



LANGUAGE **ACCESS PLAN**

Illinois Department of Natural Resources

2025 - 2026

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EXECUTIVE SUMMARY

The Illinois Department of Natural Resources (IDNR) is committed to ensuring that every resident and visitor, regardless of the language they speak—can meaningfully access the programs, services, and information that protect and celebrate Illinois’ natural, cultural, and recreational resources. As a statewide agency that manages parks, historic sites, wildlife programs, conservation education, and the Illinois State Museum system, IDNR interacts daily with diverse communities whose linguistic needs shape how they experience and benefit from public services.

This Language Access Plan (LAP) outlines the policies, procedures, and responsibilities that guide IDNR in providing timely and effective language assistance to individuals with Limited English Proficiency (LEP). The plan describes how IDNR staff identify LEP individuals, how interpretation and translation services will be delivered, how public meetings and online resources will remain accessible, and how staff will be trained to comply with state and federal requirements. It also establishes clear mechanisms for ongoing monitoring, evaluation, and continuous improvement.

Through this structured approach, IDNR affirms its responsibility to remove language barriers, uphold meaningful access, and ensure that all individuals, regardless of national origin or primary language, can fully participate in the Department’s services, programs, and activities.

I. INTRODUCTION

The Illinois Department of Natural Resources (IDNR) has prepared this Language Access Plan (LAP), which defines the actions taken and to be taken by IDNR, given fiscal feasibility, to ensure meaningful access to agency services, programs, and activities on the part of non-English speakers (“NES”) and persons who have limited English proficiency (LEP).[1]

The Illinois Department of Natural Resources will review and update this LAP in accordance with the schedule described herein in order to ensure continued responsiveness to community needs and compliance with applicable legal requirements.

Demographic and Service Context

IDNR serves millions of residents and visitors each year across a vast and varied network of state parks, wildlife areas, recreational sites, historic sites, and museum facilities. Many of these public spaces are located in communities with significant linguistic diversity, including individuals who primarily speak Spanish, Polish, Chinese, Arabic, Hindi, Haitian Creole, Korean, Tagalog, and dozens of other languages. Illinois is home to one of the most culturally and linguistically diverse populations in the Midwest, and IDNR’s public-facing work naturally reflects that richness.

This demographic reality reinforces the need for structured and reliable language access practices. Whether individuals are seeking licenses, requesting information, attending public meetings, visiting a museum exhibit, or engaging with IDNR staff at a state park, the Department must be prepared to communicate effectively and equitably. By grounding this plan in the multilingual landscape of the communities we serve, IDNR recognizes that meaningful access is not only a legal requirement—it is essential to ensuring that every person in Illinois can safely enjoy, understand, and participate in the natural and cultural resources held in public trust.

[1] Persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be considered LEP persons.

LEP Populations Served and Encountered by IDNR

According to statewide demographic analysis conducted by the University of Illinois Chicago in partnership with the Governor's Office of New Americans, Illinois is home to approximately 1.082 million residents who speak English less than "very well" and who speak a language other than English at home. This represents one of the largest LEP populations in the Midwest and reflects a continued upward trend since 2019 after several years of decline.

IDNR's public-facing footprint—including 41 state parks, 33 historic sites, conservation education programs, recreational licensing systems, and the Illinois State Museum—regularly serves residents and visitors from these linguistically diverse communities. Many of IDNR's highest-traffic locations (including Cook, DuPage, Kane, Madison, Sangamon, Champaign, and St. Clair counties) overlap with counties identified in the statewide analysis as having significant LEP concentrations.

Based on ONA's demographic findings, the following languages have more than 10,000 LEP speakers in Illinois and are therefore most likely to be encountered through IDNR programs and services:

- Spanish
- Polish / other Slavic languages
- Mandarin
- Cantonese
- Arabic
- Tagalog
- Korean
- Hindi
- Urdu
- French / Haitian Creole
- Other Asian Pacific Islander languages

While Spanish remains the largest non-English language statewide, IDNR also serves communities where the top languages differ by geography. For example: Mandarin in Champaign County, Tagalog in Madison and Macon counties, French/Haitian Creole in Cass and Knox counties, and Slavic languages in Cook, DuPage and Kane counties.

Because IDNR provides essential services—such as licensing, permitting, safety information, public meetings, and in-person interpretation at parks and museums—these multilingual communities routinely encounter IDNR staff, digital platforms, and publications. This LAP therefore incorporates these demographic insights to guide translation priorities, interpretation services, multilingual outreach, and staff training across the agency.

