



State of Illinois  
Illinois Department on Aging



# Illinois Department on Aging Language Access Plan 2025

**Illinois Department on Aging  
Language Access Plan  
2025**

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# **Illinois Department on Aging Language Access Plan 2025**

## **I. Introduction**

In the Aging Community we have discovered that language barriers can have a marked effect in intercultural service encounters for ESL (English as a Second Language) Aging Customers. ESL aging customers may struggle to communicate what they want or even receive necessary information regarding products or services. Even more important is the effect language barriers can have on an individual's health, such as impacting the ability to enroll in health coverage, follow public health recommendations, communicate with health care providers, and understand treatment plans and services. A key component of health equity is the provision of accessible and meaningful language services to individuals with language barriers. The Illinois Department on Aging (IDoA) defines a Limited English Proficient (LEP) person using the U.S. Department of Health and Human Services definition:

**A person whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English**

Illinois Department on Aging's (IDoA) has developed this Language Access Plan (LAP) for the purposes of defining the protocols and procedures to be utilized by IDoA to ensure meaningful and universal access to IDoA sponsored services, programs, and activities on the part of persons who self-identify as having limited English proficiency or preference for materials and services in a preferred language.

In addition to this LAP, IDoA's State Plan on Aging supports the implementation of this LAP. The State Plan commits IDoA to providing culturally appropriate information aligned with national Culturally and Linguistically Appropriate Standards (CLAS) in a variety of formats to Aging adults, their families, and caregivers, considering linguistic and cultural differences.

IDoA is focused on ensuring Illinois' Aging communities and residents have access to services, programs and activities that will enable them to achieve and maintain optimal health and safety. Therefore, the purpose of this document is to outline the protocols and procedures required to support language access services. This plan serves to inform IDoA staff, vendors, community partners and clients about available language access services and supports, designates key personnel tasked with supporting language access services for the benefit of IDoA consumers, and offers opportunities to further the reach of IDoA language access provisions.

## **II. Agency Description**

The Illinois Department on Aging (IDoA) serves and advocates for over 2.7 million older Illinoisans and their caregivers by administering programs and promoting partnerships that encourage independence, dignity, and quality of life. IDoA strives for efficient and effective access to services that prevents or delays nursing facility placement and maximizes an individual's ability to remain as independent as possible within their community. IDoA promotes its principles of respect for yesterday, support for today, and planning for tomorrow.

Created in 1973 by Public Act 78-242 (20 ILCS 105/), the Department administers a comprehensive service delivery system to serve the State's growing population of older adults and their caregivers. Services are provided in coordination with 13 Area Agencies on Aging and their sub-contractors, and

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various direct IDoA contractors that include dozens of Care Coordination Units and hundreds of service providers across all 102 Illinois counties.

The Department serves as the single state agency to receive funds under the federal Older Americans Act for community supportive services and currently has an annual budget of over \$2 billion in state and federal funds.

The Department's major programs and services include the following:

- Community Care Program (CCP)
- Adult Protective Services (APS)
- Long Term Care Ombudsman Program (LTCOP)
- Senior Health Insurance Program (SHIP), and
- Older American Act - Includes programs that improve the health and welfare for older adults (nutritional programs, transportation, senior employment, & caregiver support)

The Department monitors community-based providers that form the Aging Network. The Aging Network encompasses the different organizations that provide various services and resources aimed to support the well being of the aging population and their caregivers. IDoA itself is a small agency that houses approximately 180 staff members. The Division of Community Relations and Outreach houses the Senior HelpLine and Senior Health Insurance Program (SHIP). Close to 15 staff members are part of the Senior HelpLine and they are the ones that interact with seniors and caregivers on a daily basis via IDoA's call center. Additionally, 3 staff members out of 10 that work as part of SHIP are Spanish-speaking. However, there are close to 1100 trained SHIP counselors at 320 different sites across the state who speak approximately 18 different languages and serve older adults, and their caregivers based on their languages needs.

The current Language Access Plan (LAP) does not reflect the number of persons with Limited English Proficiency (LEP) who are encounter and receive services from the Aging Network. The numbers reflected on this LAP are limited to the clients served by the Senior HelpLine but does not extend to the resources and services in other languages delivered by community-based organizations monitored by IDoA.

