



NGIL-ZAX

11 March 2026

FOR: All Department Directors, Executives, and Employees

SUBJECT: Department of Military Affairs Language Access Plan

GENERAL POLICY STATEMENT. It is the policy of this agency to provide timely and meaningful access for Limited English Proficient (LEP) persons to all agency programs and activities, to include website translation. The Department shall provide free language assistance services to LEP individuals whom they encounter or whenever a LEP person requests language assistance services. Department personnel will inform members of the public that language assistance services are available free of charge to LEP persons requiring such services, and that the Department will provide these services to them free of charge.

PURPOSE AND AUTHORITY. The purpose of this plan is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964, the Illinois Civil Rights Act of 2003, the Language Equity and Access Act, and the Illinois Human Rights Act, for agency personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission to support the Illinois National Guard (ILNG) Service Members and Families.

The Department of Military Affairs (DMA) is using the following findings from a demographic analysis conducted as of 2025 by the University of Illinois Chicago in partnership with the Office of New Americans on the State's individuals with limited English proficiency and individuals with LEP:

- 1) 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.
- 2) Eleven languages have more than 10,000 limited-English speakers in Illinois, including: Spanish, Polish, Chinese, Filipino (Tagalog), Arabic, Urdu, Gujarati, Hindi, Russian, Korean, and French.

Language Assistance Measures. Department of Military Affairs has minimal interaction with the Illinois public and most business is with other state agencies or other state approved vendors and contractors, apart from the State Military Museum. Due to the nature of the partnership of the DMA with the ILNG, the Department acts as an intermediary and will utilize the same resources that are available to the ILNG through the Equal Employment Office (EEO) to the State Equal Employment Manager (SEEM). The ILNG SEEM will coordinate the accommodation needed for the necessary LEP services. The Department and the ILNG SEEM shall provide free language assistance services to LEP

individuals whom they encounter or whenever an LEP person requests language assistance services. The documents in the Appendix of this plan will be provided in Spanish, Polish, Chinese, Filipino (Tagalog), Arabic, Urdu, Gujarati, Hindi, Russian, Korean, and French.

If services are required by the Illinois State Military Museum, the museum staff will arrange services through the already established methods of the Springfield Tourism Bureau. These services will be provided free of charge to the individual needing services, with cost covered through the museum budget.

Due to near obsolete or small number of requests received by DMA, the Language Access Coordinator will compile the service requests as they are received by DMA employees and track requests by language requested via a Microsoft excel spreadsheet. Yearly, the LAC will also contact the Springfield Tourism Bureau to collect the requests for services provided to the Illinois State Military Museum and include with the DMA services tracked.

Processes and Procedures. Should a DMA employee have initial contact with a possible LEP individual, they shall take all reasonable steps to assess whether the individual needs language assistance services. These steps include the following:

- 1) The staff member shall ask professional, open-ended questions of the LEP-possible individual to determine the individual's ability to speak or understand English. Open-ended questions are those that require a complex, non-static response; these are typically of the "who," "what", "when," "where," and "why" variety. Examples of open-ended questions include: "what kind of services are required".
- 2) The staff member may use the "I Speak" poster or hand out to identify the language required for services or ask, "What assistance do you need from DMA or the ILNG?", "Why do you need this assistance?", and "What is your understanding of this program?".
- 3) If the staff member determines that the LEP-possible individual is proficient in understanding and speaking English, he or she shall ask the LEP-possible individual whether he or she needs assistance in reading or writing English.
- 4) If the LEP-possible individual makes an oral or written request for translation or interpretation services in a specific language, the individual should be considered as LEP. Use of the DMA "Request for LEP Services Form" (see Appendix A) is highly encouraged when the individual is making a written request. DMA employees should use the "Request for LEP Services Form" when gathering oral requests to document services needed.
- 5) Once the individual is determined to be LEP, the staff member shall assess the type and nature of language assistance services required through the above steps. This includes a determination of the language or languages in which the individual is proficient, and whether the individual needs translation services, interpretation services, or both. The staff member should utilize an "I speak ... [language]" identification card (see Appendix B), document, or poster, if available. The staff member may also find the identification card in the attached appendices of this plan; or a sample "I speak..." poster can be found at <https://gov.illinois.gov/about/ona/language-access/download-your-own-i-speak-card.html>

