



**ILLINOIS GUARDIANSHIP AND ADVOCACY COMMISSION
LANGUAGE ACCESS PLAN**

2025

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SECTION 1: INTRODUCTION AND BACKGROUND

INTRODUCTION

The State of Illinois is home to over 12 million people, with 24% of the population¹ speaking a language other than English at home. Within this linguistically diverse population, 1 million Illinois residents speak English less than “very well”, and this segment of the population continues to grow². The Illinois Guardianship and Advocacy Commission (IGAC) is committed to providing equitable services to all individuals, regardless of their language abilities. In compliance with federal and state laws, IGAC has developed this Language Access Plan (LAP) to outline how it will provide services to individuals with limited English proficiency (LEP). This LAP will be considered a living document as IGAC continues to interact with LEP populations, with the goal of providing and supporting meaningful access to IGAC services.

1.1 AGENCY OVERVIEW

The Illinois Guardianship and Advocacy Commission (IGAC) safeguards and promotes the welfare and rights of persons with disabilities by providing public guardianship services, legal representation, and processes to investigate alleged rights violations. IGAC delivers services centered in four primary programs: Office of State Guardian, Legal Advocacy Service, Human Rights Authority, and its Special Education Initiative.

1.1.1 IGAC Divisions

Office of State Guardian (OSG): Serves as the court-appointed guardian of last resort for adults with disabilities. OSG is responsible for making medical and residential decisions and managing financial matters for the nearly 5,000 adults under its care.

Legal Advocacy Service (LAS): Provides legal advice and representation to adults with mental health needs facing involuntary admission or treatment and assists individuals with advanced directives.

^{1,2} See Rob Paral, “Language Needs Assessment Report, Office of New Americans, Office of the Governor of Illinois, Great Cities Institute at the University of Illinois Chicago (2025), <https://arcg.is/1Py4n0>.

Human Rights Authority (HRA): investigates allegations of rights violations committed against persons with disabilities by disability service providers, ensuring disability rights are protected by federal and state mandates.

Special Education Initiative: a collaboration between the Legal Advocacy Service and the Human Rights Authority providing education, advocacy and legal assistance for families navigating special education.

1.1.2 IGAC Contact Information

For more information about IGAC's work and services, visit <https://gac.illinois.gov/> or call 1-866-274-8023/TTY 1-866-333-3362.

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1.2 LANGUAGE ACCESS PLAN LEGAL BASIS AND PURPOSE

1.2.1 Purpose and Goals

This Language Access Plan (LAP) aims to provide guidance to IGAC staff and establish a roadmap to support meaningful access to IGAC's services and programs for adults with disabilities, their caregivers and guardians. The LAP also seeks to bring IGAC into compliance with Illinois' Language Equity and Access Act (Public Act 103-0723), the Illinois Civil Rights Act of 2003, the Illinois Human Rights Act, Title VI of the Civil Rights Act of 1964, and other applicable federal and state standards and guidelines.

1.2.2 Authority

Title VI of the Civil Rights Act of 1964: prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.

Illinois Civil Rights Act of 2003: prohibits State, county, or local government in Illinois from excluding a person from participation in, denying a person the benefits of, or subjecting a person to discrimination under any program or activity on the grounds of that person's race, color, national origin, or gender. Additionally, the Illinois Civil Rights Act prohibits using criteria or methods that have a discriminatory effect.

Illinois Human Rights Act (IHRA): consolidates existing laws and administrative processes addressing civil rights in Illinois. IHRA prohibits discrimination in employment, housing, financial credit, and public accommodations because of race, color, sex, religion,

ancestry, national origin, age, physical or mental disability, unfavorable military discharge, and marital status, as well as retaliation for opposing discrimination.

Language Equity and Access Act 2024: aims to ensure that all residents can access state information, programs, and services equitably, and that limited English proficiency does not prevent anyone from fully participating in civic life. The Act aims to ensure all Illinois residents, including individuals with LEP, have meaningful and equitable access to state services, programs, information, and activities by removing language barriers.

