



# Commonwealth of Massachusetts Executive Office of Labor and Workforce Development

## Language Services for Limited English Proficiency (LEP) Claimants

## Massachusetts Department of Unemployment Assistance (DUA)

Charles D. Baker, Governor

Ronald L. Walker, II, Secretary, EOLWD

Robert Cunningham, Director, DUA

Marisa de la Paz, Director, Multilingual Services, EOLWD

# Outline



- Introduction
- Office of Multilingual Services
- Mass State Law - MA Executive Order #526
- MA LEP Population Data
- The Four Factor Analysis
- Language Access Resources & Training
- Language Services Expenses
- Interpreter Hearings
- Translations
- UI Online
- UI Adjudication
- Conclusion
- Q & A

# The Office of Multilingual Services



Welcome

Benvenuto

أهلا و سهلا

Benvindu

សូមស្វាគមន៍

Bem-vindo



Byenveni

歡迎

ຍິນດີຕ້ອນຮັບ

Tiếp Rước

приветствие

Bienvenido

## Mission:

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

## Vision:

Continue to deliver high quality services to all our customers as if no language barriers existed.

## Role:

The Office of Multilingual Services is the central internal authority for language facilitation for EOLWD and its agencies. We coordinate all language facilitation, including translation and interpretation for multiple languages including American Sign Language (ASL).



# MA State Law



- Massachusetts General Law c. 151A, §62A requires that Unemployment Insurance (UI) notices must be written in simple, clear language and translated for claimants whose primary language is listed in GL c. 151A.
- The MA Executive Office of Labor & Workforce Development (EOLWD) Language Access Plan (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.



# Limited English Proficient (LEP)

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## Who is a Limited English Proficient Customer?

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

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

# LEP Population in Massachusetts



Language Statistics Census 2000 (revised 2006) LEP Population: Persons 18 years and older who speak a language other than English at home

Language	Number of speakers	Speakers as % of total population	Number of total population that Speaks English "very well" and/or "well"	% of total population that speaks English "very well" and/or "well"	Number of total population that speaks English less than "Well" and/or "Not at All" (LEP)	% of total population that speaks English less than "Well" and/or "Not at All" (LEP)
Total pop. 18 and Older	4,853,130					
Speak only English	3,944,715					
<b>Spanish</b>	<b>270,460</b>	<b>5.6%</b>	<b>198,565</b>	<b>4.1%</b>	<b>71,895</b>	<b>1.5%</b>
Portuguese	134,960	2.8%	95,345	2.0%	39,620	0.8%
Chinese	60,150	1.2%	42,100	0.9%	18,050	0.4%
French	76,850	1.6%	71,590	1.5%	5,255	0.1%
Haitian Creole	31,845	0.7%	25,035	0.5%	6,810	0.1%
Italian	56,195	1.2%	49,670	1.0%	6,525	0.1%
Russian	27,575	0.6%	18,585	0.4%	8,990	0.2%
Vietnamese	23,465	0.5%	14,470	0.3%	8,990	0.2%
Greek	26,015	0.5%	22,945	0.5%	3,070	0.1%
Arabic	15,620	0.3%	13,920	0.3%	1,705	0.0%
Khmer	13,830	0.3%	8,705	0.2%	5,125	0.1%
Polish	25,180	0.5%	22,355	0.5%	2,825	0.05%
German	18,120	0.4%	17,475	0.4%	650	0.0%
Hindi	8,240	0.2%	7,810	0.2%	430	0.0%
Korean	10,590	0.2%	8,485	0.2%	2,105	0.0%
Lao	2,690	0.1%	1,955	0.0%	730	0.0%



# Four Factor Analysis

How Do You Determine the Extent of Your Obligation to Provide LEP Services?

Agencies must make an individualized assessment based on the following factors:

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee.
- The frequency with which LEP individuals come in contact with the program.
- The nature and importance of the program, activity, or service.
- The resources available to the grantee/recipient and costs.



# Language Access Resources



MA UI Staff needing assistance to communicate with Limited English Proficiency (LEP) customers can:

- Contact the **Multilingual Unit** – in-house staff specializing in Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, German, and Egyptian Arabic.
- Contact the external **over-the-phone language line** for assistance in other languages or when the Multilingual Services Unit staff is not available.
- Contact a staff member on the **Internal Volunteer Bilingual Staff** list posted on our Agency Intranet.



# Language Access Trainings



- Interpreter Training:
  - Role of the Interpreter
  - DUA policies & procedures; Relevant State Laws
  - Hearings instructions and procedures
  - Interpreter Oath
  - Important Information About Appeals
  - List of UI Terminology