- 6) Although use of informal interpreters – such as family members or the internet – should be avoided, staff members may utilize such for purposes of assessing an individual’s LEP status to establish and request needed services.
- 7) The staff member should document if language assistance services are needed. To note the type and nature of services needed, the staff member shall complete the “Request for LEP Services Form”; include the form in an e-mail notification to the language access coordinator if it was determined that language assistance services were needed. The notification shall include the LEP individual’s name, LEP individual’s phone number and email address, the individual’s language of choice, and the specific language assistance services needed/utilized.

The language assistance services outlined include oral interpretation services, virtual interpretation services, in-language assistance with multilingual staff, print and online translation services, and the development of other multilingual media content.

CONCERN RESOLUTION PROCESS

The Concern Resolution Process Section of the Language Access Plan highlights the need for allowing public feedback on the quality, accessibility and effectiveness of language assistance services to address any concerns that arise. This section outlines how DMA will develop and make publicly available a multilingual concern resolution form, collect and log complaints submitted by individuals with LEP and others and promptly investigate and address each concern in a timely manner. Additionally, this section describes how the Department of Military Affairs will track the resolution status of complaints to ensure transparency and accountability and coordinate with the ONA when appropriate to support compliance and continuous improvement.

Overview of Standards

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 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.

DMA will collect information on concerns or complaints on the Department’s Language Access Complaint Form (Appendix B) included in this plan. The form may be requested from the Language Access Coordinator or found on the agency website. Any concerns or complaints will also be documented on the agency’s LAP Service Spreadsheet. This will assist the agency in determining plan changes needed or additional services required for future updates.

Language Access Coordinator Responsibilities. The Language Access Coordinator is Amanda Hollinshead, reachable at phone number 217-761-3452 or Amanda.k.hollinshead.nfg@army.mil. The Language Access Coordinator continuously evaluates the services provided to LEP individuals through tracking on the LAP Service Spreadsheet and provides oversight on the progression and/or need to modify the department’s language access plan, policies, and procedures annually at the end of the fiscal

year. The LAC will update trackers as requests are received or through annual data collection from outside assistance agencies as in the case of the State Military Museum.

Once the LAC has received a request, they will submit the completed DMA “Request for LEP Services Form” (Appendix A) to the ILNG SEEM for coordination of services and to make initial contact with the LEP client. This form is available in person or on the agency website (<https://militaryaffairs.illinois.gov/>). The Language Access Coordinator will continue to follow up with the ILNG SEEM until services are rendered. At that time, the Language Access Coordinator will update trackers to capture annual numbers for completed services provided, as well as collect any complaints (see Appendix C or the agency website, <https://militaryaffairs.illinois.gov/>).

For the State Military Museum, the LAC will contact the tourism bureau, on an annual basis to collect service information and add to the LAP tracker. The Language Access Coordinator will provide the State Military Museum with signage to be displayed for LEP individuals to request access to services.

Staff Compliance. New and existing department personnel who encounter a person requiring LEP services will inform LEP persons that language assistance services are available free of charge by the Department and will then contact the Department of Military Affairs Language Access Coordinator as directed in the Processes and Procedures section above. The forms necessary for requesting language access services or filing a complaint will be available on the agency’s website at <https://militaryaffairs.illinois.gov/>.

Definitions.

- a. Accommodations: services including translation, sign language, and disability accesses
- b. ILNG: Illinois National Guard
- c. EEO: Equal Employment Office
- d. SEEM: State Equal Employment Manager
- e. Department: Department of Military Affairs directors, executives, and its employees
- f. DMA-SPO: Department of Military Affairs State Personnel Office
- g. Vital Documents: listed appendix items A, B, and C

Additional Language Access Plan Directives. Department personnel encountering a person requiring LEP services will collect information regarding the language and type of services needed on the “Request for LEP Services Form”. Department personnel will contact the DMA Language Access Coordinator with the “Request for LEP Services” form. The language access coordinator will collect information on the type of services needed for audit purposes and will contact the ILNG SEEM to request coordination of accommodations provided free of charge to LEP individuals.