1.2.3 Guiding Principles

In accordance with federal and state requirements, including the Illinois Language Equity and Access Act, this Language Access Plan provides a framework ensuring that IGAC can deliver language assistance services to its constituents with LEP. IGAC will operationalize this commitment to language access by:

- Designating a Language Access Coordinator who is responsible for overseeing the development and upkeep of the Language Access Plan.
- Serving individuals with LEP by providing accurate, timely, and effective communication via oral and written language services.
- Collecting data on the population of persons with LEP that IGAC serves to continue assessing and supporting language access efforts, including use of interpretation, translation of vital documents, and translation vendor services.
- Provide ongoing employee supports to maintain well-trained bilingual employees, as well as reviewing process and procedures for identifying and serving individuals with LEP.

1.2.4 Definitions

Digital Language Access: the utilization of technology to guarantee that individuals with LEP can understand and engage with digital content in their preferred language. This includes the use of tools such as translation applications, multilingual websites, and various digital resources, all of which aim to enhance information accessibility for people, regardless of language disparities.

IGAC - refers to the Illinois Guardianship and Advocacy Commission, including its divisions: Office of State Guardian (OSG), Legal Advocacy Service (LAS), Human Rights Authority (HRA), and Special Education Initiative

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Individuals with LEP: individuals who self-identify as speaking English less than “very well” according to the U.S. Census American Community Survey.

Interpretation - the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning. See also Oral Language Services.

Language Access: the process of ensuring that individuals with LEP have access to vital documents and services in a language they can understand, either through interpretation or translation services.

Language Assistance Services: oral and written language services needed to assist individuals with LEP to communicate effectively with staff, and to provide individuals with LEP meaningful access to, and equal opportunity to participate fully in, the services, activities, or other programs administered by the State.

Language Service Provider (LSP): a vetted contractor/vendor contracted to perform language assistance services, such as interpretation and/or translation, for individuals with LEP.

Limited English Proficiency (LEP): the inability or difficulty to understand or to effectively express oneself in spoken or written English as a result of one's national origin, and the individual has not developed fluency in the English language.

Meaningful Language Access - the ability to receive accurate, timely, and effective information in one's spoken or preferred language, and to participate in and benefit from public services offered at no cost to the individual with LEP. Meaningful access must not be unreasonably restricted, delayed, or inferior compared to access provided to individuals with English proficiency.

Multilingual Staff - staff member who has demonstrated proficiency in one or more language other than English and is formally assigned and fairly compensated to either provide language assistance services such as interpretation and/or translation to individuals with LEP, or serve in a policy, resource, or advisory role to provide their cultural and linguistic expertise.

Oral Language Services: includes various methods to provide verbal information and interpretation, such as staff interpreters, Multilingual Staff, telephone interpreter programs, tele-video interpretation services, and private interpreter programs. See also Interpretation.

Translation - the conversion of written text from one language (source language) into an equivalent written text in another language (target language) to convey the intent and essential meaning of the source text.

Vital Documents - public-facing written materials, whether in paper or electronic format and made available on any platform (including websites), that are created, issued, or distributed by a State Agency to communicate with the public. These documents contain information that affects an individual's access to, retention of, termination of, or exclusion from program services or benefits; are required by law; or serve to: Inform the public about rights, responsibilities, rules, services, resources, or events; allow individuals to apply for or participate in programs or benefits; notify individuals about their eligibility, participation, or benefits; and provide instruction, guidance, or complaint submission processes.

SECTION 2: NEEDS ASSESSMENT

2.1 FOUR FACTOR ANALYSIS

To support IGAC in determining and prioritizing language assistance services, the LAP includes a Needs Assessment that identifies the languages spoken by individuals with languages other than English served or likely to be served by IGAC.

A four-factor analysis is used in this section as a framework to determine the areas of language services that IGAC needs to prioritize to meet the needs of individuals with LEP. Data provided in this section illustrates the number of individuals with LEP IGAC with whom GAC comes into contact, as well as the types of services IGAC provides to the general public that individuals with LEP may utilize.

2.1.1 Factor 1: Data Collection and Analysis of Population with LEP

LEP population data collection and analysis assess the number or proportion of individuals with LEP that could be served by or could encounter IGAC's services. Agencies must regularly monitor demographic population changes to ensure language services adequately reflect actual needs, particularly services frequently requested and utilized.

