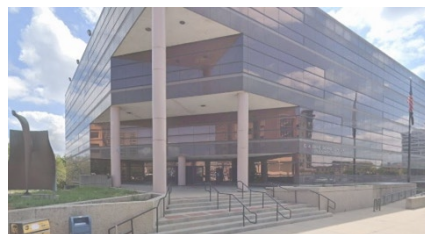




# Illinois Department of Revenue Language Access Plan

David Harris, Director | JB Pritzker, Governor

**2026 – 2029**



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## EXECUTIVE SUMMARY

The Illinois Department of Revenue (“IDOR,” “Department,” “agency”) is committed to advancing equitable access to its operations and services for all taxpayers of Illinois. This Language Access Plan (“LAP,” “Plan”) serves to strengthen the agency’s commitment to providing [meaningful access](#) to its programs and services to persons with [Limited English Proficiency \(LEP\)](#). This plan outlines objectives, policies, procedures, and operational goals for advancing such access through culturally responsive assessments and reductions in language access barriers to enhance public trust for communities and taxpayers who rely on language services assistance to engage with agency programs and operations.

## PLAN OBJECTIVES

Based on data outlined in the University of Illinois Chicago Language Needs Assessment (June 2025)<sup>1</sup>, and in accordance with Section 25 of the Language Access and Equity Act<sup>2</sup>, the Illinois Department of Revenue Language Access Plan is established using the Act’s four factor analysis.

### **Factor 1: Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population of IDOR**

More than 2.8 million (approximately 23%) residents of the state speak a language other than English at home, including Spanish, Polish, Mandarin, and Tagalog. While these residents may speak some English or speak English well, over 1 million individuals are considered limited English proficiency, identifying Spanish (617,000), Hindi (8,700), Polish (74,000), and Persian (2,500) as a primary language<sup>3</sup>. The Department recognizes a unique responsibility in serving these individuals either directly or indirectly as they become eligible taxpayers of the state.

### **Factor 2: Frequency with which LEP Persons Come in Contact with the Services, Programs, or Activities Provided by IDOR**

The Department of Revenue recognizes nearly all residents of the state of Illinois will, upon becoming an eligible taxpayer, require ongoing encounters with the agency at any given point. Taxpayer engagement with the Department consists of a variation of contact, including in person (walk-in) visits to any of its physical locations (*Springfield, Chicago, Des Plaines, Rockford, Marion, Fairview Heights*), phone calls, and virtual engagement (*websites, email, video conference*).

### **Factor 3: Nature and Importance of the Services, Programs, or Activities Provided by IDOR**

The Illinois Department of Revenue is the chief tax collector for the State of Illinois and administers several taxes on behalf of local governments. The nearly \$70 billion collected by IDOR in FY2025 accounts for virtually all of Illinois’ revenues is used to provide public safety, health, educational and human services to Illinois citizens.

IDOR processes roughly 6.4 million individual income tax and 2.2 million business and withholding income tax returns annually. Along with state and local tax collection responsibilities, IDOR has general oversight responsibilities for Illinois local governments’ \$38.5 billion property tax system. IDOR issues county equalization factors to assure uniform property assessment levels throughout the state and assists local assessing officials with their property tax responsibilities.

### **Factor 4: Resources Available to IDOR**

The FY26 operating budget is **\$281,955,000**. As of June 30, 2025, the Illinois Department of Revenue employed approximately 1,280 individuals across its Illinois locations, with nearly 70 additional Audit Bureau staff situated across the United States. As a public-facing agency, IDOR is ultimately approved to utilize services aligned with approved state contracts in utilizing resources to support LEP taxpayers. Additionally, the Department works closely with the Department of Innovation and Technology (DOIT) in collaboration on solutions for language services.

## MISSION STATEMENT

**Our Mission:** To serve Illinois’ taxpayers by administering Illinois tax laws and collecting tax revenues in a fair, consistent, and efficient manner, and by providing accurate and reliable funding and information in a timely manner.

**Our Vision:** To continuously innovate to improve accuracy, efficiency, and productivity in all areas of operations and tax administration, provide excellence in customer service, and be a trusted source of information.