Staff Training. DMA will create employee training within 2 years of implementation of this plan, regarding encountering LEP individuals who request services and how to obtain services. New and existing department personnel will be provided with training annually on requirements and provide new updates on the Language Access Plan. Training may include, but is not limited to:

- 1) Timeline, frequency, and content of training;
- 2) Identifying the language needs of an LEP individual;
- 3) Accessing and providing language assistance services through the ILNG SEEM;

- 4) Duties of professional responsibility with respect to LEP individuals;
- 5) Tracking the use of language assistance services; and
- 6) Tips on providing effective assistance to LEP individuals.

Training may consist of informal reiteration of the “Processes and Procedures” section of this plan by having employees review and confirm review. It may also involve more formal training regarding the state and federal requirements for the language access plan, or step-by-step instruction on how the request is received through to completion of the request. More formal training will require coordinated and planned attendance by employees at designated locations.

Bilingual Staff. Bilingual staff will be identified upon hiring to the Department. The DMA-SPO will collect contact information and languages of the bilingual employee and provide the information to the Department Language Access Coordinator. Policies for the hiring process of bilingual staff, the mechanism for designating jobs as bilingual, when and how to test the competency of prospective or current bilingual staff, definition of which staff are “bilingual,” and/or additional remuneration for bilingual employees can be received by contacting the DMA-SPO. This will include the needs for testing, certifications, and any compensation as statutorily permitted.

Performance Measurement. In addition to tracking the individual requests as they are received, the Department will conduct an audit of language assistance services on an annual basis. This will include reviewing completed requests made directly to DMA on an annual basis; and collecting, reviewing, and compiling information to the agency’s tracking spreadsheet gathered for support of language services to the State Military Museum.

Point of Contact. The contact for the Department’s Language Access Plan is Ms. Amanda Hollinshead, Language Access Coordinator, at 217-761-3452; amanda.hollinshead@illinois.gov.


ELIZABETH A. ROXWORTHY
Chief of Staff
Department of Military Affairs

NGIL-ZAX

SUBJECT: Department of Military Affairs Language Access Plan

APPENDICES

These listed appendix items are the “Vital Documents” that the agency will seek to translate as needed; with exception of the “I Speak” Identification Card.

Appendix A: Department of Military Affairs Request for LEP Services Form

Appendix B: Department of Military Affairs Language Access Complaint Form

Appendix C: “I Speak” Identification Card



STATE OF ILLINOIS

JB Pritzker, Governor

DEPARTMENT OF MILITARY AFFAIRS

1301 North MacArthur Boulevard

Springfield, Illinois 62702-2317

Department of Military Affairs
REQUEST FOR LEP SERVICES

DATE OF REQUEST: _____

NAME OF LEP PERSON: _____

PHONE # of LEP PERSON: _____

EMAIL of LEP PERSON: _____

SERVICES REQUIRED (be as detailed as possible):

DEPARTMENT PERSONNEL NAME (name of person taking initial request):

LANGUAGE ACCESS COORDINATION CONFIRMATION:

SEEM contacted: YES NO

Date SEEM Contacted: _____

Method SEEM Contacted for coordination: Phone Email In-Person

SIGNATURE OF LANGUAGE ACCESS COORDINATOR:

Date of completion of services: _____

APPENDIX B



STATE OF ILLINOIS

JB Pritzker, Governor

DEPARTMENT OF MILITARY AFFAIRS

1301 North MacArthur Boulevard

Springfield, Illinois 62702-2317

Department of Military Affairs
LANGUAGE ACCESS COMPLAINT FORM

NAME: _____

ADDRESS: _____

PHONE #: _____

EMAIL: _____

BEST TIME AND METHOD OF CONTACT: _____

INFORMATION OF THE COMPLAINT (where the incident(s) occurred; identify as best you can the State of Illinois employee(s) and/or other person(s) involved in the incident(s); approximate time(s) and date(s) when the incident(s) occurred):

DESCRIPTION (Please describe in your own words what happened. Explain why you believe discrimination occurred. Be sure to include such information as: who was involved and what they did and/or said, including any offensive or derogatory language used; how you, or another, were treated differently from others; how you tried and were not able to access State information, Interpreter services, the Language Line telephone interpreter services, etc.; any other information you think is important. Please attach any written or other material you have pertaining to your complaint.):

Department of Military Affairs
LANGUAGE ACCESS COMPLAINT FORM

WITNESSES (include name, address, phone #, and email if possible):

BASIS OF COMPLAINT: Which of the following types of Language Access were you denied?