Current Systems and Practices

In 2025, IGAC used the following findings from a demographic analysis³ conducted by the University of Illinois Chicago in partnership with the Office of New Americans (ONA) on the State's individuals with limited English proficiency and individuals with LEP:

³ See Rob Paral, "Language Needs Assessment Report, Office of New Americans, Office of the Governor of Illinois, Great Cities Institute at the University of Illinois Chicago (2025), <https://arcg.is/1Py4n0>.

- In Illinois, 1.0 million residents speak English less than "very well," and speak a language other than English at home. Both federal and state policies recognize that these individuals have a right to equitable access to government services, which includes information and communication in a language they understand.
- Eleven languages have more than 10,000 limited-English speakers in Illinois, including:

Largest Language Groups and Largest Limited-English Language Groups in Illinois: 2018-2022			
Largest Language Groups		Largest Limited-English Language Groups	
	# of Speakers		# of Speakers
Spanish	1,638,222	Spanish	616,760
Polish	169,308	Polish	73,843
Chinese*	106,399	Chinese*	51,494
Filipino, Tagalog	86,051	Filipino, Tagalog	23,198
Arabic	67,017	Arabic	20,342
Urdu	56,122	Korean	20,165
Gujarati	50,196	Gujarati	18,762
Hindi	47,274	Russian	17,649
Russian	44,211	Vietnamese	13,966
Korean	39,624	Urdu	13,893
French	36,728	Ukrainian, Ruthenian, Little Russian	11,817

The predominant language other than English in Illinois is Spanish, which is consistent with IGAC's requests for other languages other than English. By virtue of IGAC's niche mandate to serve persons with disabilities via guardianship and legal representation, a large share of those benefiting from IGAC's services are a result of court appointments. Outside of court appointments, public access to IGAC's services occurs predominately through IGAC's call center.

In 2024, IGAC received 50,961 incoming calls. 1,835 callers (3.6% of all calls) selected to proceed in another language other than English. Of those calls, 1,211 callers (66% of all non-English calls) selected the Spanish language menu option.

January – October 2025 incoming calls to IGAC follow a similar pattern, with 40,848 total calls, and 1,519 callers (3.7%) selecting a language other than English when prompted. Of those calls, 1,010 callers (66.5% of all non-English calls) selected the Spanish language menu option.

2.1.2 Factor 2: Data Collection and Analysis of Languages Encountered

Language encounters data collection and analysis assesses the frequency with which individuals with LEP encounter IGAC's services, programs, or activities.

Current Systems and Practices

IGAC will continue to collect and track data from the call center (see Section 2.1.1) and conduct regular assessments to identify high-volume language assistance services requests to ensure meaningful access that is accurate, timely, and effective at no cost to persons with LEP.

IGAC also collects data on the number of individuals with LEP currently under guardianship within its division of Office of State Guardian during the intake process. Currently, there are 4,832 individuals under IGAC guardianship⁴. 222 individuals (4.6% of all those under care) are individuals with LEP. 128 of those individuals (57.7% of LEP individuals under guardianship) are Spanish speaking, with the next largest LEP language group being 28 Polish speakers (12.6% of LEP individuals under IGAC guardianship).

2.1.3 Factor 3: Services Provided to Prospective and Current LEP Users

Services provided to general prospective and current LEP users assess the nature and importance of the program, activities, or services provided by the agency. To ensure meaningful access to critical information and services, IGAC provides the following language assistance services. IGAC will continue to review all services and information and will provide language assistance for programs, activities, services, or information that, if not understood by individuals using languages other than English, could have immediate impact.