II. PURPOSE

It is the policy of the Illinois Department of Natural Resources (IDNR) to provide timely and meaningful access to all agency programs and activities for persons with LEP. IDNR shall provide language assistance services to persons with LEP whom they encounter or whenever a person with LEP requests language assistance services.

IDNR has developed this Language Access Plan to help identify reasonable steps for providing language assistance to persons with Limited English Proficiency (LEP) who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

This LAP provides guidance to IDNR staff in reducing language access barriers that can stand in the way of Illinois' communities and residents accessing IDNR services, programs, and activities. The guidelines established herein contain specific procedures which must be followed to ensure sound and consistent language access. All language access activities undertaken by any Division, Bureau, Office, or program within IDNR shall conform to this LAP, including state parks, historic sites and the Illinois State Museum system.

This LAP applies to all IDNR staff who interact with the general public. Interaction includes both in-person and phone communication. Phone communication occurs when members of the public call any IDNR office. Adherence to this LAP will ensure individuals with LEP and those that are visually impaired are informed and receive interpretation services at no cost to them. IDNR will facilitate access to such services.

III. DEFINITIONS

A. “Limited English Proficient (‘LEP’) Individuals” – Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. LEP individuals may have an ability to communicate in English for certain types of communication (e.g., speaking or oral understanding) but have limited English proficiency for other types of communication (e.g., reading or writing.)

B. “Department” – The Illinois Department of Natural Resources. Also referred to herein as “IDNR.”

C. “Client” – Any member of the public that receives services from the Department, is visiting an Illinois State park, historic site and/or the Illinois State Museum System, is applying to receive a license from the Department, or is requesting information from the Department that IDNR is legally required to provide.

D. “Effective Communication” – Communication that is sufficient to provide the LEP individual with substantially the same level of access to services or information that would be received by individuals who are not LEP.

E. “Language Assistance Services” – Oral and written language services needed to provide LEP individuals with meaningful access to services and information as well as an equal opportunity to participate fully in the services, activities, and programs administered by the Department.

F. “Meaningful Access” – Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. The access provided to the LEP individual should be substantially similar to access provided to English-proficient individuals.

III. DEFINITIONS (cont.)

G. “Point of Contact” – Instances where IDNR staff and volunteers provide services or service-related information to members of the public, who would be entitled to access said services or information.

- The Department’s points of contact include, but are not limited to, the IDNR website (<https://www2.illinois.gov/idnr>) and all associated pages; any and all documents (including applications, forms, brochures) that may be provided to clients in the course of applications, outreach, education, or the provision of any of the Department’s services.

H. “Language Access Coordinator” – An IDNR employee, who has been designated by the IDNR Director or Chief of Staff, to field questions by Departmental staff regarding this plan, to train staff on the use of this plan, to regularly update and revise this plan, and to receive and investigate complaints associated with violations of this plan. Also referred to herein as “LAC.”

I. “Interpretation” – The act of listening to a communication in one language, converting the communication into another language, and orally transmitting the meaning of the communication in the second language.

J. “Translation” – The replacement of written text in one language into text of an equivalent meaning in a second language. The oral conveyance of the translated text is considered a type of translation.

IV. RESPONSIBILITIES

A. It is the responsibility of the Department to ensure that all clients have meaningful access to services and information regardless of national origin.

B. It is the responsibility of the Department to provide language translation services to any LEP members of the public that receive IDNR services, are applying for IDNR licenses, or need information related to IDNR services. Due to the strong possibility of miscommunication, the Department should not rely upon informal translation or interpretation services, such as a family member of the client or unapproved internet translation services. Due to the need to adhere to privacy laws, the Department should not rely on unauthorized third parties to provide translation or interpretation services.

C. It is the responsibility of the Department to actively identify any LEP clients.

D. It is the responsibility of the Department to actively identify any staff members that are able to provide translation or interpretation services for clients.

E. It is the responsibility of the Department to track the numbers and types of LEP clients as well as their utilization of language assistance services. The Department shall incorporate the tracking of LEP clients into existing tracking, monitoring, or record-keeping mechanisms.

F. It is the responsibility of the Department to let LEP clients know that they are entitled to receive language assistance services. The Department shall ensure that any outreach or education – including its website – includes information that appraises LEP clients of their right to receive language assistance services from the Department. The Department shall prominently display a language access document or poster at each administrative and field office location. This document or poster shall be visible to any member of the public that enters an IDNR office.