### **III. Federal, State and Local Laws regarding Language Access**

IDoA works to provide language assistance services to Aging Illinoisans' and their families consistent with various federal mandates and statewide Acts. These include the following:

- [Title VI of the 1964 Civil Rights Act](#) stipulates that no person in the United States shall on the ground of race, color, or national origin be excluded from participation in, denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

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- Revised regulations under Titles II and III of the [Americans with Disabilities Act](#) affect how public entities (state and local governments) and private businesses must provide effective communication with individuals with disabilities. These regulations require public and private entities to provide appropriate auxiliary aids and services where necessary to make sure that individuals with speech, hearing and vision disabilities understand what is said or written and can communicate effectively. Auxiliary aids and services must be provided in accessible formats, in a timely manner, and in a way that protects the privacy and independence of the individual with a disability. A public entity or private business cannot impose a surcharge on an individual with a disability to cover the costs of the auxiliary aid or service provided.
- Consistent with longstanding principles under civil rights laws, as well as the final rule in Section 1557 of the Affordable Care Act of 2010 (ACA), discrimination on the grounds of race, color, national origin, sex, age, or disability in certain health programs and activities is prohibited. [Section 1557, the civil rights provision of the ACA](#), final rule applies to any health program or activity, any part of which receives funding from the Department of Health and Human Services (HHS), such as hospitals that accept Medicare or doctors who receive Medicaid payments; the Health Insurance

Marketplaces and issuers that participate in those Marketplaces; and any health program that HHS itself administers. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. All programs and operations of entities that receive assistance from the federal government must comply, including:

- o State agencies
  - o Local agencies
  - o Private and nonprofit entities
  - o Sub-recipients (entities that receive federal funding from one of the recipients listed above)
- [Culturally and Linguistically Appropriate Services Initiative](#), which supports language provisions via the federal Culturally and Linguistically Appropriate Services (CLAS) Standards, created in 2001 by the federal Office of Minority Health.
  - IDoA Equal Employment Opportunity/Affirmative Action Policy Statement ensures equal opportunities in employment and equal services to the citizens of Illinois.

#### IV. IDoA Language Access Services

IDoA currently offers an array of language access services, including:

- **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.

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- **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. To better serve LEP individuals accessing public health services throughout Illinois, IDoA continuously evaluates hiring opportunities to identify and redefine positions where the Bilingual Option should be utilized. Recruitment efforts to seek qualified candidates with bilingual skills have increased in recent years. IDoA has identified additional resources from which to select candidates and has increased visibility at job/health fairs and through the advertisement of openings in targeted newspapers and websites. In addition, IDoA has bilingual Spanish-speaking CMS certified interviewers to assist in identifying qualified bilingual candidates and support established recruitment efforts.
- **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.

**V. Points of Contact**

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. The Department's statewide toll-free Senior HelpLine provides information and links older adults and their caregivers to services. In addition, the Senior HelpLine staff answers the dedicated Adult Protective Services (APS) Hotline during business hours.

**Agency Language Access Coordinator:**

Desiré Bernard, Executive Office, Special Assistant for Community Engagement and Equity  
555 W. Monroe Street, Suite 1500-S  
Chicago, IL. 60661  
O: 312.793.8631 C: 773.771.2114  
[Desire.Bernard@illinois.gov](mailto:Desire.Bernard@illinois.gov)

**Language Access Coordinator Role and Responsibilities:**

The Special Assistant to the Director for Community Engagement and Equity has been selected to serve as the Language Access Coordinator (LAC). The LAC works with the Division Manager for Community Relations and Outreach to update and monitor language access services at IDoA. The LAC is responsible for the following:

- Monitoring IDoA's approach to provide adequate services to LEP individuals;

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- Monitoring the performance of the LAP;
- Overseeing process of reviewing and modifying the current language access plans, policies and procedures; and
- Updating plan data and content every fiscal year.

When a vacancy occurs in the position of Language Access Coordinator, the Division Manager for Community Relations and Outreach shall serve as the temporary LAC until the replacement coordinator is selected. IDoA will provide updated contact information for the temporary or replacement coordinator to the Governor’s Office.