Current Systems and Practices

IGAC is committed to providing meaningful access to programs and services to individuals with LEP and has the current systems and practices in place:

⁴ As of December 9, 2025

- **Employing Multilingual Staff:** IGAC employs staff proficient in multiple languages, with the majority of staff speaking Spanish in line with the data collected on most requested language and potential population in need of IGAC services. Multilingual staff are available in the call center, serve as guardianship representatives, and are stationed at IGAC's offices across the state. See Section 3: Staffing and Coordination.
- **Oral Interpretation Services:** IGAC offers oral interpretation services (multilingual staff, telephone interpreter service, and teletype device (TTY)). Additionally, in the event that a member of the public does not speak English and their preferred language is not available via multilingual staff, IGAC has instructions and procedures in place for staff to utilize Propio Language Services, a telephone interpreting service.
- **Written Language Translation:** IGAC offers translation services for written materials such as posters, brochures, flyers, and other vital documents that are necessary to access programs and services. See Section 10: Appendix for a full listing of vital documents.
- **Digital Language Access:** IGAC utilizes a cloud-based translation service called Weglot on the IGAC website (<https://gac.illinois.gov/>) that can translate the contents of the website from English into Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog.

Further information about existing language assistance services and future work are detailed in Section 4: Language Assistance Services.

2.1.4 Factor 4: Budget and Available Resources

The Illinois Language Equity and Access Act requires State Agencies to review the resources available and costs associated with language access services. Based on the assessment of resources, agencies should identify efforts to support cost-savings and cost-sharing when/if needed, which may include sharing resources with other departments and agencies and/or using technology to support the delivery of language assistance services.

Current Systems and Practices

In addition to paid IGAC staff, IGAC will continue to utilize language assistance services provided by State of Illinois master procurement contracts. This includes telephone

interpreter lines (Propio Language Services), Teletype Device-TTY/Telecommunication Device for the Deaf-TDD, and Multilingual Connections for document translation.

By nature of IGAC's work with guardianship cases and legal advocacy, a large share of IGAC's services take place within the Illinois court system. In the instances where language assistance services are needed, the court provides translation services.

SECTION 3: STAFFING AND COORDINATION

The Illinois Language Equity and Access Act outlines the requirements for each State agency to designate a Language Access Coordinator who is responsible for overseeing the development and implementation of the agency's language access plan. The Language Access Coordinator will support ongoing compliance by partnering with ONA to ensure coordinated implementation and compliance with language access requirements.

Current Staffing and Coordination

IGAC's language access work directly involves, but is not limited to, the following staff.

Language access coordinator: Role currently filled by the Director of Policy and Training; oversees the development, monitoring, and ongoing work related to the LAP

Director of Human Resources: Works with the language access coordinator to update the roster of multilingual staff and assist in ongoing employee training related to language assistance services

Call Center Supervisor: Works with the language access coordinator to develop and update call center employee training and procedures for language assistance services; responsible for all new call center employee onboarding regarding language assistance processes and procedures

All IGAC staff are responsible for recognizing when an LEP individual requires language assistance and for taking the necessary steps to provide it. This includes contacting internal multilingual staff or utilizing Propio Language Services when necessary. Clear process guidelines for identifying individuals with LEP and obtaining language assistance services are provided in Section 10: Appendix.

IGAC currently employs the following staff certified in languages other than English⁵:

Position Title	Certified Language
Guardianship Representative	Spanish
Guardianship Representative	Sign Language
Private Secretary 2	Hindi
Guardianship Representative	Polish
Guardianship Representative	Spanish
Technical Advisor 2 - SPED	Spanish
Office Associate	Spanish
Disability Rights Manager - SPED	Spanish
Guardianship Representative	Spanish
Public Service Administrator - Guardianship Managing Administrator	Polish & Spanish
Technical Advisor 3	Polish
Guardianship Representative	Spanish
Disability Rights Manager	Spanish
Guardianship Representative	Spanish
Office Coordinator	Spanish
Guardianship Representative	Spanish

SECTION 4: LANGUAGE ASSISTANCE SERVICES

IGAC is committed to taking reasonable steps to ensure meaningful communication and access to information for IGAC's users with LEP. The Language Assistance Services section further outlines the types of language assistance IGAC currently provides introduced in Section 2.2.3, as well as plans to build and expand upon existing language assistance work.

⁵ As of December 2025

4.1 LANGUAGE ASSISTANCE SERVICES PLAN

Language Need Identification

- The Call Center Supervisor will continue the practice of distributing the monthly call center report to IGAC executive staff, including the language access coordinator. The monthly report includes data on language menu options selected. The data will be used to look for trends in requested language assistance services. See Section 8: Monitoring, Evaluation, and Reporting.
- The language access coordinator, in partnership with the Director of Human Resources and pertinent staff, will coordinate informal surveys among IGAC staff to assess their experiences and frequency of interactions with LEP individuals.
- The language access coordinator will participate in broader Commission discussions and division initiatives to facilitate the sharing of language access data to ensure a cohesive approach to language assistance Commission-wide.