**Note:** DUA evaluates interpreter performances via follow-up forms, hearing transcripts and audio recordings

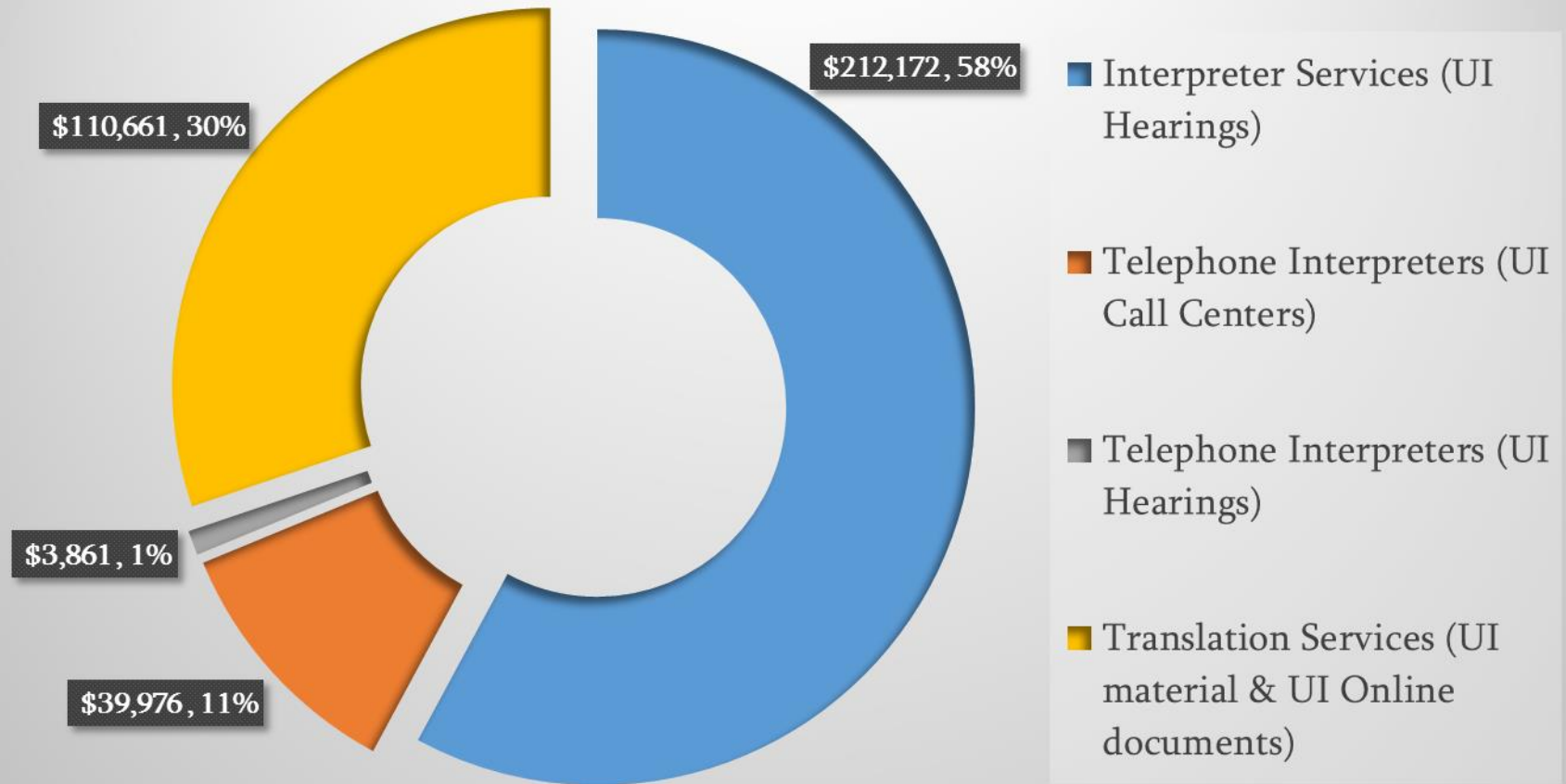
- UI Adjudicator, Claimstaker, Hearing Officer training:
  - Language Access Protocol and Guidelines
  - Massachusetts UI Requirements
  - Tips on how to work with an Over-the-Phone language Interpreter
  - Importance of Language Coding in UI Online
  - Language Tools and Resources Available