- ☐ In person Interpreter
- ☐ Telephone interpreter
- ☐ Website translation
- ☐ Forms
- ☐ Local Office did not offer assistance
- ☐ Sign Language and Deaf/Hard of Hearing assistance
- ☐ No signage informing you of your rights to Language Services

LANGUAGE ACCESS:

1. What is your primary language? (What do you use at home?) _____
2. Do you read and write in your primary language? Yes__ No __
3. Do you fluently speak, write, or read other languages? Yes__ No __
4. What other languages? _____
5. Did you have help completing this form? Yes__ No __

If so, please list the name, phone #, and email information for the person(s) who assisted you:

Complainant Signature

Date

Name of DMA Employee Receiving Complaint

Date

A	
Amharic:	አኔ የጥናት ዕድል አግኝቼ ነው።
Arabic:	أنا أكلم العربية
Armenian:	Ես խոսում եմ անգլիական

Bangali
আমি বাংলা বলতে পারি
Bengalis
I can speak Bengali
Bengalians
Autograph Bangladesh
Burmese
বর্মীদের মতো আমিও আমার দেশকে

နိုင်ငံခြားသို့

Castles
我講廣東話 (Traditional)
我講广东话 (Simplified)
Clubs
I play golf
Croquet
Croquet Ground
Creek
Millwin Ferry

Thesaur:
Englischer thesaur:
Thes:
 من ابراهيم جواد صبيح
Thesaur:
 In arabisch laut ausgesprochen

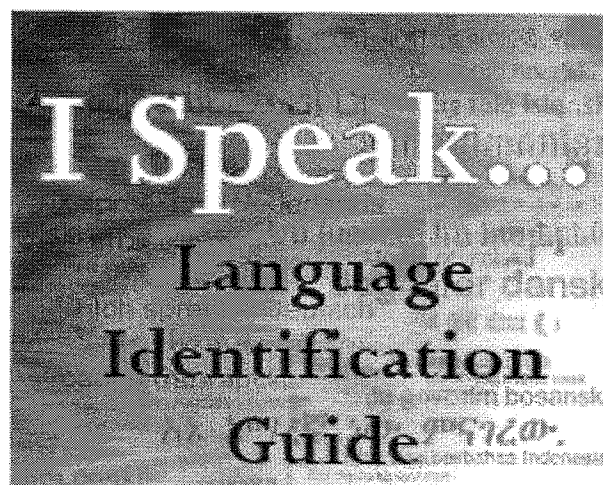
[illegible]

Marid: .
Polaco europeo: .
Marid: .
In parte Marid: .

[illegible]

H

Hottelien Cracks
All you'll need is your
Machete
90° 120° 180° 270°
Hotel
न किरी बोलाता हूँ ।
Hotness
New York from Moscow:
Hotness
Hottelien Cracks



Eintracht:
 1890-1900
Eintracht:
 1900-1910
 1910-1920
 1920-1930
 1930-1940
 1940-1950
 1950-1960
 1960-1970
 1970-1980
 1980-1990
 1990-2000
 2000-2010
 2010-2020
 2020-2030
 2030-2040
 2040-2050
 2050-2060
 2060-2070
 2070-2080
 2080-2090
 2090-2100

Therapist:
Agnes M. Rogers
Address:
Patricia Rogers

私は日本語を話す

Korean
한국어 합니다
Handels
with **america** the **South** the **North**.
Korean
an **american** of the **american** **american**.

2.