Employing/Utilizing Bilingual or Multilingual Staff

- The Director of Human Resources will continue to maintain a roster of certified employees proficient in languages other than English. These individuals will assist with interpretation and translation when needed and available. The Director of Human Resources will work with the appropriate division staff to fill any vacant certified language staff roles.
- In the instance where an individual with LEP comes under guardianship of the Office of State Guardian (OSG), when possible, OSG will strive to assign a guardian representative who is bilingual in the individual with LEP's preferred language. If a bilingual guardian representative is unavailable, OSG will continue its practice of engaging third-party translation services when meeting with those under care.
- The language access coordinator, Director of Human Resources, Call Center Supervisor, and additional pertinent staff will review and update as necessary, the existing guidelines and procedures for identifying individuals with LEP and staff instructions for obtaining and utilizing interpreters and translation services. See Section 6: Language Access Training.

Hiring/Contracting Qualified Interpreters for Virtual Communication (Phone or Video)

- In addition to internal bilingual staff, IGAC will continue to utilize Language Access Services provided by the State of Illinois. This includes telephone interpreter lines (Propio Language Services), American Sign Language interpretation, and Teletype Device-TTY/Telecommunication Device for the Deaf-TDD.

- The language access coordinator, Director of Human Resources, Call Center Supervisor, and pertinent staff will review staff user guides to ensure all staff receive updated training and instruction to utilize translation services most effectively. See Section 6: Language Access Training.

Translation of Vital Documents and Online Content

- In FY2024, IGAC engaged in an extensive effort to translate all vital documents into 10+ languages, utilizing the State of Illinois master procurement contract with Multilingual Connections. (See Section 10: Appendix for list of translated vital documents). While many of these vital documents are shared publicly on the IGAC website on the appropriate division pages, IGAC staff will continue to ensure translated vital documents are visible and easily accessible on the IGAC website for individuals with LEP.
- IGAC will continue to utilize the Weglot translation service to translate the contents of the IGAC website into Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog. To the extent additional language needs for the website are identified, IGAC will work with DoIT to determine the viability of incorporating new languages into those available through the Weglot service or other approved language resources.

Development and Distribution of Multilingual Content in Community Outreach and Public Notice

- IGAC will continue to work collaboratively with its interagency partners, including the Department of Human Services and the Department of Aging, and external partners, including community integrated living arrangements (CILAs) and independent service coordination, to promote timely and effective language assistance services for individuals with LEP under guardianship with OSG and their families.
- By nature of its niche mandate IGAC serves a small target population, with the vast majority of its user population coming to IGAC directly via the Illinois court system. Broader community outreach for the Commission is generally limited to IGAC staff attending information fairs, conventions, conferences, etc. In December 2025, IGAC staff created IGAC outreach kits for every IGAC office location to take to such events. Kits include informational documents on IGAC's services, including the Spanish translations of vital documents (Spanish is the most requested language). The language access coordinator, in partnership with division staff, will monitor the needs and requests to include translated documents in additional languages in the outreach kits.

- If the need arises to reach out to LEP individuals, IGAC will carefully consider all reasonable options. When preparing printed documents for external meetings, IGAC must take into account the associated costs. It is important to determine in advance if any LEP individuals will be in attendance. IGAC will make every effort to provide documents, meeting notices, and agendas in an alternative language, taking into consideration the known LEP individuals who will be present.

SECTION 5: NOTIFICATION OF LANGUAGE ASSISTANCE SERVICES

The Illinois Language Equity and Access Act requires State Agencies to ensure that the general public and individuals with LEP are informed of the availability of free interpretation and translation services and how to request them.

Current Systems and Practices

Where appropriate, IGAC will update its website and vital documents to make the availability of translation and interpretation services more visible and accessible. Language Access Notices will be displayed in public areas of IGAC locations to inform everyone that Language Access Services, such as interpretation and translation, will be provided regardless of their English language proficiency.

