.1%
Laotian	2,745	Less/th 0.1%	1,637	Less/th 0.1%	1,108	Less/th 0.1%

**Notes:**

The languages highlighted on the table above are the 12 statutory languages that the Massachusetts State Law requires UI notices be provided in. (See G.L.c 151A, sec. 62A).

**A. Points of Contact between Agency and Client Population**

**Unemployment Insurance Walk-In Centers and One-Stop Career Centers**

In addition to job search assistance, the One-Stop Career Centers listed below also provide Unemployment Insurance (UI) Walk-In services in foreign languages in addition to English. While all language services are available to claimants at any point of contact, this list indicates the points that have bilingual staff available immediately on-site. The complete directory of all One-Stop Career Centers is found at: [To Find a career center near you](#)

**Table 7: Languages available Walk-In and One-Stop Career Centers**

**NOTE:** Languages Services are available in all of the Walk-In and One-Stop Career Centers upon request

Region	City/Town	Career Center Name	Career Center Website	Languages Spoken <sup>1</sup>
Boston Region				
	Boston	<a href="#">JobNet</a>	<a href="#">JobNetBoston</a>	Cantonese, Mandarin, Vietnamese
Metro North				
	Woburn	<a href="#">The Career Place</a>	<a href="#">Career Place Jobs</a>	Spanish
Metro South				
	Norwood	<a href="#">Employment &amp; Training Resources</a>	<a href="#">Employment &amp; Training Resources</a>	Russian
Northeastern MA				
	Lawrence	<a href="#">ValleyWorks</a>	<a href="#">ValleyWorks</a>	Spanish
	Lowell	<a href="#">Career Center of Lowell</a>	<a href="#">Career Center Lowell</a>	Spanish, Portuguese, Khmer
	Lynn	<a href="#">North Shore Career Center</a>	<a href="#">NorthShoreCareerCenter</a>	Spanish
	Salem	<a href="#">North Shore Career Center</a>	<a href="#">NorthShoreCareerCenter</a>	Spanish
Southeastern MA				
	Brockton	<a href="#">Career Works</a>	<a href="#">Careers Work</a>	Portuguese
	Fall River	<a href="#">Fall River Career Center</a>	<a href="#">Bristol Workforce</a>	Portuguese
	New Bedford	<a href="#">New Bedford Career Center</a>	<a href="#">newbedfordcareercenter</a>	Portuguese, Spanish
	Quincy	<a href="#">Quincy Career Center</a>	<a href="#">Quincy Career Center</a>	Chinese, Vietnamese
Central MA				
	Leominster	<a href="#">North Central Career Centers</a>	<a href="#">North Central Career Centers</a>	Spanish
	Southbridge	<a href="#">Workforce Central Career Center</a>	<a href="#">Workforce Central</a>	Spanish
	Worcester	<a href="#">Workforce Central Career Center</a>	<a href="#">Workforce Central</a>	Spanish
Western MA				
	Holyoke	<a href="#">CareerPoint</a>	<a href="#">Career Point</a>	Spanish
	Springfield	<a href="#">FutureWorks Career Center</a>	<a href="#">Get a Job</a>	Spanish, Polish, Russian

\* Satellite office with limited services

<sup>1</sup> **In addition to English**

## 5. Vital Documents Translation

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

*Massachusetts General Law c. 151A, §62A* requires that DUA vital notices must be written in simple and clear language and translated for claimants whose primary language is listed in GL c. 151A. The statutory languages are: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Laotian and Italian. The statute also applies to languages that are the primary language of at least 10,000 or 1/2 of 1% of all Commonwealth residents, regardless of the person's English proficiency.

### A. List of UI Extension Letters, Claimant Notices & Informational Documents

All UI Extended Benefits (EB) and Federal Emergency Unemployment Compensation (EUC) Letters are translated into the 12 statutory languages and sent to claimants in their primary language as coded by DUA.

<b>EB (EXTENDED BENEFIT PROGRAM)</b>
EB Reduction to 26 Weeks
EB Package (Notification Letter, Informational Insert, EB Application, Work Search Log) & all revised documents
EB TUR 20 Weeks Notification Letter
EB Daily Notification Letter & all revised documents
New EB Letter to Tier II Exhaustees
EB Informational Insert Notification to Potential Employees Letter 1 to regular and EB claimants EB Program Cut Off Letter EB to Tier II Exhaustees
<b>EUC (EMERGENCY UNEMPLOYMENT COMPENSATION)</b>
EUC 08 – Reach Back Letter
EUC 08 – I – Letter to Exhaustees (One Time Letter)
EUC Tier II – Letter to Exhaustees – Daily Notice
EUC 0811 – Tier II – Letter to Exhaustees
EUC III Child Support Notice
EUC III Letter to EB Exhaustees Regarding Child Support
EUC 0811 Tier Two – Continuous Signers
Child' support EUC III All EUC letters, including any and all updated versions EUC/REA letters
<b>OTHER IMPORTANT BENEFIT LETTERS AND FORMS</b>
American Recovery & Reinvestment Act of 2009
Eligibility for Pell Grants and Other Financial Aid
SAVE Form 1680
SAVE (Application) Form 1681
Notice of Claim Discrepancy Form 3733M
Request to Claimant Respond by Telephone Form 3743
Notice to Claimant Regarding Disqualification
Income Tax Withholding Request Form 508

