Language Access

Boston, September 12, 2019

Charles D. Baker, Governor
Rosalin Acosta, Secretary, EOLWD
Jennifer James, Undersecretary, EOLWD
Marisa de la Paz, Director, Multilingual Services, EOLWD
Outline

- Background – Office of Multilingual Services
- Massachusetts Language Access Laws
- Language Assistance Measures
- Best Practices
- Quality Control/Monitoring
- Interpretation & Translation
- Massachusetts Demographics
- Online Systems
- Websites
- Useful Tools
- Q & A
Office of Multilingual Services

Facilitates communication between the Executive Office of Labor and Workforce Development (EOLWD) within 5 agencies:

MassHire Department of Career Services (MDCS) and MassHire Career Centers
Department of Unemployment Assistance (DUA)
Department of Industrial Accident (DIA)
Department of Labor Standards (DLS)
Department of Family and Medical Leave (DFML)

&

Limited English Proficiency (LEP) customers
Deaf & Hard of Hearing customers

Multilingual Services Unit comprises staff who speak:

- English
- Spanish
- Portuguese
- Cape Verdean Creole
- French
- Cantonese
- Mandarin
- Vietnamese
- Italian
- Dutch
Mission
Ensure meaningful access to all aspects of the Agencies programs, services and activities for all Limited English Proficiency (LEP) and Deaf & Hard of Hearing customers by providing language expertise, support, and guidance. Abiding by the values of the Commonwealth ensuring than 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’d)

- Develops and maintains the Agency Language Access Plan
- Functions as the central internal language facilitation Unit for all EOLWD agencies
- Facilitates communication between EOLWD agencies/departments and Limited English Proficiency (LEP) and Deaf & Hard of Hearing customers by providing interpretation and translation services as needed
- Trains all professional interpreters who provide interpretation services to our UI Hearings Department on the UI Appeal Process and the Role of the Interpreter
- Supports the LEP Toll-free line in 12 languages
- Provides Language Access Trainings to Agency Staff
- Maintains the Multilingual Website/Intranet/Mass Workforce System
- Develops and maintains Internal Volunteer Bilingual Staff list
Federal/State laws & EO particularly applicable to National Origin/Language Access:

- Title VI of the Civil Rights Act of 1964
- §188 of the Workforce Innovations & Opportunity Act (WIOA)
- Federal Executive Order 13166
- Massachusetts Executive Order 526
- Massachusetts General Law 151A §62A(iii)
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 current statutory languages are: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, Korean, French and Arabic.

The statute also applies to languages that are the primary language of at least 10,000 or ½ of 1% of all Commonwealth residents, regardless of the person’s English proficiency.
Language Assistance Measures

Ensure that LEP and Deaf & Hard of Hearing individuals have meaningful access to aid, benefits, services, and training:

- Provide written translation of our agency material, forms and publications into our **12 statutory languages**. Standard publications are posted on our Agency Website.
- Provide interpretation including ASL services in hundreds of languages in-person and telephonic to:
  - UI Hearings
  - UI Call Centers
  - UI Walk-In
  - MassHire Career Centers
- Provide Unemployment Insurance Telephone Certification (TeleCert) services in English, Spanish, Portuguese and Cantonese.
- Record the preferred language of UI Claimants – UI Online system.
- Collect primary language data when jobseekers apply, register or request an agency service, program or activity - MOSES.
Best Practices

• Post and refer staff to Language Access Plan on Agency Website

• Devise protocols so staff knows when to secure language services

• Train all staff who are likely to have contact with LEP and Deaf & Hard of Hearing customers:
  – LEP and ASL Policy/procedures/guidelines/protocols
  – Language access for new employees orientation
  – Ensure knowledge and awareness of language assistance measures
  – How to effectively work with in-person and telephonic interpreters
  – Procedures for communicating with LEP by telephone
  – Feedback on quality of telephonic interpretation (report of usage)

• Display agency customized “Interpreter Services Available” including American Sign Language services posters in agency public spaces

• Insert babel notices on documents/materials informing LEP customers of free of charge language assistance