SECTION 6: LANGUAGE ACCESS TRAINING

IGAC is committed to providing ongoing staff development and training on language access to support multilingual employees and ensure that all staff have access to ongoing professional development and training on language access policies, procedures, and responsibilities.

Training for IGAC staff is an essential component of the language access plan, ensuring that staff are aware of and comply with the legal and ethical obligations to provide language access services to limited English proficient (LEP) persons.

- The language access coordinator, in partnership with DoIT and the Director of Human Resources, will create a shared language access resource folder to make

all language access training guides and processes available to all IGAC employees. The resource folder will also include access to all translated vital documents.

- *New employees in public-facing roles likely to encounter individuals with LEP:* New employees will be given access to the language access resources folder in addition to language access training provided by their supervisor.
- *Current employees in public-facing roles likely to encounter individuals with LEP:* current employees will have access to the language access resources folder in addition to ongoing training provided, as needed, by their division and/or the language access coordinator. Trainings topics may include, but are not limited to, the following areas:
 - The requirements of Title VI of the Civil Rights Act of 1964 and the Illinois Supreme Court Language Access Policy regarding LEP persons.
 - The types and availability of language access services offered by IGAC, such as interpreters, translators, signage, and online resources, and how to access them in person, online, or by telephone.
 - The procedures for documenting and reporting language access requests and complaints, and the importance of maintaining accurate and complete records.
 - The methods for identifying and assessing the language needs of an LEP person, and the best practices for communicating effectively and respectfully with LEP persons.

SECTION 7: COMPLAINT RESOLUTION PROCESS

The Illinois Language Equity and Access Act requires State Agencies to establish and make publicly available a process for individuals with limited English proficiency (LEP) and members of the public to submit concerns and complaints related to access to language assistance services. Section 15(b)(5) of the Act requires each State agency to develop an internal complaint and review process specific to the provision of language assistance services. Complaints that are not resolved in a timely or satisfactory manner may be referred to the Governor's Office of New Americans for further review, per Section 30(c) of the Act.

Current Systems and Practices

IGAC has established a complaint submission, review, and resolution process related to access to language assistance services. Complaints may be submitted via form, email, or phone, or in person and acknowledged within 3 business days of receipt. Internal review and resolution will be addressed within 15 business days of initial complaint submission. As part of the complaint process, individuals submitting the complaint will be informed of their right to escalate their complaint to the Office of New Americans.

This process will be reviewed on annual basis, along with the number of complaints received each year to identify areas for future growth and learnings.

SECTION 8: MONITORING, EVALUATION, AND REPORTING

IGAC recognizes the importance of ensuring that members of the LEP community have access to appropriate language services when necessary. To achieve this, IGAC will continuously monitor and assess these interactions, its existing language access services, and language access plan to make necessary improvements.

Under guidance of the language access coordinator, IGAC will evaluate and update the language access plan on an annual basis to ensure accurate reporting. Evaluation criteria may include, but is not limited to, the following:

- Collaborating with the relevant divisions to ensure compliance with the language access plan.
- Tracking the number and nature of complaints submitted regarding language accessibility.
- Reporting on the number of language menu requests through the call center, as well as the population of LEP individuals under guardianship with OSG.
- Evaluate IGAC's initiatives to cater to the needs of LEP individuals, including assessing the effectiveness and adequacy of the IGAC Language Access program in meeting the existing demands during the assessment period.

The language access coordinator will work with the Office of New Americans (ONA) to ensure IGAC's language access plan is aligned with the requirements and standards set by the Illinois Language Equity and Access Act.

SECTION 9: RESOURCES

In partnership with the Office of New Americans (ONA), IGAC will update the statewide language needs data when new data becomes available and utilize the Illinois Language Needs Assessment Dashboard when appropriate.

- [UIC Language Needs Assessment Report | June 2025](#)
- [Illinois Language Needs Assessment Dashboard](#)

SECTION 10: Appendix

Appendix I: Guidelines and Procedures for Staff Interacting with Individuals with LEP

Guidelines for Identifying LEP Individuals

These guidelines are intended to assist Illinois Guardianship and Advocacy Commission (IGAC) employees in assessing and providing language assistance services to limited English proficient (LEP) individuals. Compliance with these guidelines is required to ensure equal access to services for all individuals.

