



# Language Access Plan

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ENSURING INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY ARE PROVIDED WITH LANGUAGE ASSISTANCE SERVICES.

# Learning Outcomes

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- Gain increased knowledge on the definition of Limited English Proficiency and Language Assistance Services.
- Understand IDoA's need for a Language Access Plan (LAP).
- How to effectively and respectfully communicate and interact with individuals with Limited English Proficiency (LEP).
- Procedures to request and work with an interpreter, including when to use an interpreter.
- Acquire knowledge on how monitoring feedback on your LAP will garner continuous improvement.
- Acquire knowledge on how/where to access translated documents.

# Definitions

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- **Limited English Proficient (LEP) Person**: A person who does not speak English as their primary language and/or who has a limited ability to speak, write, or understand English. LEP individuals may be competent in English for certain types of communication (e.g. speaking or understanding) but still, be LEP for other purposes (e.g. reading or writing). The term “LEP” also includes people who reported to the U.S. Census that they speak English less than well, not well, or not at all as well as deaf, hard of hearing LEP individuals, or individuals who are blind or sight-impaired and are not proficient in English.
- **Language Access Plan (LAP)**: A document that spells out how to provide services to individuals who are non-English speaking or have Limited English Proficiency.
- **Language Assistance Services (LAS)**: Oral and written language services are needed to enable LEP individuals to communicate effectively with IDoA staff and to gain access to, and on an equal opportunity to participate fully in the programs, services, and activities administered by IDoA.

# Definitions Cont.

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- **Meaningful Access**: Language assistance that results in accurate, timely, and effective communication and that is available at no cost to the LEP individual. For LEP persons, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to service, activity, or program access provided to English proficient persons.
- **Sign Language Interpreter**: This means an individual who is qualified to facilitate communication between or among IDoA staff and a deaf, hard of hearing LEP individual using sign language or other manual or oral representation of a spoken language.
- **Vital Documents**: This refers to written materials (printed or digital form) that contain programs, limited English proficient populations, or both. Examples include signs, outreach materials, and notices about the availability of interpreter services, legal documents (e.g., conflict of interest policy and forms, complaint forms), and other documents deemed critical by relevant IDoA personnel.
- **Points of Contact**: Include both in-person and via phone. Phone communication can occur when members of the public call any of IDoA's offices, noted below, or the Senior HelpLine.

# Who should have a Language Access Plan?

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- Any organization serving individuals with Limited English Proficiency should develop a Language Access Plan, more specifically:
  - Organizations that receive federal funds, such as Government Entities (State/Federal), certain hospitals, health plans, community-based organizations, and others.
  - Private and nonprofit recipients that receive federal funding, directly or indirectly, from one of the above listed agencies (i.e., sub-recipients, state grant recipients, cooperative agreement recipients, sub-awardees, subcontractors, etc.)
  - Organizations accredited by entities such as the Joint Commission or the National Committee for Quality Assurance.
- Any Entity receiving funding from the federal government is required to take reasonable action toward ensuring that any person with Limited English Proficiency has meaningful access to the programs, services, information and written materials those entities provide.

# Why does IDoA need an LAP?

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- A language access plan can help ensure that IDoA provides high quality and appropriate language services to service recipients.
- A language access plan can also help ensure that IDoA staff members are aware of what to do when an individual with Limited English Proficiency needs assistance.
- A Language Access Plan can assist in removing barriers to:
  - Accessing important benefits and services.
  - Understanding and exercising important rights to services and benefits.
  - Understanding compliance requirements as it pertains to recipients' responsibilities and or understanding of funding program requirements.

# What Activities Are Covered?

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- Any point of contact for programs and services offered by IDoA.
- Public meetings, Open Forums, Hearings ex. Illinois Senior Resident's Council Meeting.
- Helplines or Information Platforms.
- Community Outreach/Engagement Activities.
- Public Accessible IDoA Websites.
- Written Materials ex. Brochures, Program Booklets.