<b>EB (EXTENDED BENEFIT PROGRAM)</b>
Acknowledgement Form 2029
Career Center Seminar – Invite and Reminder Letter Medical Security Program (MSP) letters
Job Search and Training Assistance To Help You Return To Work (REA) Reminder: Job Search and Training Assistance To Help You Return To Work) Re-Employment and Eligibility Assessment (REA) program. 211 Information Sheet Elevate America Eligibility for Additional Benefit Notice Important Medical Security Program Benefit Changes Effective January 1, 2010 Notice to Claimant Regarding Disqualification (Multilingual Unit Toll Free number is in all Disqualification Notices) Residents' Notice Letters Notice to Enrollees (Information on Medical Security Changes)
Instructions to fill out the DIA 101 and 110 forms for employees Youth Employment Permit for DLS customers

## B. List of Agency Forms & Publications

The following DUA and DCS Publications are available in hard copy at UI Walk-In Centers and One-Stop

Career Centers. DUA & DCS Publications are translated into the 9 statutory languages, printed and posted on EOLWD Website [Executive Office of Labor & Workforce Multilingual](#).

DUA Publication Name	Form #
Health Insurance for UI Claimants	1022
Training Opportunities Program Brochure – Section 30	1938
Training Opportunities Program Application – Section 30	1622
WebCert/TeleCert Explanatory Flyer	2126
How to File For UI Benefits	0590A
Information on Employees – Poster	2553A
How Your UI Benefits are Determined	2023
Participating in WorkSharing/A Guide for Workers	2141
211 Flyer	211
Worksearch Activity Log Information	2599/1750
Direct Deposit	3627
Important Information Regarding Appeals	1917
A Guide to Benefits and Employment Benefits (UI Booklet)	P2594
MSP Application	
MSP Brochure	
DCS Publication Name	Form #
Your Job Search Journal	1799
The Resume Guide	1865

<b>DUA Publication Name</b>	<b>Form #</b>
Selling Yourself on Paper-The Resume	1981
Landing the Job You Want-Networking	1982
Landing the Job You Want-Interviewing	1983
Selling Yourself on Paper-The Job Application	1984
Getting Started- Career Planning	1985
Selling Yourself On Paper- The Cover Letter	1986
Need Training? Read This	2115
The Career Center Seminar Power Point Presentation	

**DIA Publications are translated into the 8 most encountered languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Cape Verdean Creole, Arabic and Khmer**

**DIA Publication Name**

- Injured Worker's Guide To Workers' Compensation
- Employer's Guide to Workers' Compensation
- Understanding Workers' Comp
- Lump Sum Brochure
- Vocational Rehabilitation Brochure

**DLS Publications are translated as needed for the target audience**

- Lead Poisoning information in Spanish and Portuguese
- Danger of acrylic nails in Vietnamese

**EOLWD Publications are translated as needed for the target audience**

- Joint Task Force on the Underground Economy 2011 in Spanish

DCS has produced **5** different versions of the One-Stop Career Centers Seminar video: English, Spanish, Portuguese, American Sign Language, and Closed Captioning. These are found on the [EOLWD EMPLOYEE Intranet](#)

**C. Written Translations Guidelines:**

1. EOLWD publications and material are coordinated through the Office of Multilingual Services. Vital documents are translated into the **12 statutory languages**; Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Laotian and Italian. The Office of Multilingual Services performs quality-control on all translated documents and publications.
2. DUA and DCS translated publications are available in print in DUA Walk-In Centers and in One-Stop Career Centers. DIA translated publications are available at the DIA main office as well as in the regional DIA offices. DLS translated publications are available at field offices. ALL multilingual publications are accessible through the

Office of Multilingual Services website: [Executive Order of Labor & Workforce Development Multilingual](#)

3. EOLWD through its Office of Multilingual Services, uses Multilingual Specialists from the Multilingual Unit as well as a Professional Translation contractor employing only American Translators Association (ATA) certified translators.
4. Every effort is made for the translated documents to receive the same high-quality review as publications in English. All decisions to translate official publications must go through the Office of Multilingual Services.
5. The Office of Multilingual Services must approve all translated publications, and all translations must go through the three-part process outlined **below**.
6. After the Program Manager has approved a publication for translation, the Manager will send the document to the Office of Multilingual Services. The language specialists in the Multilingual Unit will perform translations for Spanish, Portuguese, Chinese and Vietnamese. The other languages will be sent to a professional translation company contracted by the Office Multilingual Services.
7. The translation can take between 1 day to 3 weeks depending on the document length, target language, and the degree of technical difficulty.
8. When the translation is completed, Office of Multilingual Services will perform quality control and review the document for linguistic accuracy and completeness. The official publication will be posted on the Multilingual webpage on the EOLWD website [Department of Labor & Workforce Development Multilingual](#)