**Our Value:** To foster a welcoming, professional, and supportive workplace culture by embracing innovation, encouraging individual growth and continuous improvement, and reducing barriers to success.

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<sup>1</sup> [Illinois Language Needs Assessment Report, June 2025](#)

<sup>2</sup> [Language Access and Equity Act \(15 ILCS 56/25\(c\)\)](#)

<sup>3</sup> [Illinois Language Needs Assessment Report, June 2025 \(Limited-English Personas Are a Major Feature of Who We Are as a State\)](#)

## SECTION 1 - INTRODUCTION

### 1.1 – ABOUT IDOR

Regarding language services, the Department is considered a Tier 1 agency. As defined by the Governor's Office of New Americans, Tier 1 agencies (1) have primary responsibilities that involve providing direct or indirect services and information to the public and (2) have a relatively large staff, budget, and / or operational scope.

The Department of Revenue retains six (6) physical locations across the state:

- **Springfield** – Willard Ice Building, 101 West Jefferson Street, Springfield, IL 62702
- **Chicago** – 555 West Monroe, Suite 1100, Chicago, IL 60061
- **Des Plaines** – Suburban North Regional Building, 9511 Harrison Street, Des Plaines, IL 60016-1563
- **Fairview Heights** – 15 Executive Drive, Suite 2, Fairview Heights, IL 62208-1331
- **Marion** – 2309 West Main Street, Suite 114, Marion, IL 62959-1196
- **Rockford** – 200 South Wyman Street, Rockford, IL 61101

Operations of the Department of Revenue are divided into Program Areas, which include:

- Account Processing
- Audit Bureau
- Collections Bureau
- Criminal Investigations
- Legal
- Taxpayer Services

The Department's Agency Support Services include:

- Administrative Services
- Budget and Planning
- Communications
- Equal Employment Opportunity
- Human Resources
- Internal Affairs
- Internal Audit
- Labor Relations
- Learning and Development
- Legislation
- Research

The Department also includes taxpayer appeal divisions including the Informal Conference Board, Board of Appeals, and Administrative Hearings Office.

### 1.2 – LANGUAGE ACCESS PLAN STATEMENT

The Department of Revenue Language Access Plan is guided by [Title VI of the Civil Rights Act of 1964](#), the [Illinois Civil Rights Act of 2003](#), the [Illinois Human Rights Act](#), and the [Illinois Language Equity and Access Act](#). The plan establishes evidence-based policies, procedures, and guidelines for providing LEP services. All Department office locations, the IDOR public website, web-based applications and staff intranet offer information and instructions on obtaining and providing Language Services.

Because IDOR values secondary language skills and encourages hiring and retention of bilingual employees, IDOR prioritizes annual language service training for employees, requiring training for public-facing employees, managers, interpreters, and translators. The Department's employees are responsible for informing the public of free LEP services and will provide free LEP services to LEP persons they encounter or when language services are requested.

IDOR's Language Access Plan ("LAP," "Plan") establishes policies, procedures, and guidelines on providing LEP services. The Plan addresses:

- 1) Identification of the Language Access Coordinator and Language Access Committee
- 2) Language Access Plan Objectives
- 3) Language Access Approaches
- 4) Language Access Procedures
- 5) Complaints & Resolutions

