

# Best Practices for Representing Clients with Limited English Proficiency

*Bridging language divides in legal representation*

This program provides a primer on language access services and considerations to effectively communicate with limited English proficient and deaf and hard of hearing clients. Practical challenges such as working with interpreters, understanding cultural nuances, and drafting clear, accessible client communications are addressed. Led by experienced practitioners in language access law and advocacy, this program offers actionable insights for practitioners and clients facing language barriers. Participants gain tools for fostering trust and avoiding miscommunication in interpreted conversations. This essential training empowers attorneys to meet their duties while delivering equitable and effective legal services to a diverse client base.

## Agenda

- Right to Language Access
- What Are Language Access Services?
- Working Effectively With Interpreters
- Navigating Cultural Nuances
- Drafting Accessible Client Communications

## Faculty

Iris Coloma-Gaines, Esq., *Statewide Language Access Attorney, MLRI, Boston, Chair*  
Jessica M. DeLoureiro, Esq., *Justice Center of Southeast Massachusetts LLC, Brockton*  
Alison Fondo, Esq., *Disability Law Center, Inc., Boston*  
Bethany Yue-Ping Li, Esq., *Asian American Legal Defense and Education Fund, New York, NY*  
Diana I Santiago, Esq., *Massachusetts Advocates for Children, Boston*

## Dates & Location

Register at [www.mcle.org](http://www.mcle.org)

### LIVE WEBCAST

Wednesday, June 4, 2025  
3:30 pm–5:00 pm  
Program # 2250334WBC

### REBROADCAST

Thursday, June 19, 2025  
12:00 pm–1:30 pm  
Program # 2250334RB1

### REBROADCAST

Friday, June 22, 2025  
10:00 am–11:30 am  
Program # 2250334RB2

### ON DEMAND WEBCAST

View after Friday, June 22, 2025  
Program # 2250334WBA

## Tuition *(includes written materials)*

- \$175
- \$157.50 MCLE Members
- \$87.50 New Lawyers admitted to law practice within 5 years, Pending Admittees, Law Students, and Paralegals
- **FREE** for MCLE OnlinePass Subscribers

To apply for a need-based scholarship, email [scholarships@mcle.org](mailto:scholarships@mcle.org).

## Materials

- E-materials link emailed upon registration
- Transcript & videorecording emailed 2 weeks post-program

## CLE Credits

Earn up to 1.5 CLE credits



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