# Language Services Expenses

FY14 DUA Language Services Expenses

\$366,670

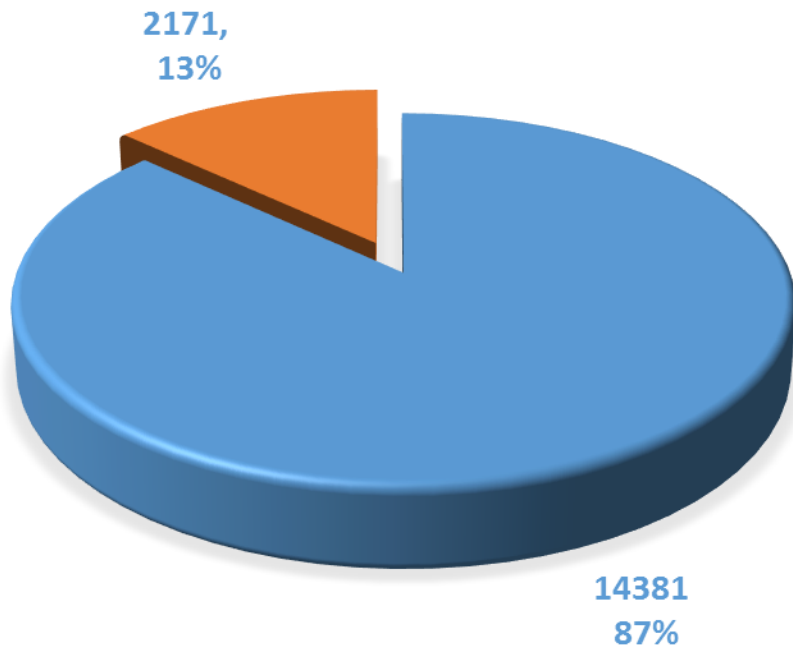




# UI Hearings

## Hearings Held (English & Interpreters)

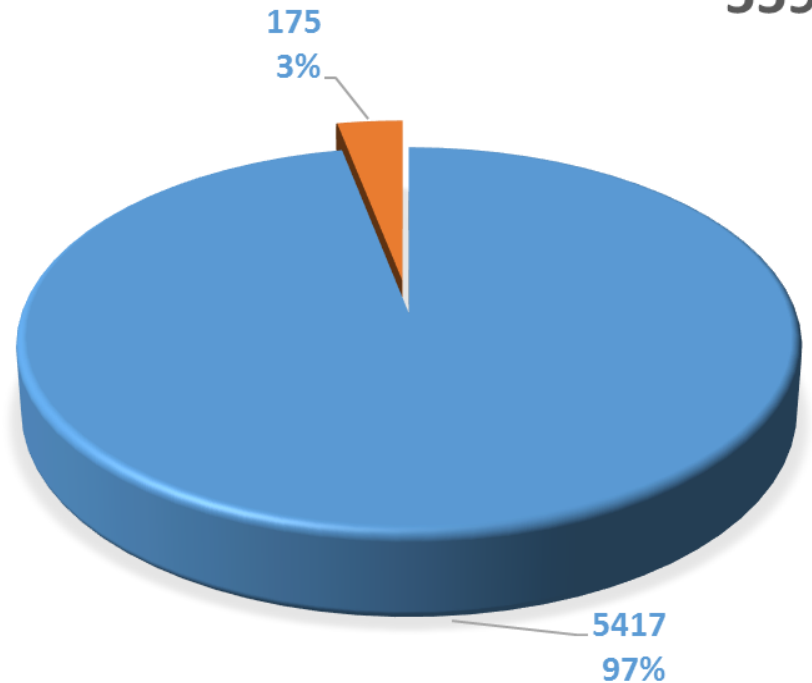
16552



- Total hearings held (English speakers)
- Total hearings held (with interpreters)