G. It is the responsibility of the Department to enter into a contract with a vendor to provide in-person, telephonic, or internet translation and interpretation services. The Department may attempt to obtain short-term translation or interpretation services through use of a temporary contract or an inter-governmental agreement.

IV. RESPONSIBILITIES (cont.)

H. It is the responsibility of the Department to maintain on staff a language access coordinator. The language access coordinator shall, at least once per calendar year, update and revise this plan. This process involves assessing all points of contact IDNR has or may have with LEP clients, determining the number or frequency of LEP client contact with the Department, determining the predominant non-English languages used by LEP clients, identifying the language assistance services being utilized by the Department and whether additional such services are needed to facilitate effective communication for LEP clients, identify all of IDNR's points of contact with clients or prospective clients, and any other tasks that would be reasonably necessary to maintain this plan's compliance with applicable State and Federal laws. The language access coordinator may create a language access working group to assist her or him with updating and revising this plan. The language access coordinator shall investigate any complaints associated with violations of this plan and recommend to the IDNR Director or Chief of Staff any actions that would be needed to reasonably address the complaint.

I. It is the responsibility of the language access coordinator to maintain a list of IDNR staff that are able to provide translation and/or interpretation services for IDNR clients. The list should, at minimum, contain the name, contact information, specific language proficiencies, availability, and types of services the staff member can provide.

J. It is the responsibility of the language access coordinator to compile a list of IDNR forms, applications, and other documents that are commonly utilized by IDNR staff. The language access coordinator, after identifying said documents, shall take reasonable steps to ensure that said documents are translated into the identified language(s) and made available on the IDNR SharePoint server.

K. It is the responsibility of the language access coordinator to document and track all requests for and uses of language assistance services by IDNR staff and volunteers. The language access coordinator shall also document and track all complaints associated with alleged violations of this plan, and any actions taken to address the alleged violations.

IV. RESPONSIBILITIES (cont.)

L. It is the responsibility of the language access coordinator to identify any shortcomings with IDNR's identification of LEP individuals or with the language assistance services being utilized by the Department. The language access coordinator shall, promptly upon identifying any shortcomings, appraise the IDNR Director and Chief of Staff of these and make recommendations on how the Department can address the problems.

M. It is the responsibility of the language access coordinator to train IDNR staff on the use of this plan, including identifying LEP individuals and the language assistance services being utilized by the Department. The language access coordinator shall conduct formal trainings at least once per calendar year. Additional training topics may include techniques on identifying language needs of LEP individuals, working with interpreters, reminders of Departmental resources for language assistance, and any other technique that the language access coordinator reasonably determines would be beneficial for staff utilization of this plan.

V. GUIDELINES

LANGUAGE ASSISTANCE RESOURCES AND PROCEDURES

IDNR recognizes that LEP individuals may have a limited ability to read, write, speak, or understand English. It is also important to note that everyone may be competent in one or some types of communication (e.g. speaking) but be limited in others (e.g. reading or writing). As such, LEP designations are highly context-specific because an LEP individual may possess sufficient English language skills to function in one setting but insufficient for another. In addition, interpretation and/or translation are complex tasks that combine several abilities beyond language competence to enable the delivery of professional language assistance services.

IDNR will provide a mix of appropriate language assistance services, based on the needs of the LEP individual and the circumstances of the interaction, to provide reasonable and meaningful results for LEP individuals. The services will be a tiered array of programs to provide interpretation and translation services for all persons interacting with IDNR about its programs, services, and activities.

IDNR, through various contracted vendors, will provide professional interpretation and translation services free of charge and promptly to LEP persons if requested.

A. Point of First Contact and Identifying LEP Individuals

IDNR 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.

IDNR staff should avoid making assumptions about an individual's primary language. It is the LEP individual's right to request language assistance services. The fact that an individual for whom English is a second language knows some English should not prohibit that individual from being allowed to have an interpreter or access translated written materials.

V. GUIDELINES (cont.)

IDNR 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, IDNR staff should never ask another IDNR 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.

Any questions or issues should be referred to IDNR's Language Access Coordinator or designee at DNR.LAP@illinois.gov.

B. In-Person Visits

When an LEP individual appearing in person is not able to convey their primary language, IDNR staff will use language identification cards to identify the person's language need. IDNR staff who may reasonably expect to have contact with LEP persons will keep a copy of the "I Speak" language identification materials readily accessible, including taking it to site visits. See Appendix A for a copy of the "I Speak" language identification guide.