• Use “I speak” cards in every point of client’s contact

• Consider of LEP needs when implementing new programs, services and activities, publishing new forms, publications or notices etc.
Quality Control/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
- Ensure that all in-house staff who serve as translator or interpreter who communicate with LEP individuals are competent to do so and undergo on-going language access training
- Make sure all staff know and understand the language access guidelines/protocols and undergo regular training
- Conduct periodic quality control reviews to ensure staff compliance
- Yearly Language Access Assessment questionnaire is completed by all MassHire Career Center management to ensure language access compliance
- Collect LEP Customer satisfaction via Survey
- Complaints Process
Interpretation and Translation

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

- Use only qualified in-house translators and qualified translation vendors from Statewide Contract
- Implement a protocol to review all forms, letters, and documents, and translate all documents that are determined to be “vital” into “languages regularly encountered”
- Vital documents include documents that require a response, such as applications, consent forms, letters containing information regarding eligibility or participation criteria, and notices pertaining to reduction, denial or termination of services or benefits, or advise of free language assistance

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

- Use in-house qualified and trained Multilingual Staff to interpret at UI Hearings
- Use qualified professional interpreter vendors from Statewide contracts
- Implement a protocol to request interpreters
- Use the over-the-phone language services when needed
- Implement a feedback process to ensure the quality of interpretation
Massachusetts Demographics

**Most spoken languages in Massachusetts in 2010**

English is spoken by 78.93% of people over 5 years old in Massachusetts. Languages other than English are spoken by 21.07%. Speakers of languages other than English are divided up as follows:

- Spanish 35.60%
- Portuguese 14.10%
- French 5.27%
- Chinese 5.27%
- French Creole 4.22%
- Italian 3.42%
- Russian 2.94%
- Vietnamese 2.75%
- Greek 1.95%
- Arabic 1.76%
- Mon-Khmer, Cambodian 1.76%
- Polish 1.71%
- Other 19.25%
Massachusetts Demographics (Cont’d)

Massachusetts LEP Population
(Speaks English less than very well)

- **Spanish**: 222,343 - 3.5%
- **Other languages**: 145,872 - 2.3%
- **Haitian Creole**: 31,741 - 0.5%
- **Vietnamese**: 25,169 - 0.4%
- **Chinese**: 62,626 - 1.0%
- **Portuguese**: 78,067 - 1.2%

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

- **Spoke Only English at Home**: 4,912,310 - 77%
- **Spoke a Language Other than English at Home**: 1,427,435 - 23%
- **LEP (Spoke English Less than ‘Very Well’)**: 565,818 - 9% of total MA pop.
<table>
<thead>
<tr>
<th>Rank by # speakers</th>
<th>Language</th>
<th>Estimate</th>
<th>Margin</th>
<th>% of total MA pop.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total MA Population:</td>
<td></td>
<td>6,339,745</td>
<td>+/-266</td>
<td></td>
</tr>
<tr>
<td>Speak <strong>only</strong> English</td>
<td></td>
<td>4,912,310</td>
<td>+/-8,994</td>
<td>77.0%</td>
</tr>
<tr>
<td>Speak a language other than English</td>
<td></td>
<td>1,427,435</td>
<td></td>
<td>23.0%</td>
</tr>
<tr>
<td>1</td>
<td>Spanish:</td>
<td>534,262</td>
<td>+/-3,670</td>
<td>8.4%</td>
</tr>
<tr>
<td>2</td>
<td>Portuguese or Cape Verdean:</td>
<td>179,245</td>
<td>+/-4,772</td>
<td>2.8%</td>
</tr>
<tr>
<td>3</td>
<td>Chinese:</td>
<td>121,445</td>
<td>+/-3,128</td>
<td>2.0%</td>
</tr>
<tr>
<td>4</td>
<td>Haitian Creole:</td>
<td>71,301</td>
<td>+/-3,432</td>
<td>1.1%</td>
</tr>
<tr>
<td>5</td>
<td>French:</td>
<td>59,590</td>
<td>+/-2,195</td>
<td>0.9%</td>
</tr>
<tr>
<td>6</td>
<td>Vietnamese:</td>
<td>41,140</td>
<td>+/-2,250</td>
<td>0.5%</td>
</tr>
<tr>
<td>7</td>
<td>Russian:</td>
<td>38,496</td>
<td>+/-2,168</td>
<td>0.6%</td>
</tr>
<tr>
<td>8</td>
<td>Italian:</td>
<td>36,387</td>
<td>+/-1,683</td>
<td>0.6%</td>
</tr>
<tr>
<td>9</td>
<td>Arabic:</td>
<td>33,345</td>
<td>+/-1,911</td>
<td>0.5%</td>
</tr>
<tr>
<td>10</td>
<td>Khmer:</td>
<td>24,047</td>
<td>+/-1,639</td>
<td>0.4%</td>
</tr>
<tr>
<td>11</td>
<td>Korean:</td>
<td>17,594</td>
<td>+/-1,114</td>
<td>0.3%</td>
</tr>
<tr>
<td>12</td>
<td>Lao:</td>
<td>2,959</td>
<td>+/-644</td>
<td>less than 0.1%</td>
</tr>
</tbody>
</table>