## Hearings Defaulted (English & Interpreters)

5592

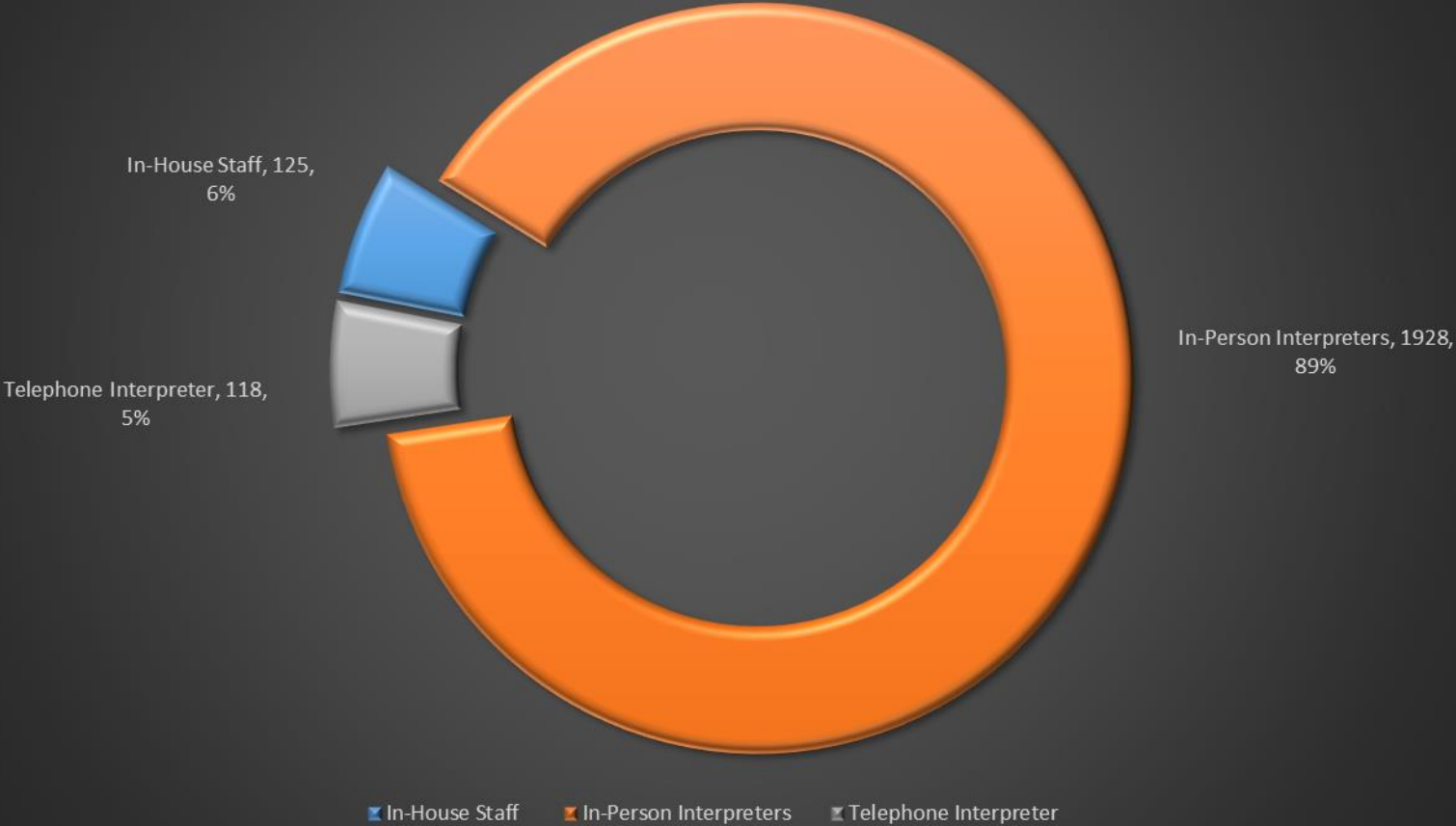


- Total hearings defaults w/o interpreters
- Total hearings defaults with interpreters

# Interpreter Hearings



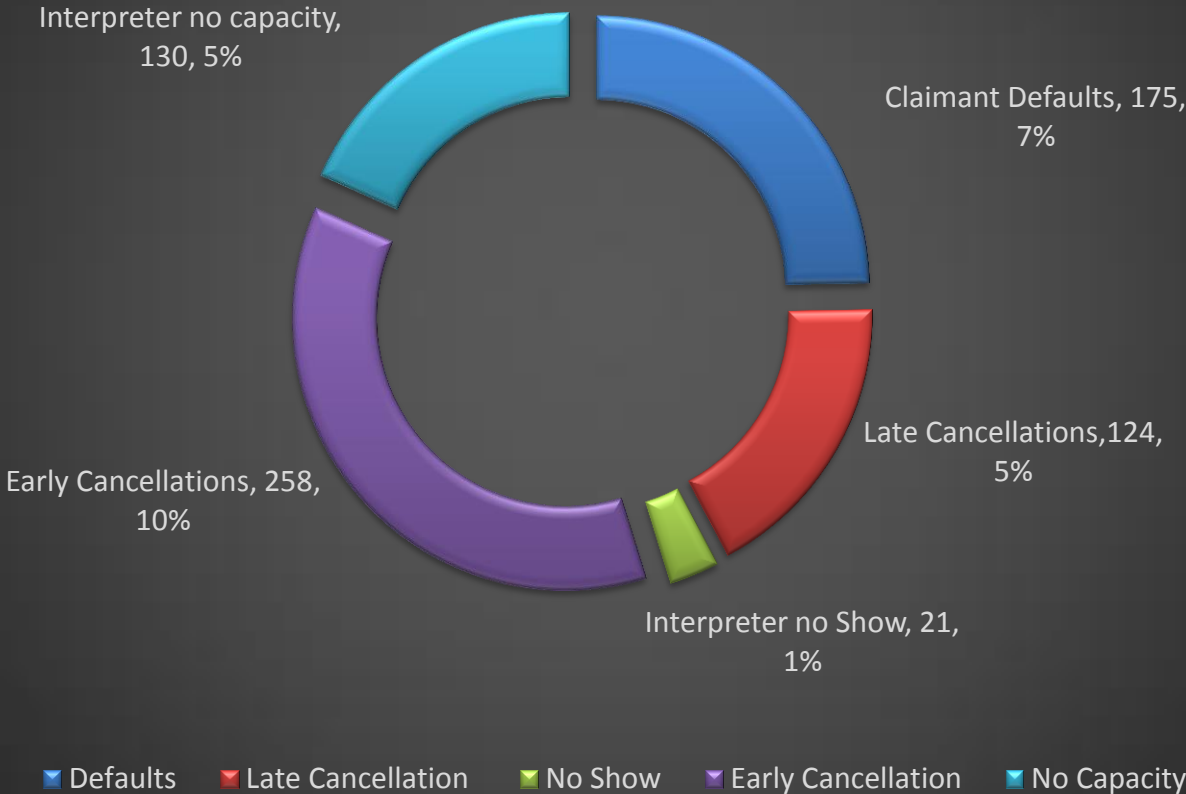
FY14 Interpreter Hearings Held  
Total 2171 Cases