# IDoA Language Access Services

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- IDoA Currently offers an array of language Access Services, which includes:
  - Bilingual Staff
  - Interpretation Services
  - American Sign Language Interpretation
  - Teletype Device (TTY)/Telecommunications Device for the Deaf (TDD)
  - Telephone Interpretation
  - Written Language Translation
- **Document and Web Content Translation:** Important program information is available in multiple languages on IDoA's website as well as through the various Aging -Network providers. These documents include - flyers, applications, brochures, and other materials for public use. Some of these materials are posted on the IDoA website. In addition, there is an option on the website that will translate web content into 100 languages.
- **Human Resources:** The Office of Human Resources identifies existing staff that are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters as well as receive bilingual supplemental pay to do so.



# IDoA Language Access Services Cont....

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- **Public Information and Communications.** IDoA has a designated Communications and Public Information staff who serves as the central point of contact for managing real-time translation and interpretation of press releases, media, and other tools for use during breaking news/public health emergencies.
- **Vital Documents.** IDoA has developed a list of documents required for the public to have access to our various services. This list will be updated regularly to include as changes or additions are made to the existing list. See Appendix I for current list.

# IDoA Language Assistance Service Protocol

- IDoA Senior Helpline and SHIP staff should, at the point of first contact with an LEP individual, make reasonable efforts to conduct or arrange for an initial assessment of the need for language assistance services. Staff should also make reasonable efforts to obtain such services if they are needed to effectively communicate with the individual.
- IDoA personnel can determine whether a person needs language assistance services in several ways:
  - Self-identification by the LEP individual, or by their relative, friend, or another companion.
  - Inquiring as to the primary language of the individual if they have self-identified as needing language assistance services; and or
  - Asking a qualified interpreter to verify an individual's primary language.
- To avoid any misinterpretation, IDoA staff should never ask another IDoA employee or unqualified third parties to determine the language of an LEP person. The exception to this is when the LEP person brings someone they trust with them to act as their interpreter, such as a family member.

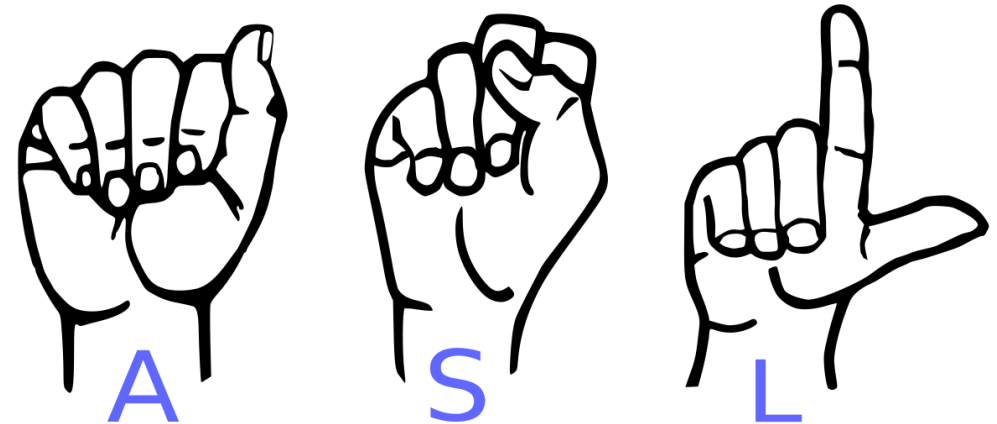
# What is Interpretation?

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- Interpretation is the rendering of one spoken or signed language into that of another language. IDoA provides the following services to support interpretation for IDoA clients and staff:
  - American Sign Language Interpretation
  - Teletype Device (TTY)/Telecommunication Device for Deaf (TDD)
  - Telephone Interpretation

# American Sign Language Interpretation

There is a state master contract for procuring interpretation and translation services for all State Agencies, including IDoA. The contract is with Multilingual Connections LLC. Per the state master contract, Multilingual Connections provides interpretation services on an “as needed” basis at public meetings/hearings, conferences, workshops, training sessions, other direct person-to-person interactions, etc. Requests for interpretation services should be made at least 4-6 weeks in advance.