Location:

[illegible]

Musterklausur

我讲普通话/普通話

Монгол Улсын Ард түмэн

Paradox:

[illegible]

Human trafficking is a form of modern-day slavery and involves the use of force, fraud, or coercion to exploit men, women or children and subject them to various forms of labor or commercial sex act. Any money obtained for commercial sex is a victim of human trafficking and is not subject to "RICO, fraud, or coercion."

Trafficking victims can be any age, any sex, or nationality. Victims can find themselves in a foreign country and may not speak the language.

Report known trafficking to the U.S. Department of Homeland Security (DHS) Directorate of Customs Enforcement (ICE) Homeland Security Operations (HSO) via fax at 1-844-347-2423 or online at www.law.gov. The HSO fax line is open 24/7 with language capability to cover 250 languages and dialects. If callers from outside the United States cannot call the toll-free number, a number of 001-321-4150.

To get help from the National Human Trafficking Resource Center (NHTRC) call 1-888-373-7888 or use NHTRC or NHTC on the Web (NHTC.org). The NHTRC is a national, toll-free hotline available to answer calls from anywhere in the country, 24 hours a day, 7 days a week, every day of the year, with language capability in over 120 languages. The NHTRC is not a law enforcement or human services authority and is operated by a nongovernmental organization funded by the federal government.

The digital version of this poster at "Epidemic" www.epidemic.com was the finalist in category 1 in the 2002 New Campaigns at Epidemic competition.

Romanian
 Vietnamese orthography
 English
 A romanian no-glycine

Section:
For responses question
Sign Language (American)

[illegible]

Tagalog
 Tagalog language
 Thai
 ไทย
 Thai
 Thai language
 Turkish
 Türkçe

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

101

102

103

104

105

106

107

108

109

110

111

112

113

114

115

116

117

118

119

120

121

122

123

124

125

126

127

128

129

130

131

132

133

134

135

136

137

138

139

140

141

142

143

144

145

146

147

148

149

150

151

152

153

154

155

156

157

158

159

160

161

162

163

164

165

166

167

168

169

170

171

172

173

174

175

176

177

178

179

180

181

182

183

184

185

186

187

188

189

190

191

192

193

194

195

196

197

198

199

200

201

202

203

204

205

206

207

208

209

210

211

212

213

214

215

216

217

218

219

220

221

222

223

224

225

226

227

228

229

230

231

232

233

234

235

236

237

238

239

240

241

242

243

244

245

246

247

248

249

250

251

252

253

254

255

256

257

258

259

260

261

262

263

264

265

266

267

268

269

270

271

272

273

274

275

276

277

278

279

280

281

282

283

284

285

286

287

288

289

290

291

292

293

294

295

296

297

298

299

300

301

302

303

304

305

306

307

308

309

310

311

312

313

314

315

316

317

318

319

320

321

322

323

324

325

326

327

328

329

330

331

332

333

334

335

336

337

338

339

340

341

342

343

344

345

346

347

348

349

350

351

352

353

354

355

356

357

358

359

360

361

362

363

364

365

366

367

368

369

370

371

372

373

374

375

376

377

378

379

380

381

382

383

384

385

386

387

388

389

390

391

392

393

394

395

396

397

398

399

400

401

402

403

404

405

406

407

408

409

410

411

412

413

414

415

416

417

418

419

420

421

422

423

424

425

426

427

428

429

430

431

432

433

434

435

436

437

438

439

440

441

442

443

444

445

446

447

448

449

450

451

452

453

454

455

456

457

458

459

460

461

462

463

464

465

466

467

468

469

470

471

472

473

474

475

476

477

478

479

480

481

482

483

484

485

486

487

488

489

490

491

492

493

494

495

496

497

498

499

500

501

502

503

504

505

506

507

508

509

510

511

512

513

514

515

516

517

518

519

520

521

522

523

524

525

526

527

528

529

530

531

532

533

534

535

Tikunim:

Wick:

NAME: _____
 ADDRESS: _____

14-00000

Yorùbá
Mẹ́rísẹ̀ Yorùbá

Date: _____
Time: _____



Small. But Campaigns Get Big
Report requires activity in
1,800-800-5673