In addition, IDNR may be able to make limited use of bilingual staff. It is important to ensure that bilingual staff can accurately convey the necessary information to the LEP individual. If bilingual staff is not available or is unable to properly communicate the requested information, IDNR staff may contact the contracted telephone interpretation vendor, Propio Language Services, LLC.*

In addition to contracted interpretation services, IDNR deploys iPads equipped with the Propio Language Services interpretation app at community outreach events and service locations across Illinois.

* General Office Number: (888) 528-6692; ICJIA Client Code: 10323; 24-Hour Toll-Free Interpretation Hotline: 1-866-828-3280

V. GUIDELINES (cont.)

These devices allow staff to provide on-demand, real-time interpretation in over 300 languages, ensuring that LEP individuals receive accurate and timely support during in-person interactions. iPads with Propio access are currently in use at various outreach activities in the Chicagoland area and statewide, as well as at IDNR Headquarters where licenses and motorboat registrations are processed, and at the Illinois State Museum and the Dana-Thomas House in Springfield.

This technology enhances IDNR's ability to meet the needs of multilingual communities and supports meaningful access across all public-facing sites.

Some LEP persons may be accompanied by a family member or a trusted companion who can serve as an interpreter. IDNR staff should make the LEP individual aware that they have the option of having IDNR provide language assistance services, without charge. While a family member or trusted companion may be able to assist in some circumstances, if the nature of the communication with the LEP involves complex matters/terminology, IDNR staff should offer professional language assistance services and explain to the LEP individual the benefit of using the professional interpretation services.

Any questions or issues relating to in-person language assistance services should be referred to IDNR's LAC or designee at DNR.LAP@illinois.gov.

V. GUIDELINES (cont.)

C. Telephonic Contacts

The goal of IDNR is to ensure that all departmental telephonic communication is accessible to all populations and to comply with federal and state language assistance laws and regulations. If IDNR staff receive a telephone call and are unable to identify the language spoken by the caller, staff may access the contracted telephone interpretation services vendor, Propio Language Services*, LLC to seek assistance in identifying the caller's primary language.

When receiving a call, IDNR personnel should use their phone's conference feature to place the LEP individual on hold while contacting the contracted vendor. IDNR staff should provide a summary of what they wish to accomplish and provide any special instructions before adding the LEP person onto the call.

When the LEP person is added to the call, IDNR personnel should state the following: "(Insert name) will translate the remainder of this call. To allow for clear interpretation we should both speak slowly and clearly in short phrases. Please pause after each phrase to allow for interpretation. I ask that you use simple language to express your meaning and remember that slang terms may not translate. Please allow the interpreter to stop you and seek an explanation when necessary. He/She/They may need to repeat information back to you if clarification is necessary."

Any questions or issues relating to telephonic assistance services should be referred to IDNR's Language Access Coordinator or designee at DNR.LAP@illinois.gov.

* General Office Number: (888) 528-6692; ICJIA Client Code: 10323; 24-Hour Toll-Free Interpretation Hotline: 1-866-828-3280

V. GUIDELINES (cont.)

D. IDNR Public Meetings and Onsite Events

When IDNR is holding a public meeting or hosting an onsite event, all residents of Illinois, including LEP persons, affected by the event topic must have equal access to important IDNR information. To ensure equal access by all prospective attendees, IDNR staff coordinating the public meeting or event, in conjunction with the LAC, will consider accessibility concerns when selecting a site.

All public meeting or onsite event notices should include explicit information about available interpretation services. To ensure prospective attendees who may require language assistance services have enough time to make such a request, IDNR staff will make every reasonable effort to release announcements for all public meetings or onsite events at least seven (7) to ten (10) business days ahead of the event date. Prospective attendees should be informed that they must request an accommodation or language assistance services at least five (5) business days before the event.

The following sample statements may be included in event public announcements and translated into the languages representing most of the anticipated attendee pool:

- To request an accommodation or language assistance services to fully participate in this activity, [please contact [NAME OF IDNR STAFF EVENT COORDINATOR] at [EMAIL/PHONE NUMBER]] or [please send your request to IDNR.LAP@illinois.gov]. To make sure we can provide you with the appropriate accommodation, please make your request at least five (5) business days in advance of the scheduled activity.
- If any accommodations, including language assistance services, are needed, [please contact [NAME OF IDNR STAFF EVENT COORDINATOR] at [EMAIL/PHONE NUMBER]] or [please send your request to IDNR.LAP@illinois.gov]. Requests should be made as soon as possible but at least five (5) business days before the scheduled activity.