# Teletype Device (Telecommunication Device for Deaf (TDD))

- A TDD is an auxiliary aid and service for individuals with hearing and speech impairments. A TTY is a predecessor to a TDD. The acronym TTY, or Teletype device, referred to the extremely large machines used to type messages back and forth over the phone lines. A TDD operates in a similar way but is a much smaller desktop machine. Since the deaf community has used the acronym "TTY" for so many years, it is still commonly used interchangeably with "TDD."
- A relay system makes it possible for deaf people who use TTYs to call other people. To access the Senior HelpLine, Monday through Friday from 8:30 am to 5:00 pm, an individual with a hearing or speech disability may dial 711 to reach Illinois Relay. The free service allows people who are deaf, hard of hearing, speech-disabled, or deaf-blind to place and receive calls to standard telephone users via a keyboard or assistive device. Illinois Relay provides a communications link between those who use TTY and those who use a standard voice telephone.

# Telephonic Interpretation

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- The goal of IDoA telephonic interpretation measures is to ensure all departmental telephonic communication with the public is accessible to all populations and to comply with federal language access regulations. Interaction with the public over the telephone must be accessible to all residents, regardless of their ability to speak English. IDoA, in adherence with state and federal language access mandates, requires that members of the general public who are LEP have communication access that is equally effective as that provided to people who are proficient in speaking English.
- If a member of the public calls IDoA and speaks a language other than English or Spanish, Telephonic Interpreter Services (TIS) are made available for all in-person telephone contact with the public. These services are readily available for calls received by IDoA. The Senior HelpLine uses TIS provided by Propio Language Services through a master contract with the State of Illinois. Propio provides TIS in more than 350 languages. The Senior HelpLine staff are trained on the procedure to contact Propio when TIS is needed to assist a caller with Limited English Proficiently (LEP), The specific procedure includes the steps in following slide.

# Telephonic Interpretation Cont.

- If telephonic and or video remote interpreters are needed, access to the company Propio is available to staff for such services. The following procedures are to be followed to contact Propio. 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 GAC and does not speak English, Propio Language Services should be contacted for interpretation services by taking the following steps:

## Using Telephone Interpretation Line

Consult the call with Propio Interpreter Service by dialing 1-866-828-3280

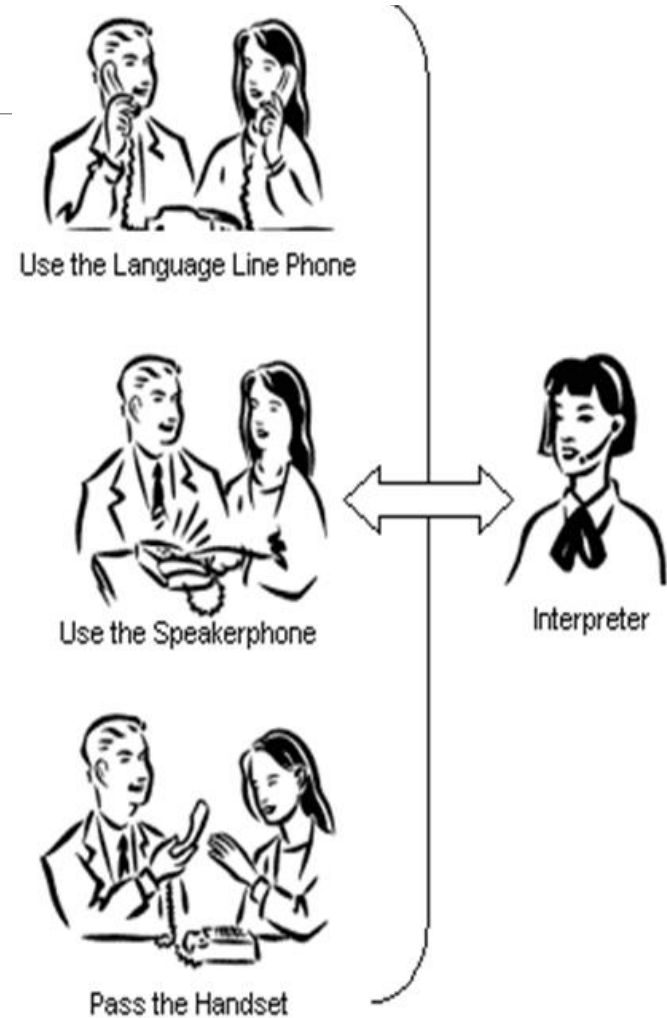
When prompted

Enter the 4-digit access code: 3889

Enter 2-digit language code for desired language.

Provide to agent:

Caller's first name, initial of last name, and work number with area code.