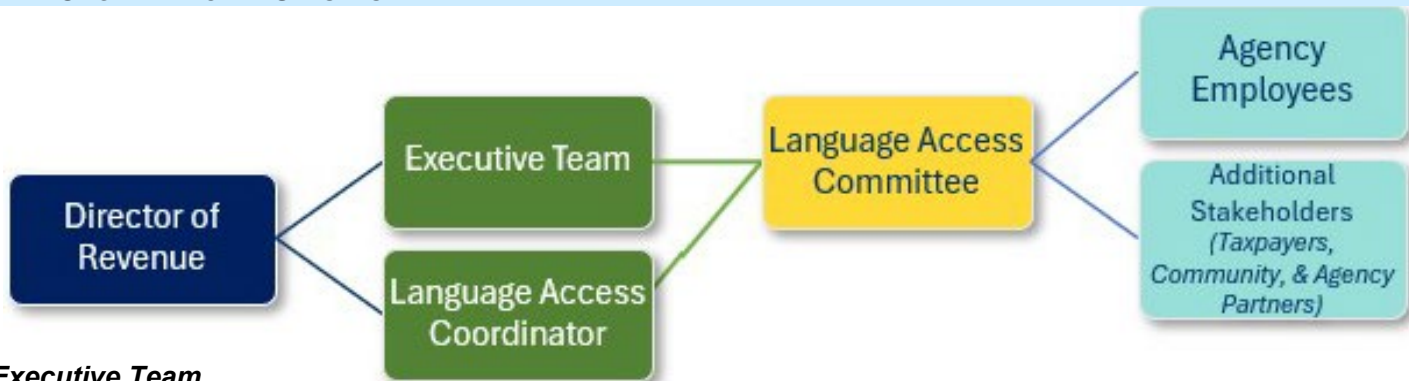
### 1.3 – LANGUAGE ACCESS COORDINATOR

The Equal Employment Opportunity Officer has been appointed by the Director of Revenue as the Language Access Coordinator ("Coordinator,"). The Language Access Committee ("Committee," "LAC"), created in 2022, serves in an advisory and consultative capacity to the Coordinator.

The Coordinator and Committee share responsibility in administration and monitoring of the Department's Language Access Plan and its initiatives, including related policies, agency and Program Area procedures, guidelines, and outcomes. The Coordinator is responsible for developing partnerships with language service and LEP stakeholders for outreach initiatives or other activities, day-to-day language service and LAP matters, and coordinating with the Committee, as needed. The Coordinator is responsible for administering and monitoring LAP complaint policies, procedures, and guidelines. The Coordinator and Committee are responsible for annual review of and updates to the Plan, and the Coordinator is responsible for issuing annual reports to the Executive Team.

In the event a vacancy occurs in the position of Language Access Coordinator, the Director of Revenue or their designee will appoint an interim or replacement Coordinator to ensure continuity of services. An interim Coordinator retains the same responsibilities as outlined in Section 1.3, working closely with the Committee to ensure no disruption in services, updates, programs, or initiatives. IDOR will provide updated contact information for a new Coordinator – interim or replacement – to the Governor’s Office.

## 1.4 – ORGANIZATIONAL STRUCTURE



### **Executive Team**

The Executive Team is appointed by the Director of the Department and has full oversight and management authority over the Department’s Language Access Plan initiatives, policies, procedures, and guidelines. IDOR’s Chief of Staff and Equal Employment Opportunity (EEO) Officer make up the Executive Team.

### **Language Access Coordinator**

The EEO Officer is designated as the Department’s Language Access Coordinator and is responsible for administration and monitoring of IDOR’s Language Access Plan, initiatives, LEP-related policies, procedures, and guidelines.

### **Language Access Committee**

Language Access Committee members are Department employees selected by the Executive Team. Committee membership is voluntary and approved by the Director of Revenue. Language Access Committee members address agency-wide language access-related matters and help improve, evaluate, and pursue language service initiatives.

The Language Access Coordinator chairs the LAC, with the Committee comprised of program administrators from the four public-facing Program Areas (*Account Processing, Audit, Collections, Taxpayer Services*), Human Resources, Office of Policy & Communications, and DEIA Committee Co-Chairs and the Executive Team. Committee members act as advisors to the Executive Team and Coordinator, working collaboratively in sharing updates, data sets, and relevant language service initiatives within their unique areas. Committee members’ authority, duties, and responsibilities are set forth by the Executive Team.

### **Stakeholders**

Engagements with stakeholders will be conducted in a manner structured to be most strategic in ensuring progress toward advancing Plan goals and objectives. LAC member duties, roles, and responsibilities with respect to stakeholder engagement projects and initiatives are established collectively at the onset of any new project initiation.

[Appendix A](#) identifies the acting Language Access Coordinator and Committee, providing names and email contacts for each member.