**VI. Language Access Assessment**

IDoA reviewed the [Language Needs Assessment Report](#) prepared by Rob Paral, Senior Research Specialist at the Great Cities Institute (GSI) housed at the University of Illinois Chicago (UIC), commissioned by The Illinois Governor’s Office of New Americans. According to the report, Limited English Persons are likely to be part of older generations. The report shows that the median age of limited English speakers is 49, in comparison to those who speak English well where the median age is 44.

The following numbers have been provided in the Language Needs Assessment Report as the median age for the top languages spoken in the state:

| <b>Language</b>   | <b>Median Age</b> |
|-------------------|-------------------|
| <b>Spanish</b>    | 47                |
| <b>Polish</b>     | 58                |
| <b>Chinese</b>    | 50                |
| <b>Tagalog</b>    | 57                |
| <b>Arabic</b>     | 44                |
| <b>Urdu</b>       | 53                |
| <b>Gujarati</b>   | 59                |
| <b>Russian</b>    | 61                |
| <b>Hindi</b>      | 51                |
| <b>Vietnamese</b> | 50                |
| <b>Korean</b>     | 50                |

IDoA offers a variety of different program brochures that cover most of the top languages spoken on the state. The brochures are always available in these languages and can be found on IDoA’s website as well. The languages in which brochures are readily available are the following:

1. Spanish
2. Chinese
3. French
4. Hindi
5. Polish
6. Russian
7. Urdu
8. German

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9. Korean
10. Mandarin
11. Traditional Chinese

Upon request the Department is committed to translate documents into languages that are not included in the top languages spoken and/or are not currently available.

**VII. Language Assistance Service Protocols**

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.

Language assistance services include:

- Bilingual Staff
- Interpretation Services
- American Sign Language Interpretation
- Teletype Device (TTY)/Telecommunications Device for the Deaf (TDD)
- Telephone Interpretation
- Written Language Translation

**Bilingual Staff**

IDoA has staff that are linguistically and culturally competent who can effectively provide direct service to diverse populations. For example, nearly a quarter of the staff within the Division of Community Relations and Outreach (DCRO) are bilingual. This includes the staff of the Senior HelpLine, as well as the staff of the Senior Health Insurance Program (SHIP) which provides outreach and counseling to Illinois Medicare beneficiaries. Specifically, there are nine staff members within DCRO who are fluent in Spanish and receive supplemental bilingual pay who can communicate directly with the Spanish speaking public.

**Certification and Compensation of Bilingual Staff**

IDoA will utilize Central Management Services' (CMS) newly developed standardized assessment process in place for all bilingual option titles. The goal of this assessment is to ensure that new hire candidates

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meet the language proficiency and linguistic ability to effectively serve Limited English Proficiency (LEP) individuals seeking services. The components and criteria of this assessment align with national language proficiency frameworks such as the ACTFL Proficiency Guidelines and the Language Roundtable (ILR) Skill Level Descriptions.

The compensation of bilingual staff at IDoA aligns with other state agencies. In selected bilingual positions, the bilingual pay received by staff members consists of \$100 per month or 5% of the base salary, whichever is higher.

### **Interpretation Services Process**

If interpretation services are determined to be needed, the first contact staff member shall take the following steps:

Contact a staff member that is proficient in the LEP client's identified language and schedule a time where all parties would be available to discuss matters related to the service or prospective service to be provided by IDoA.

If no staff members are proficient in the client's language or available in the next three (3) business days to provide interpretation, the staff member shall contact the telephonic or internet language interpretation service provider with whom IDoA has contracted for this purpose.

### 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. Click Conference to merger caller, interpreter, and yourself into one line.

### **Interpretation**

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.

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

A TDD is an auxiliary aid and service for individuals with hearing and speech impairments.<sup>1</sup> 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**

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 Proficiency (LEP). The specific procedure includes the following steps:

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.

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<sup>1</sup> Flyers and other print and digital announcements should be provided in alternative formats such as braille when people who are blind request them. One way to build your capacity to produce documents in formats such as Braille is to develop relationships with community groups that can assist. People with other visual and sensory disabilities may also require alternative formats such as audio, digital, and large print, which can be produced in-house relatively easily and inexpensively when they are needed.

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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.

Click Conference to merger caller, interpreter, and yourself into one line.