# Interpreter Hearings



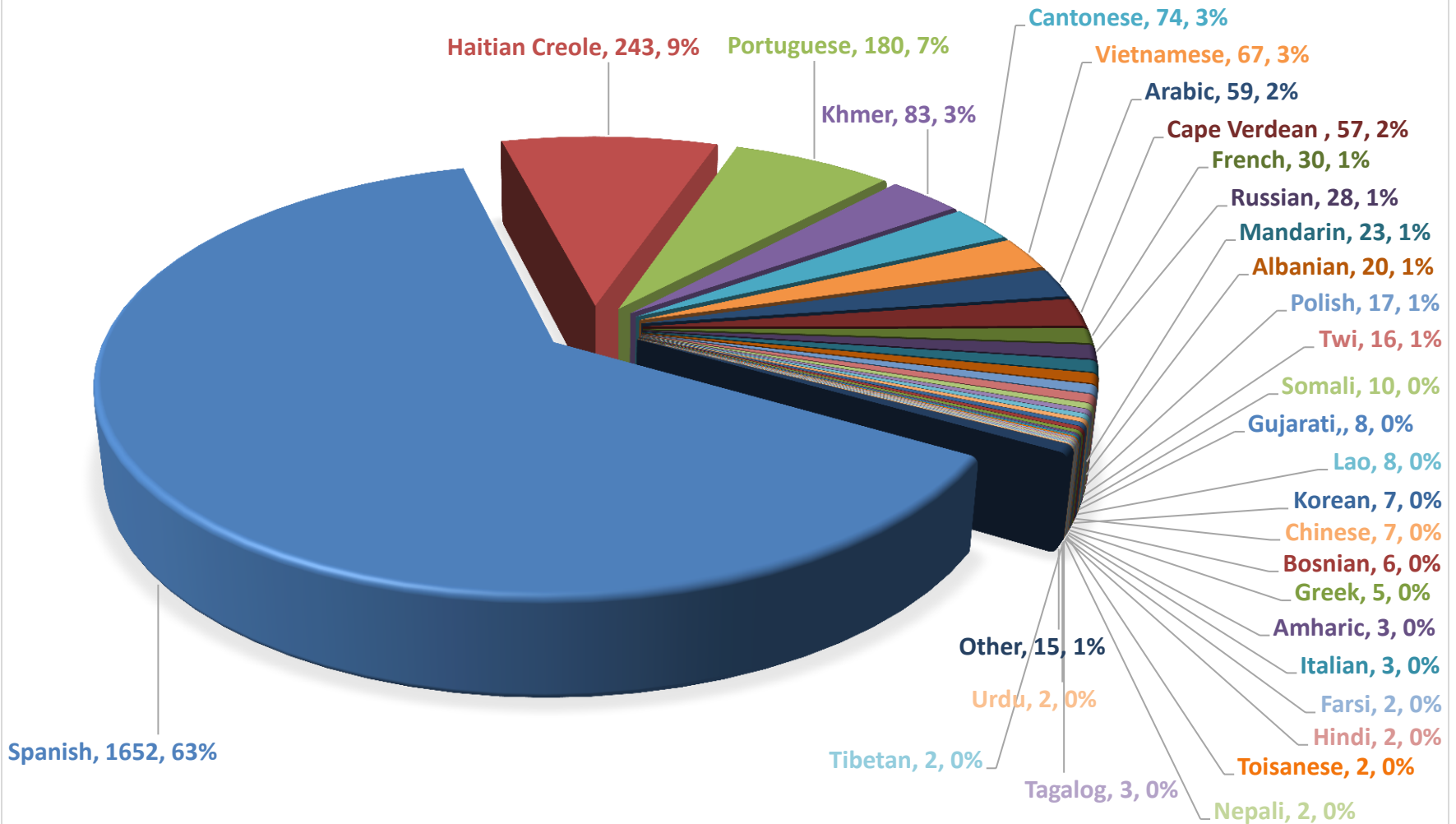
## Defaults, Late Cancellations, Interpreter No-Show, Early Cancellations & No Capacity



# Interpreter Hearings



**2636 TOTAL OF UI HEARINGS REQUESTED IN 46 LANGUAGES**





# Interpreter Hearings

## In-person Interpreter vs Telephone Interpreters

### Advantages:

- Face to face, eye contact with LEP claimant
- Able to review documents with claimant
- Able to request the same interpreter for other hearings or continued hearings
- Interpreters trained by DUA
- Local MA Interpreter Services vendor

### Disadvantages:

- Need to schedule in advance
- More expensive and possible minimum number of work hours required
- Average cost in MA varies from \$50 to \$100 an hour with a 2 hours minimum; Average UI hearing is about an hour
- Paying for claimants' defaulting or late postponement
- No interpreter available or no show
- Interpreters must still be paid even if the wrong language is requested
- Vendor may send the wrong language

### Advantages:

- No need for advance scheduling
- Less expensive – paying for actual interpretation time
- No minimum monthly fee
- MA DUA average cost per call \$32.72 with an average time of 41minutes

### Disadvantages:

- Bad communication issues
- Telephonic technological problems
- Not able to request same interpreter
- If communication gets cut off, not able to continue with same interpreter
- Interpreter is not trained by DUA
- Impersonal
- Not there, in-person for non-verbal cues

# Language Resources - Translation



## • Translation Services Available at DUA

- Publications and Vital Documents are translated into 12 statutory languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Khmer, Russian, Laotian, Italian, Korean, French and Arabic
- Standard Publications are posted on our website
- Letters informing of important changes in programs, services/and or activities are translated without delay and sent out to LEP Claimants
- Multilingual Unit translates ad hoc any statements claimants make on the fact finding correspondence
- Board of Review appeal letters are translated by Multilingual Unit staff
- If there are concerns with the interpretation, hearings tapes are reviewed by the Multilingual Unit for accuracy

I Speak:

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



[Click here >](#)

[www.mass.gov/eolwd/multilingual](http://www.mass.gov/eolwd/multilingual)



# Language Resources - Translation



“Babel” notices are inserted into important documents

This document contains important information. Please have it translated immediately.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.