V. GUIDELINES (cont.)

If a request for an accommodation, including language assistance services, is received, the responsible IDNR personnel should contact the LAC or designee immediately (but no later than 2 business days before the scheduled event) to determine the best method of providing the requested services.

If at the time of the activity is being organized the IDNR event coordinator is aware of the need to have an interpreter present at the event, they should immediately contact the LAC or designee to make appropriate arrangements. For example, if the IDNR event coordinator is informed that the event will be heavily attended by LEP groups, the IDNR event coordinator should consult with the LAC or designee to ensure language assistance services are provided, even if no individual request from an LEP person has been received.

Any questions or issues relating to in-person language assistance services should be referred to IDNR's LAC or designee at DNR.LAP@illinois.gov.

E. Virtual Events

When planning a virtual event, including a technical assistance webinar, all residents of Illinois, including LEP persons, affected by the event topic must have equal access to important IDNR information. To ensure equal access by all prospective attendees, IDNR staff coordinating the virtual event, in conjunction with the LAC, will consider accessibility concerns and how any needed interpreters will be visible to the prospective attendees on the virtual platform.

Whenever possible the IDNR event coordinator should make use of features available on the chosen virtual platform. For example, if the virtual platform is Webex, the IDNR event coordinator may be able to use available features such as setting up an interpreter window, captions, support for screen readers, close-captioning, customized views for deaf, automated transcripts, and high contrast settings for easier viewing.

Additionally, if an event requires the assistance of an American or Mexican Sign Language interpreter in which written materials will be displayed, the IDNR event coordinator should make sure to distribute those materials in advance to affected persons.

V. GUIDELINES (cont.)

F. IDNR Website

IDNR staff -in conjunction with DoIT- will maintain a translation widget on IDNR's website. This will allow online users to access information remotely in various languages. Upon request or where necessary, authorized IDNR staff will also be able to download translated materials to the IDNR website.

Additionally, IDNR staff, in consultation with the LAC, shall take reasonable steps to translate its website content and electronic documents that contain vital information about IDNR's programs, services, and activities. Translations of the web content may include web pages that contain important information intended for the public, such as information about IDNR's mission, information about available grants and applying for grants, and information about educational articles.

IDNR also maintains a dedicated Spanish-language webpage (<https://dnr.illinois.gov/espanol.html>) designed to provide Spanish-speaking residents and visitors with direct access to essential information about IDNR programs, recreational opportunities, safety materials, grants, and services.

Any questions or issues relating to in-person language assistance services should be referred to IDNR's LAC or designee at DNR.LAP@illinois.gov.

G. Document Translation Services

To ensure equal access to all IDNR's programs, services, and activities, it may be necessary to have written materials that are routinely offered in English translated into non-English languages. The translation of documents IDNR deems as "vital" is particularly important where a significant number of the intended target recipients may be LEP individuals. Determination of vital documents for translation shall be made by the head of each department, in consultation with the LAC.

IDNR will provide written translation of an entire document or short overviews of a document, including but not limited to agendas, public meeting minutes, public meetings/onsite event notices, brochures, flyers, research articles, some grant-related documents, and/or outreach materials.

V. GUIDELINES (cont.)

When an LEP individual requests the translation of written materials, the IDNR staff member that receives the request should collect the following data from the LEP:

- Document or documents that LEP individuals would like translated, including if they are requesting to have the entire document translated or merely requesting a summary overview;
- The primary language for translated materials; and
- Method of preferred transmission of documents, i.e., mailed, emailed, faxed, etc. as well as the LEP's contact information.

The LEP individual should be informed that the request will be processed according to internal procedures and that it may take up to 14 business days to respond, depending on the volume and nature of the materials.

The request for translation should immediately be forwarded to the LAC or designee. The LAC or designee will work with contracted translation vendors to have materials translated. Upon completion, the information will be forwarded to the LEP individual by either the IDNR staff member that initiated the request or the LAC. IDNR staff should always keep a copy of the translated materials provided to the LEP individual.

Depending on the nature of the request, translation software may be used but should not be the sole resource available for translating written information. If a document is deemed to be "vital," it should be translated by a certified translator.

IDNR recognizes that the translated document is not a legal document and that, for that purpose, will include a disclaimer on all translated written materials that it is providing the translation as a convenience to assist in the understanding of the information contained in the materials. Unless otherwise indicated, the English language version of all translated documents will be the official, legal, and controlling document.