2011-2015 American Community Survey 5-Year Estimates
### Massachusetts Demographics (Cont’d)

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

MA Population who speaks English “less than very well”

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>Fall River</td>
</tr>
<tr>
<td>State</td>
<td>MA - Massachusetts</td>
</tr>
<tr>
<td>Zip Code</td>
<td>02721-4417</td>
</tr>
<tr>
<td>Country</td>
<td>US - United States Of America</td>
</tr>
</tbody>
</table>

**Telephone Numbers**

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. and Canada Only:</td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>International Phone</td>
<td></td>
</tr>
</tbody>
</table>

**Correspondence Preference**

- **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:
  - Mail Hold on Payment

**Preferred Language**

- **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:**
  - Afkeans
  - Albanian
  - American Sign Language
  - Amheric
  - 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

**NOTE:** If you choose to receive correspondence in your primary language, DUA will send it by regular mail.

Note: Electronic correspondence is only available in English at this time.
Capture primary language data when customers apply, register or request an agency service, program or activity.
Massworkforce Career Center – Multilingual Services

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

The Multilingual Services Unit facilitates communication between DCS staff and Limited English Proficiency (LEP) customers by providing interpretation and translation services. The Unit comprises staff who speak English, Spanish, Portuguese, Vietnamese, Carinones, Mandarin, Cape Verdean Creole, French, and Italian.

What would you like to do?

Top tasks

- Career Center Multilingual Guidelines
- Multilingual Contacts

What you need to know

- Career Center Seminars (CCS) – Multilingual
- Career Action Plan (CAP) Form – Multilingual
- RESEA UI Eligibility Assessment Questionnaire – Multilingual
- American Sign Language Services – Multilingual
- State LMI Worksheet – Multilingual
- Work Search Log – Multilingual

https://www.mass.gov/massworkforce-career-center-multilingual-services
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. Hulsey Building, 19 Standard 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

Multilingual Services Website (Cont’d)

On this page you will find valuable information on Unemployment Insurance Services, Employment Services, Worker’s Compensation and Occupational Safety. You can view and/or download forms and publications in 12 languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Laotian, Italian, French, Korean, and Arabic. In addition, you can find information on Worker’s Compensation in Cape Verdean.

What would you like to do?

- Español
- Português
- Kreyòl
- 中文 (Chinese)
- Ngôn Ngữ Việt Nam (Vietnamese)
- Български (Russian)

What you need to know

- Italiano
- ပဲခူး (Burmese)
- ភាសាខ្មែរ (Khmer)
- Crioulo de Kpebo Verdi
- Français
- 한국어 (Korean)

More Information
Español (EOLWD)

Bienvenido a la Oficina de Servicios Multilingües (Office of Multilingual Services) de la Oficina Ejecutiva de Trabajo y Desarrollo Laboral, EOLWD por sus siglas en inglés (Executive Office of Labor & Workforce Development).

Español

Bienvenido a la Oficina de Servicios Multilingües (Office of Multilingual Services) de la Oficina Ejecutiva de Trabajo y Desarrollo Laboral, EOLWD por sus siglas en inglés (Executive Office of Labor & Workforce Development). Ofrecemos servicios de idioma para asistir a los clientes con un nivel limitado de inglés para permitir el acceso a varios programas y servicios de EOLWD.