تحتوي هذه الوثيقة على معلومات هامة.  
يرجى ترجمتها فوراً.

Docikman sa gen enfòmasyon enpòtan.  
Tanpri fè yon moun tradwi l touswit.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente.

此文件含有重要信息。  
請立即找人翻譯。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.

Tài liệu này có chứa thông tin quan trọng.  
Vui lòng dịch tài liệu này ngay.

ເອກະສານສະບັບນີ້ ບັນຈຸຂໍ້ມູນອັນສໍາຄັນ.  
ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກ  
ຢ່າງບໍ່ລໍຊ້າ.

ឯកសារនេះមានຄຳສັ່ງທີ່ສໍາຄັນ ຢ

ສູບບກໂປຼຼກຳຜ່າຜູ້ ຢ

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

# Language Resources - Translation



## Insert “Babel” notices in important documents

This notice contains important information regarding the appeal identified on the first page of this notice. It is important to have it translated immediately. You may need to respond by a certain date to protect your rights.

Esta notificación contiene información importante sobre la apelación identificada en la primera página de esta notificación. Es importante que este formulario se traduzca de inmediato. Es posible que usted tenga que responder para una determinada fecha para proteger sus derechos.

Este aviso contém informações importantes relacionadas à apelação identificada na primeira página do aviso. É importante que este documento seja traduzido imediatamente. Pode ser necessário que você responda dentro de um prazo específico para proteger seus direitos.

В настоящем уведомлении содержатся важные сведения об апелляции, указанной на первой странице настоящего уведомления. Необходимо незамедлительно обеспечить его перевод. Чтобы защитить свои права, вам, возможно, необходимо будет ответить до определенной даты.

Avis sa gen enfòmasyon enpòtan konsènan apèl ki idantifye sou premye paj avi sa. Li trè enpòtan pou fè yon moun tradwi sa pou ou touswit. Ou ka bezwen repon avan yon dat spesifik pou pwoteje dwa yo.

Il presente avviso contiene importanti informazioni in merito al ricorso riportato nella prima pagina del presente documento. Tradurre quanto prima il presente modulo. È possibile che si richieda risposta entro una certa data al fine di proteggere i diritti del soggetto.

Cet avis contient d'importants renseignements sur l'appel identifié en première page de cet avis. Il est important de le faire traduire immédiatement. Il se peut que, pour protéger vos droits, vous deviez répondre avant une certaine date.

**កំណត់ហេតុនេះមានព័ត៌មានសំខាន់ ពាក់ព័ន្ធនឹងបណ្តឹងតវ៉ា  
នៅក្នុងទំព័រដំបូង នៃកំណត់ហេតុនេះ។  
វាសំខាន់ណាស់ដែលមានការបកប្រែយ៉ាងឆាប់រហ័ស។  
អ្នកប្រហែលជាត្រូវការតបត  
តាមកំណត់កាលបរិច្ឆេទដើម្បីការពារសិទ្ធិរបស់អ្នក។**

Thông báo này có các thông tin quan trọng về việc kháng cáo đã được xác định trên trang đầu tiên của thông báo này. Việc dịch ngay thông báo này là rất quan trọng. Quý vị có thể cần phải trả lời chậm nhất vào ngày cụ thể để bảo vệ quyền của mình.

ໜັງສືໄຊ ຈົງການນີ້ ລວມ ມີຂໍ້ມູນ ທີ່ສໍາຄັນກ່ຽວ ກັບການຂໍອະທອນ ທີ່ໄດ້ກໍານົດ ຢູ່ໃນໜ້າທຳອິດຂອງໜັງສືໄຊ ຈົງການນີ້. ການເອົາໜັງສືນັ້ນ ປັບໃບໃຫ້ ທີ່ ມັນສໍາຄັນຫລາຍ.

ທ່ານອາດ ຈະ ຈຳເປັນ ຕ້ອງ  
ຕອບ ມັນ ໃຫ້ ທັນ ໃນ ວັນທີ່ ສະເພາະ ໃດ ທີ່ ງ  
ເພື່ອ ບົກ ບັງ ອງ ສິ ດ ທີ່ ຂອງ ທ່ານ.

這份通知包含了有關本通知第一頁中所指上訴的重要資訊。因此立即請人翻譯相關內容是非常重要的。您或許必須在某個時間之前提出答辯狀以保護您的權利。

**이 통지서에는 본 통지서 첫 페이지에 나오는 항소에  
관한 중요한 정보가 들어 있습니다. 이것이 즉시  
번역되도록 하는 것은 중요합니다. 귀하는 귀하의  
권리를 보호하기 위하여 특정 날짜까지 응답해야 할  
수도 있습니다.**

يتضمن هذا الإشعار معلومت هامة حول الاستئناف المذكور في الصفحة الأولى من هذا الإشعار. من المهم القيام بترجمة هذا الإشعار فوراً. قد يتعين عليك الرد في تاريخ معين لحمية حقوقك.