#### **D. Stakeholder Consultations**

- This updated Plan will be recirculated, as needed, for Agency review, comments, and clearance. The Plan will be revised every year or as needed.
- This updated Plan will also be presented, in its updated form, to Community-Based Organizations and Legal Services representing LEP customers so they have an opportunity to provide feedback.
- The LAP Coordinator will continue to participate in an inter-Agency working group consisting of members of each Secretariat. Its purpose will be info-sharing, development of best practices, etc.
- This Plan will be posted on the Agency Intranet and on the Mass Workforce Development System for Agency staff.

## **E. Staff Training**

The Language Access Plan is:

1. Posted on the Intranet on the Mass Workforce Development System
2. Part of the orientation for new employees
3. Presented to management so they are fully aware of and understand the LAP, in order to reinforce the plan's importance and ensure its implementation by staff.
4. Presented to Agency staff having contact with the public, so such staff is trained to work effectively with LEP customers and telephone interpreters.

## **F. Public Outreach**

- CBOs serving LEP customers were informed about the creation of the new Multilingual Unit.
- Outreach conducted and information provided to claimants in foreign languages via broad-ranging ethnic media such as newspapers, TV, and radio.
- Legal Services is informed about the Multilingual Unit and the Director of Multilingual Services provides an overview of the Unit at the DUA/Legal Services Quarterly Meetings.
- The DIA has established and maintains an internal work group that regularly meets with representatives of CBOs serving the LEP community to improve LEP claimant access to the workers compensation system.”
- The Multilingual Unit has a telephone voicemail menu in the 12 statutory languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Italian, Khmer and Laotian to assist claimants needing clarification information on any DUA services, programs or activities.
- Adjudicators send the “Disqualification Notices” to Claimants in their primary language stating the Multilingual Unit Toll Free 800 number and stating that language services are available. The notice includes a statement that claimants can request an interpreter for the hearing free of charge.
- Hearings notices sent to claimants include a “Babel Notice” stating that claimants can request an interpreter in any language for the hearing.
- Multilingual Unit staff provides a reminder call a week in advance to LEP customers in their primary language who are scheduled for UI Hearing.

- The UI Booklet is available in the 12 statutory languages and sent to LEP claimants whose primary language is one of the 12 statutory languages. This booklet will be sent with the Initial Claims packet, which includes the Multilingual Unit Toll Free 800 number. Every One-Stop Career Center and UI Walk-In Center lists the languages available on their respective websites (see listing on pages 14).
- DUA Walk-In Centers, One-Stop Career Centers, DIA and DLS regional offices have the Language Identification Flashcard in all reception areas. The Flashcard states “I speak” in 38 languages is used to identify the language spoken by the LEP customers. The staff then can refer to the Language Assistance Guidelines to help the LEP customer.
- Documents that are not entirely translated have a “Babel Notice” stating the importance of having the document translated into the customer’s language.
- Translated material is available on our EOLWD Website by clicking on [Department of Labor & Workforce Development Multilingual](#)

### **G. Agency Monitoring**

The Office of Multilingual Services reviews and updates its Language Access Plan biannually or as needed. The review assesses:

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

### **Monitoring the effectiveness of a Language Access Plan may include:**

- Analyzing current and previous data on language assistance usage, including languages served;

- Surveying staff on how often they use language assistance services, if they believe there should be changes to the services provided or the providers used, and if they believe that the language assistance services in place are meeting the needs of the LEP communities in your service area;
- Monitoring feedback from community-based organizations, legal services and other stakeholders about the Agency's effectiveness and performance in ensuring meaningful access for LEP individuals;

**NOTE:**

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

## **H. Complaints**

### **Language Access Complaint Procedure**

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file a written complaint. You must file your complaint within 6 months of the alleged denial. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Marisa de la Paz  
Director of Multilingual Services  
Executive Labor and Workforce Development  
19 Staniford Street - Fourth Floor  
Boston, MA 02114  
E-mail: [mdelapaz@detma.org](mailto:mdelapaz@detma.org)

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity  
Executive Office of Administration and Finance  
State House, Room 373  
Boston, MA 02133  
Email Address: [Ronald.Marlow@state.ma.us](mailto:Ronald.Marlow@state.ma.us)

**Signature Page**

Signatures on File

Agency Heads

December 26, 2012

Joanne F. Goldstein (signature on file)

Secretary

December 26, 2012