Assessment:

- a) When you first interact with an individual who may have LEP, ask professional, open-ended questions to determine their ability to speak or understand English.
For example, you could say: "Thank you for contacting the Illinois Guardianship and Advocacy Commission. How can we assist you today?" or "What Illinois Guardianship and Advocacy Commission Department are you trying to contact? Do you need assistance with a legal question, guardianship question, or human rights question?"
- b) If you determine that the individual is LEP, assess the type and nature of language assistance services required, including the language or languages in which the individual is proficient, and whether the client needs translation services, interpretation services, or both.
- c) Utilize an "I speak ... [language]" identification card, document, or poster, if available, to assist with communication.

Use of Informal Interpreters:

Avoid using informal interpreters, such as family members or the internet, whenever possible. However, you may use these resources to help assess the client's LEP status.

Procedures for Obtaining Language Assistance Services

Once the staff member determines that an individual has limited English proficiency and has determined which types of translation or interpretation services are needed, the staff member shall obtain appropriate language assistance services for the individual.

Procedures for Utilizing In-House Interpreters

In cases where in-person interpretation services are necessary, our staff member will take the necessary actions to connect with an on-site colleague proficient in the identified language of the LEP licensee. Our team of in-house interpreters adheres to the following guidelines:

- a) Immediately introduce themselves to the LEP individual.
- b) Always speak in first person and be professional. Speak clearly.
- c) Ask the LEP individual, "How may I assist you today?"
- d) Make sure all questions/concerns are appropriately answered.
- e) Upon completion, the IGAC interpreter should reiterate their name and inquire if the LEP individual has any additional questions or concerns. If none, thank them for their time and inform them to have a good day.

Contacting Propio Telephone Interpreting Services

If no in-person staff members are proficient in the client's language or available to immediately provide interpretation, the staff member shall contact Propio telephone interpreting services.

- If telephonic and or video remote interpreters are needed, access to the company Propio is available to staff for such services.
- Telephonic Interpreter Services (TIS) are made available for all in-person and telephone contact with the public. If a member of the public visits or calls IGAC and does not speak English, Propio Language Services should be contacted for interpretation services by taking the following steps.

Using Telephone Interpretation Line

1. Call (conference) Propio Interpreter Service by dialing 1-866-828-3280
2. When prompted
 - a. Enter the 4-digit access code: 3889
 - b. Enter 2-digit language code for desired language. (Spanish is a 1-digit code).
3. Provide to agent:
 - a. Caller's first name, initial of last name, and work number with area code.
4. Click Conference to merge the caller, interpreter, and yourself into one line.
 - a. Your Role during these calls:
 - i. Be prepared to explain things in more detail for the interpreter. Some terminology and concepts may not have an equivalent in the target language. The interpreter may request clarification.
 - ii. When using a speakerphone, please ensure that all parties speak loudly and clearly to facilitate the interpreter's understanding. Be close to the speakerphone when talking.
 - iii. After speaking a few sentences, please pause to give the interpreter time to provide interpretations in the target language.
 - iv. Try to control the call by ensuring all parties do not talk over each other nor speak in long sentences.

Translation Services

To facilitate translation services, the staff member should follow the prescribed procedure:

- For documents consisting of one page or less, the staff member should reach out to a colleague proficient in the language identified by the Limited English Proficiency (LEP) client. They should inquire about their availability to initiate translation services within the next three business days. If the translating staff member is available, they must provide the translated document to the requesting staff member within seven business days of the initial request.
- If no staff members are proficient in the client's language, are unavailable to begin translation services within the next three business days, or if the document exceeds one page in length, the staff member should contact the

Procurement Officer. The Procurement Officer will then get in touch with the contracted translation service provider, Multilingual Connections, as per IGAC's agreement. In composing an email to the Procurement Officer, the staff member should include the name of the LEP individual, their preferred language, and specify the required translation assistance services.

APPENDIX II: VITAL DOCUMENTS AND LANGUAGES TRANSLATED