# UI Online



In July 2013, DUA launched a modern, web-based UI system to better serve customers. UI Online expedites UI payments to unemployed workers and provides all users with many convenient online services. The new system also strengthens our ability to prevent, detect, and recover fraudulent UI payments.

City:	Fall River *
State:	MA - Massachusetts
Zip Code:	02721-4417
Country:	US - United States Of America *
<b>Mailing Address</b>	
Check this box if Mailing Address is same as Residential Address: <input type="checkbox"/>	
In care of (c/o):	
Address Line 1:	391 Wood St
Address Line 2:	
City:	Fall River
State:	MA - Massachusetts
Zip Code:	02721-4417
Country:	US - United States Of America
<b>Telephone Numbers</b>	
U.S. and Canada Only:	
Home:	
Mobile:	
Other:	
International Phone:	
<b>Correspondence Preference</b>	
How would you like to receive your correspondence? (Note: If you elect to receive messages electronically, English is the only language option.)	
If Electronic, enter email address:	
Re-enter email address:	
<a href="#">Mail Hold on Payment</a> ⓘ	
<b>Preferred Language</b>	
Is English your primary language?	
What is the primary language that you speak and read? Please select from the list in the drop down menu:	
Do you prefer to receive correspondence from DUA in your primary language?	
<b>NOTE:</b> If you choose to receive correspondence in your primary language, DUA will send it by regular	
Note: Electronic correspondence is only available in English at this time.	

Select one

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



# UI Online

Translated UI Online correspondence in the Mass Statutory languages:

1. Fact Finding (questionnaires) cover letter (tear off form if customer chooses to be contact in their preferred language if one of the statutory languages)
2. Monetary Determination
3. Monetary Re-determination
4. Non-Monetary Determination

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

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



# UI Adjudication

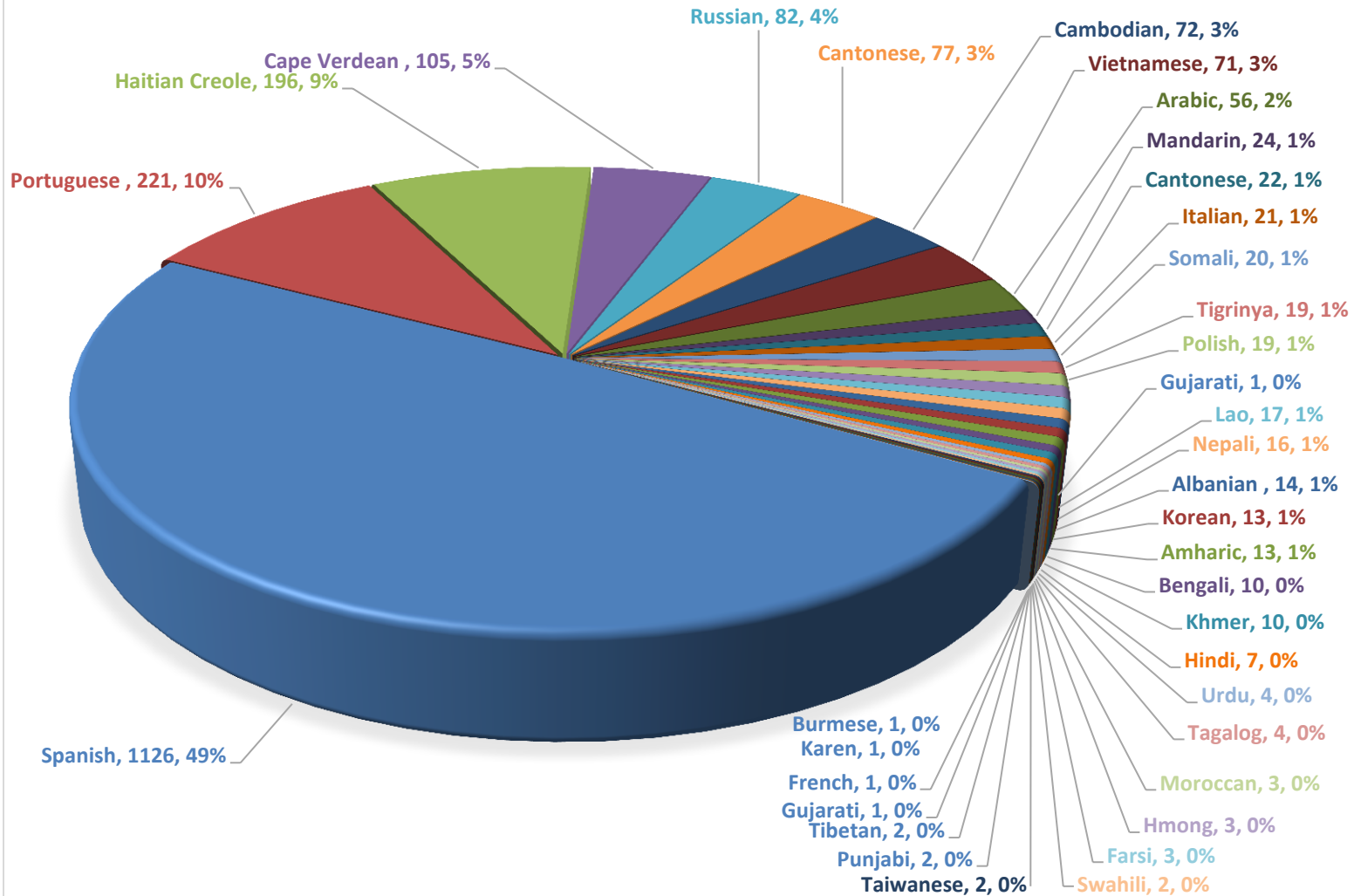
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- Total Adjudication calls using the over-the-phone language line services: 2278
- Total languages served: 37
- Total cost of Adjudication calls using the over-the-phone language line services: \$39,976
- Average cost per call: \$17.54
- Average time per call: 18.47minutes