Any questions or issues relating to in-person language assistance services should be referred to IDNR's LAC or designee at DNR.LAP@illinois.gov.

VI. COMPLIANCE & TRAINING

A. Compliance

IDNR staff should take reasonable steps to provide language assistance services to LEP individuals when they encounter or have reason to believe that they may encounter LEP individuals. In addition, under the procedures contained in this LAP, IDNR staff should take reasonable steps to provide appropriate language assistance services upon the request of an LEP individual who wishes to access IDNR services, activities, and/or programs.

IDNR staff should refrain from asking opinions of the interpreter or translators and shall not as an interpreter or a translator undertake any role that may conflict with their function as a professional responsible for providing language assistance services. In addition, an interpreter does not make language proficiency assessments to determine the LEP's grasp and understanding of the English language.

To assist in evaluation efforts, each IDNR staff member will be required to complete the LAP Tracking Form which will collect data regarding the provision of language assistance services, including the number of requests encountered each quarter, the type of language assistance services requested and provided, and the cost of providing the services. A copy of the Tracking Form can be found in Appendix C.

Any questions or issues relating to in-person language assistance services should be referred to IDNR's LAC or designee at DNR.LAP@illinois.gov.

B. Staff Training

All IDNR staff must be aware of and understand how to assist LEP individuals requesting language services to ensure meaningful access to all IDNR programs, services, and activities. Relevant staff will periodically receive training on policies, processes, and resources available for language services, particularly as language access methods evolve. Training will focus on:

VI. COMPLIANCE & TRAINING (cont.)

- The importance of offering language assistance services:
- How to effectively and respectfully communicate and interact with LEP individuals:
- IDNR's policies, procedures, and protocols related to providing language assistance services, including the availability of interpretation and translation services at no cost to the requestor;
- What type of translated information is available to LEP individuals and where it can be found; and
- How staff can assist in tracking data around requests for language assistance services.

VII. OUTREACH & NOTIFICATION TO THE PUBLIC

It is the goal of IDNR to increase awareness of the needs and rights of LEP groups among not only IDNR staff, but also in the community at large. Outreach efforts are instrumental to inform LEP groups about language assistance services for IDNR programs, services, and activities. Certain language groups may be underrepresented as seeking IDNR services because they do not know that such language services exist. Outreach and marketing efforts may uncover latent demands for LAP services.

IDNR will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages the LEP persons will understand. Other outreach and marketing efforts may include, without limitations:

- Placing multilingual signs or posters in areas most frequented by LEP persons such as the reception area, public meeting locations, and conference rooms.
- Inclusion of taglines on all IDNR materials indicating that translation services are available.
- Disseminating information about available language assistance services on IDNR's website.
- Placing outreach and translated vital documents on IDNR's website.
- Placing public meeting announcements involving IDNR programs, services, or activities on non-English media outlets.
- Working with community-based organizations and other stakeholders to inform LEP groups of IDNR's language assistance services.
- Providing statements in public meetings that IDNR will provide persons requiring language assistance services with appropriate accommodations upon advance notice as outlined in Section VI of this LAP.

VIII. MONITORING & ASSESSMENT

The LAC will monitor implementation of the LAP on an ongoing basis, revising policies and procedures as may be required periodically. IDNR shall also review (not less than [annually, biennially]) the overall effectiveness of the LAP. The review shall consider information from the following:

- 1.** Changes in demographics, including include new language groups and changes in the proportion of existing language groups, types of language assistance services, and other needs.
- 2.** Periodic surveys of IDNR staff about their use of language assistance services, suggestions for improvement, and if the services provided meet the language needs of LEP persons interacting with IDNR.
- 3.** Frequency of encounters with LEP organizations and/or persons, including tracking utilization rates of the different types of language access services available to IDNR.
- 4.** Whether existing language services are meeting the needs of the LEP population.
- 5.** Availability of new resources including technology, collaborative partnerships with agencies or organizations, and other mechanisms for ensuring improved access for the LEP population.
- 6.** Whether identified sources for assistance are still available and viable.
- 7.** How well staff understand and have implemented the policies, procedures, and protocols in the LAP.
- 8.** Feedback from the recipients of IDNR's language assistance services and relevant communities.

Based on the findings of the periodic review, IDNR shall revise the LAP to ensure its effectiveness in meeting the access and participation needs of the LEP population.

CONTACT INFORMATION



Language Access Coordinator

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