En esta página se presenta una introducción a cada departamento de EOLWD junto con formularios y publicaciones disponibles para descargar en 12 idiomas: español, portugués, criollo haitiano, chino, vietnamita, ruso, camboyano, laosiano, italiano, francés, coreano y árabe. La información sobre Compensación por Riesgo Laboral (Worker’s Compensation) también está disponible en criollo caboverdiano.

- Información para solicitantes del Seguro de Desempleo (DUA)
- Información para buscadores de empleo (DCS)
- Información Sobre la Indemnización por Accidentes de Trabajo (DIA)
- Seguridad Ocupacional
Useful Tools

Insert “Babel” notices in 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 esta formulación se traduzca de inmediato. Es posible que usted tenga que responder para una determinada fecha para proteger sus derechos.

Este aviso contiene información importante relacionada con la apelación identificada en la primera página del aviso. Es importante que este documento se traduzca de inmediato. Puede ser necesario que usted responda dentro de un plazo específico para proteger sus derechos.

Il presente avviso contiene importanti informazioni in merito all’appello rilevato 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 devenez responder avant une certaine date.

This notice contains information important to 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.

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Thống báo này có báo cáo tin quan trọng về việc không được xử lý xâm phạm quyền của người nộp đơn. Việc mạch ngày thống báo này liên quan quan trọng. Quy chế cổ thể cần phải trả lời chậm nhất vào ngày cụ thể để bố về quyền của mình.
### How to Say, “One Moment Please” in Eighteen Common Languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Written in Language</th>
<th>Phonetic Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Nje minutë ju lutem.</td>
<td>nee-yeh mee-noo-teh you loo-tem</td>
</tr>
<tr>
<td>Arabic</td>
<td>دقیقه من فضلك</td>
<td>dakika meen fahdlock (masculine)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>dakika meen fahdlick (feminine)</td>
</tr>
<tr>
<td>Chinese</td>
<td>請稍候</td>
<td>ching show hoe</td>
</tr>
<tr>
<td>French</td>
<td>Un moment s’il vous plaît.</td>
<td>uhn moe-mon seal-vooy-play</td>
</tr>
<tr>
<td>German</td>
<td>Einen Moment bitte.</td>
<td>eye-nen moment bee-teh</td>
</tr>
<tr>
<td>Gujarati</td>
<td>ମଗର଼ବାନୀ କରନେ ଏକ ପହିଳା ପୋଲୁ ଥବୋଁ</td>
<td>meherbani karine ek pul thobso</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>Tanpri tann yon ti moman.</td>
<td>tan-pree tan yaw tee moe-maw</td>
</tr>
<tr>
<td>Hindi</td>
<td>कृपया एक फल प्रतीक्षा करें</td>
<td>kreepya ek pal prateeksha kare</td>
</tr>
<tr>
<td>Italian</td>
<td>Un momento per favore.</td>
<td>oon moe-mento pair fah-vore-ay</td>
</tr>
<tr>
<td>Japanese</td>
<td>少々お待ちください。</td>
<td>shosho omachi kudasai</td>
</tr>
<tr>
<td>Korean</td>
<td>잠깐 기다리세요.</td>
<td>jam-kan ki-da-ri-se-yo</td>
</tr>
<tr>
<td>Polish</td>
<td>Moment, proszę.</td>
<td>moment prosheh</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Um momento, por favor.</td>
<td>um moe-mento, poor fah-vor</td>
</tr>
<tr>
<td>Russian</td>
<td>Подождите, пожалуйста.</td>
<td>padazhdite, pazhalusta</td>
</tr>
<tr>
<td>Spanish</td>
<td>Un momento por favor.</td>
<td>oon moe-mento poor fah-vor</td>
</tr>
<tr>
<td>Swahili</td>
<td>Subiri kidogo</td>
<td>soo-be-re key-dough-go</td>
</tr>
<tr>
<td>Tamil</td>
<td>ரங்கு மேலும் ஒரு நிமிடங்கள்</td>
<td>dye-ya-vu seydu oru nimi-dom</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Xin chô mort chût</td>
<td>sin char moe-chew</td>
</tr>
</tbody>
</table>
Useful Tools (Cont’d)

Right to interpreter services free of charge

This Poster reads “Your Right to an Interpreter” in 30 languages and is displayed in agency public spaces.
Contact Information

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thank you