**Telephonic Interpretation Feedback Mechanism**

Questions, concerns, or feedback with regard to the telephonic interpreter session, including the quality of the telephonic interpretation should be made directly to IDoA Office of Finance and Administration Division of Accounting Services.

**Translation**

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, the 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, 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

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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. The protocol to allow a family member/friend or unauthorized internet translator is the same. The agent should request the consent of the client to have the family member present during the conversation and discuss their information with the family member in the call.
4. The staff member or supervisor should direct any questions in utilizing these steps to IDoA's language access coordinator.

**VIII. Notice to Public**

The approved LAP is available on the public facing [IDoA website under DEI Initiatives](#).

IDoA has several brochures and information available in different languages in PDF format on the public facing website: [Illinois Department on Aging](#). The following links will directly guide into the pages where PDF versions of the brochures in a variety of languages are available depending the program.

1. [Adult Day Service](#)
2. [Adult Protective Services \(APS\)](#)
3. [Benefit Access](#)
4. [Community Care Program](#)

IDoA will work on developing a statement sheet on different languages with indications on how seniors and caregivers can access brochures in different languages. Along with this statement, IDoA will create a one-pager explaining the language assistance services available free of charge and how the public can access these services.

**IX. Fiscal Year 2024**

During Fiscal Year 2024, IDoA's Senior HelpLine answered 154,003 calls. Of the calls answered 4409 were in Spanish. The number of calls in Spanish represent approximately 2.86% of the total calls the agency receives annually.

IDoA is not a direct service agency, and the number of direct calls do not reflect the number of calls received and services provided by Area Agencies on Aging (AAAs) and Aging Network organizations. The AAAs also provide language access services in their respective regions that cater to the specific needs of seniors and caregivers on that region.

During Fiscal Year 2024, IDoA did not received any complaints in regard to language access services.

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**X. Next Steps**

IDoA intends to further support, increase or refine the 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:

1. Translation: This process is functional and will undergo a biannual review. The LAP Committee will identify documents that are not translated into other languages that would be useful for the LEP community and make them available on the IDoA public-facing website. IDoA will communicate with CMS to investigate adjusting the scope of services of all contracts with translation and interpretation services, to include a provision of surge capacity for linguistic services as requested by IDoA.
2. Human Resources: IDoA will continue to evaluate hiring opportunities to identify and redefine positions where the Bilingual Option should be utilized. Recruitment efforts to seek qualified candidates with bilingual skills will continue and be enhanced. IDoA plans to increase the number of bilingual CMS Certified Interviewers to augment efforts in identifying and recruiting qualified bilingual candidates.
3. Interpretation: This process is functional and will undergo a biannual review. IDoA will communicate with CMS to investigate adjusting the scope of services of all contracts with translation and interpretation services, to include a provision of surge capacity for linguistic services as requested by IDoA.
4. Staff Training: Training is a critical operational piece to ensuring language access services are supported. Language access services offered at IDoA will be shared with new staff members during onboarding as well as be referenced on IDoA's employee handbook. Training will be administered to staff and Aging Network providers annually to ensure an understanding of addressing the needs of LEP individuals and to increase workforce familiarity with available translation and interpretation resources. The training provided will focus on the following topics:
  - Gaining increased knowledge on the definition of Limited English Proficiency and Language Assistance Services.
  - Understanding IDoA's need for a Language Access Plan (LAP).
  - Learning how to effectively and respectfully communicate and interact with individuals with Limited English Proficiency (LEP).
  - Learning the procedures to request and work with an interpreter, including when to use an interpreter.
  - Gaining knowledge on how monitoring feedback on your LAP will garner continuous improvement.
  - Gaining knowledge on how/where to access translated documents.

New Staff Training: Language access services offered at IDoA will be shared with new staff members during onboarding. The training will be administered by the LAC during onboarding day, if time permits. If the training cannot be administered during onboarding, LAC will coordinate a meeting time for new staff members to receive training on language access services

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on the following days. A presentation will be conducted during training detailing the services IDoA offers and how these can be accessed. The importance of serving the aging population and caregivers in their preferred languages will be highlighted during training.