# Translation

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- Translation is the written or text-based rendering of one language into that of a secondary language. Translation services serve to meet the IDoA mission of serving all the people in the State of Illinois and to promote healthy people, families, communities and environments through education and prevention.
- IDoA's primary goal through translation is to ensure written materials are accessible to the target audience, including residents who are LEP.
- To request a document be translated, an IDoA staff member may send a request, via email, to the Office of Print and Publications. The request should specify the language (or languages) required for translation and may include details such as the purpose of the material and key messages. The Print and Publications team will forward the document to the Procurement Office with appropriation information, word count, and images, if needed. The Procurement Office will submit a request for the translation service to Multilingual Connections, LLC. The turnaround time for translation is based upon the specific languages and the number of documents requested.
- The Department also provides funding to Aging Network organizations to support the translation of documents. The Department works with many ethnic service providers for service delivery and some funding may be allowed to support translations to better serve LEP older adults.



# If Translation Services Are Needed...

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If translation services are needed, the staff shall take the following steps:

1. Contact a staff member that is proficient in the LEP client's identified language and request that they translate the document into the identified language. Unless the document to be translated is more than 10 pages in length, the translating staff member shall provide a translated version of the document to the requesting staff member within seven (7) days of the request.
2. If no staff members are proficient in the client's language, are available in the next three (3) business days to initiate translation services, or the document is more than 10 pages in length, the staff member shall contact the translation service provider with whom IDoA has contracted for this purpose.
3. In the event of an emergency, the staff member may utilize a client's family member or unauthorized internet translation software to provide temporary translation services. The staff member should only utilize the family member or unauthorized internet translation software until the emergency has been addressed.
4. The staff member or supervisor should direct any questions in utilizing these steps to IDoA's language access coordinator.



## Where can I find translated documents?

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Access to translated documents can be found by accessing the Illinois Department on Aging's website at <https://ilaging.illinois.gov/>.

Upon accessing the site in the upper right-hand corner above the Language search bar is a Select Language dropdown box which will allow the user to select their language of choice.

Upon the user selecting their language of choice the entire website will convert the website and all vital documents under programs into the language of choice.

# Next Steps....

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- IDoA intends to further support, increase or refine our Language Access Plan as indicated through strategic implementation, monitoring and evaluation of each element or component. IDoA intends to have the following components functional within the next two to five years, unless otherwise indicated.
- **Translation:** This process is functional but will undergo biannual reviews for effectiveness and compliance.
- **Human Resources:** IDoA will continue to evaluate hiring opportunities to identify and redefine positions where Bilingual Options should be utilized.
- **Interpretation:** This process is functional and will undergo biannual review.

# Next Steps... Cont.

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- **Staff Training:** Training will be administered to IDoA staff and Aging Network providers to ensure comprehension of the need to ensure that the needs of LEP individuals are met. And to increase workforce familiarity with available translation and interpretation resources. Aging's first Language Access Training commenced July 1, 2023.
- **Outreach:** Increase targeted outreach and educational efforts for the LEP population.
- **Stakeholder Engagement:** Periodic reviews of LAP or as needed.
- **Agency Monitoring:** Biannual monitoring of Network providers and Vendors to ensure compliance with Federal and State Language Access Laws.

# IDoA Designated Language Access Coordinator



- **Glenda M. Corbett, Special Assistant to the Director on Community Engagement and Equity** is IDoA's designated Language Access Coordinator, she will lead the agency's language assistance efforts. As Coordinator she will respond to questions about the plans content, help ensure that it is implemented, and monitor its performance.
- Violation complaints of the LAP may be filed with **Robin A. Tucker**, Human Resources Director is IDoA's designated Equal Employment Officer. A written complaint must be filed within 6 months of the alleged denial and sent to the following:
  - Illinois Department on Aging
  - EEO/AA Officer & ADA Coordinator
  - Office of the Director
  - One Natural Resources Way, #100
  - Springfield, IL 62702-1271
  - Email address: [Robin.A.Tucker@illinois.gov](mailto:Robin.A.Tucker@illinois.gov)
- Appeals may be filed with The Secretary of the U.S. Dept. of Health and Humans Services (See pg. 11 of LAP for Instructions).

# Questions?