# UI Adjudication

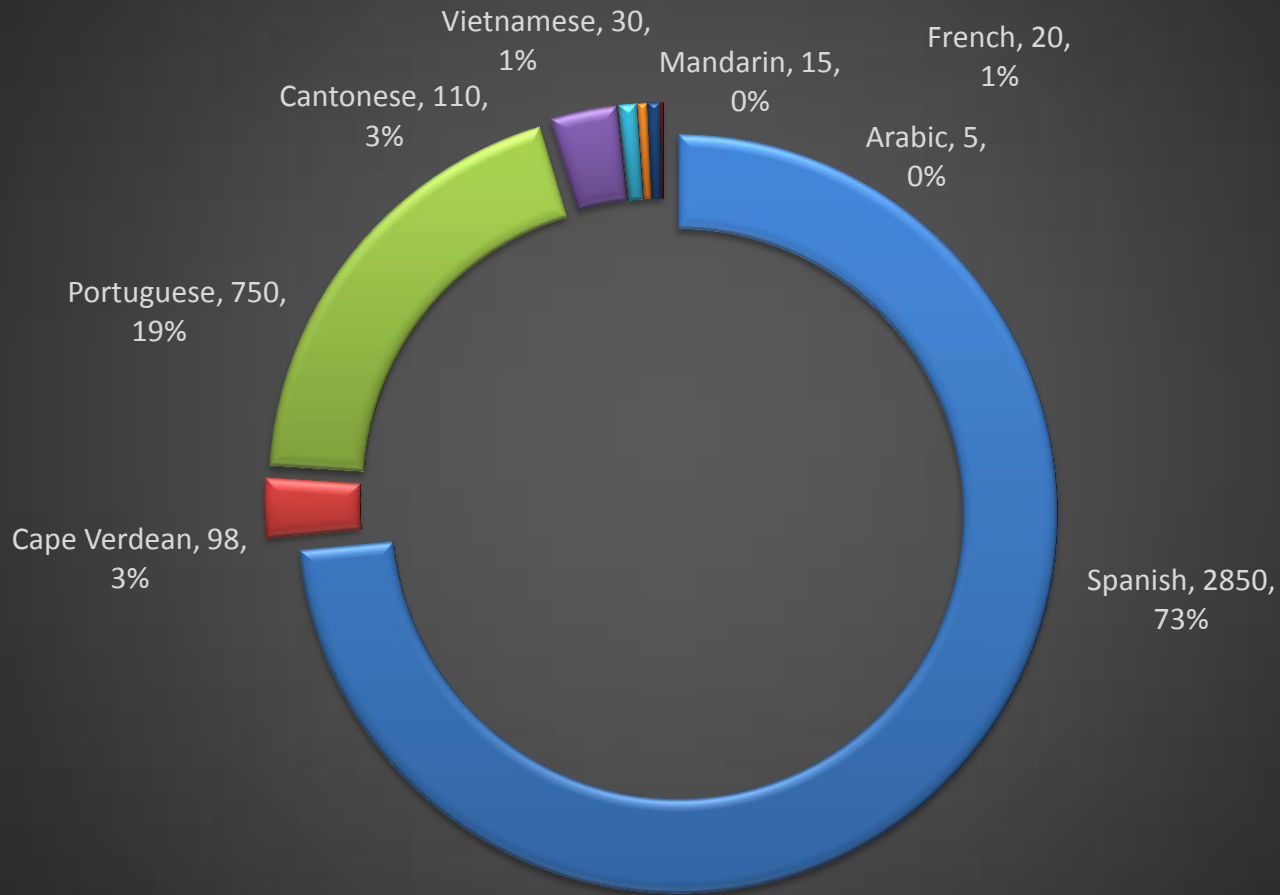
## UI CALL CENTER - OVER-THE-PHONE LANGUAGE SERVICES





# LEP Adjudication Statistics

## Multilingual Unit – 3878 Calls Fielded





# Conclusion

“Providing meaningful access for LEP persons to our Agency programs, services, and activities is an important effort that will help enable our Agency achieve its mission of ensuring equal and meaningful access to all our programs and resources for **all** its customers.”





# Q & A



## Office of Multilingual Services

Director  
Marisa de la Paz  
1-617-626-5471

[mdelapaz@detma.org](mailto:mdelapaz@detma.org)



Gracias

Merci

Grazie

Khawp jai

Spasibo

감사합니다



Obrigado

Mesi

谢谢

cảm ơn

Arkun

شكرا

**Thank you**