5. Outreach: Increasing outreach and educational efforts aimed at educating LEP population about IDoA Programs and Services.
  - A. IDoA will share our News Bulletins, Language Access Plan and PowerPoint Training Tool with our Community Providers and Stakeholders.
  - B. IDoA will promote the availability of LEP services on our public facing website and at outreach events.
  - C. IDoA will utilize social media to share LEP services including but not limited to Facebook, Twitter, Linked-In, and Instagram to share how to access our services in multiple languages.
  - D. IDoA will create marketing tools translated into various languages and disseminate them to targeted communities.
  
6. Agency Monitoring: One of the primary elements of an effective and appropriate language access plan is monitoring of the plan. Monitoring to ensure compliance with Federal and State Language Access Laws will occur biannually. In addition, IDoA will:
  - A. Assess the LEP demographics of the relevant service areas serviced by the 13 Area
  - B. Agencies on Aging;
  - C. Review the language needs of consumers and others who access language access services;
  - D. Assess staff knowledge and implementation capacity with regard to language access policies and procedures; and
  - E. Assess continued viability of language access provisions currently in place.
  
7. Engagement of Stakeholders: to be continually engaged and participate in regular, periodic, or episodic review of the LAP as needed.
  
8. Review and Revision of Plan for Appropriateness and Applicability: To occur biannually.
  
9. Vendors: As a mechanism for ensuring the provision of accessible and meaningful language services, IDoA grantees must ensure services they are contracted by IDoA to provide are both culturally and linguistically appropriate. Grantees shall also ensure that any services provided by sub-grantees are similarly culturally and linguistically appropriate.

This LAP represents the IDoA administrative blueprint to provide meaningful access to Agency services, programs and activities by LEP individuals.

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**XI. IDoA Language Access Complaint Procedure**

If an individual believes he/she has been denied the benefits of this Language Access Plan a complaint may be filed with the IDoA 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)

The Equal Employment Officer will follow up with the client in regard to next steps within two weeks of the submission of the complaint. A resolution plan and timeline should be included in the follow up. The resolution of a complaint should not take longer than three months.

If the complainant is not satisfied with the findings or corrective action taken, an appeal may be filed with:

Governor's Office of New Americans  
[GOV.NewAmericans@illinois.gov](mailto:GOV.NewAmericans@illinois.gov)

Secretary, U.S. Department of Health and  
Human Services  
Office for Civil Rights  
200 Independence Ave., SW  
Hubert H. Humphrey Building  
Washington, DC 20201

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Mary Killough  
Acting Director  
Illinois Department on Aging

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Date

**XII. Appendices**

**Appendix I: Vital Documents**

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**Division of Community Relations & Outreach:**

- SHIP (Senior Health Insurance Program)
- Senior HelpLine
- Marketing
- Benefits Access Program

**Division of Home and Community Services:**

- Bureau of Community Operations
- Choices in Care in Illinois
- Community Care Program
- Family Caregiver Support Flyer- Spanish
- IL Relatives Raising Grandchildren – Spanish
- Senior Flyer – Chinese
- Senior Flyer – French
- Senior Flyer – Hindi
- Senior Flyer – Polish
- Senior Flyer – Russian
- Senior Flyer - Urdu

**Division of Planning, Research, & Development:**

- Office of Training and Development
- Applying for Services
- Your Responsibilities
- Your Right to Appeal
- Notice of Privacy Practices
- Your Need to Know about Adult Protective Services
- Home Care Participant and Bill of Rights **Division of**

**Advocacy and Preventive Services:**

- Program Verification Determination
- Office of Adult Protective Services

**Office of State Long Term Care Ombudsman:**

- Long-Term Care Ombudsman Program
- You Have Rights – English
- You Have Rights – German
- You Have Rights – Hindi
- You Have Rights – Korean
- You Have Rights – Mandarin
- You Have Rights – Polish
- You Have Rights – Russian
- You Have Rights – Spanish
- You Have Rights – Traditional Chinese
- Residential Rights Long Term Care
- Residential Rights – English
- Residential Rights – German
- Residential Rights – Hindi

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Residential Rights – Korean  
Residential Rights – Mandarin  
Residential Rights – Polish  
Residential Rights – Russian  
Residential Rights – Spanish  
Residential Rights – Traditional Chinese  
**Home Care Ombudsman Program**  
Translation Services

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 711 (TRS).