## 1.5 – CONFIDENTIAL INFORMATION

IDOR is a tax agency handling individual data considered confidential by both state and federal law, and agency policies. The Department is required to follow complex state and federal laws pertaining to, and requiring protection against, intentional and unintentional unlawful disclosure of such confidential information.

As a partner with the Internal Revenue Service (IRS), IDOR must follow rules regarding document handling, recordkeeping, and disclosure requirements as established in [IRS Publication 1075](#)<sup>4</sup>. Depending on the type of information shared or distributed, and in certain circumstances, these requirements may impede availability of both translation and interpretation services. Each taxpayer interaction is handled on a case-by-case basis in determining the level of information being addressed and how LEP services may be impacted.

The [Illinois Income Tax Act](#) also prohibits disclosure of confidential tax information unless a “limited exception” applies ([35 ILCS 5/917\(a\)](#)). While IDOR may disclose confidential tax information to certain “authorized individuals” ([35 ILCS 5/917\(e\)](#)), there is no statutory basis to allow third-party vendors (*such as external or contracted translators*) to access confidential tax information. The

<sup>4</sup> IRS Publication 1075, “Tax Information Security Guidelines for Federal, State, and Local Agencies and Entities”

agency must ensure any documents translated into another language do not contain confidential tax information that could be unlawfully disclosed to a third party, including translation service individuals or vendors. IDOR utilizes necessary safeguarding protocols to ensure only authorized information is being translated by any third party.

Publication 1075 requires contractors and third-party vendors to undergo rigorous security training and background checks to access federal tax information. The state-approved third-party vendor providing interpreter services for IDOR customers, Propio Language Services, has not yet met Publication 1075 requirements. This severely restricts the ability of some of our agency areas, such as the Federal/State Exchange Unit (FSEU), from communicating with limited English proficiency taxpayers. The Language Access Coordinator works closely with the Chief Disclosure Officer in exploring available options to the approved vendor.

## SECTION 2 – LANGUAGE ACCESS PLAN OBJECTIVES

The Language Access Coordinator and Committee are responsible for collaboratively developing policies, procedures, and guidelines for delivering necessary LEP services. These responsibilities include:

- annual review of policies, procedures, and guidelines,
- creating awareness and education initiatives,
- analyzing agency needs,
- ensuring taxpayer, community, and other partnership outreach, and,
- data collection and analysis driving change in support of LAP efforts.

### 2.1 – POLICIES AND PROCEDURES

IDOR's Plan was last revised in January 2024. The most current Language Access Plan and related Language Services information is published on IDOR's employee intranet and the agency's external website. The Plan is reviewed annually, at the conclusion of each fiscal year, with revisions posted thereafter. Beginning in FY26, the Coordinator and Committee will review the existing Plan and issue an Annual Report summary to the Executive Team within the first quarter of each new fiscal year. The annual report will identify successes, obstacles and opportunities for examination and improvement, as well as suggested remedies to language issues encountered in the previous year. As recommended by the Annual Report, the Executive Team will address action items related to policy and procedure in preparation for the next year's goals.

The Coordinator is responsible for disseminating information and ensuring Department staff are aware of current and changes to policies, procedures, and guidelines. The Coordinator and Committee are responsible for collaboratively updating the Language Access Plan and limited English proficiency services list.

### 2.2 – AWARENESS AND EDUCATION

IDOR continues engagement in a comprehensive agency awareness strategy for LEP services, policies, and procedures. The Coordinator, Committee, and IDOR's Learning & Development Division work in tandem with other stakeholders in creation and development of educational and awareness initiatives, materials, and related training. LEP education is provided via computer-based learning (CBL) through OneNet, which all public-facing employees have available to them at hire. Through OneNet, LEP training data is updated as employees complete courses, thereby providing capability to analyze data at time of completion, as well as annually at the conclusion of each fiscal year.

Effective in FY26, new employees will receive LAP training within 30 days of hire as part of the new employee onboarding process. Future training is intended to solidify and address how to properly troubleshoot and report obstacles and respond to inquiries and requests for language services.

### 2.3 – NEEDS ASSESSMENT

The Coordinator and Committee organize efforts in conducting periodic needs assessments for LEP services. This may include non-traditional assessments, including email communications identifying concerns, to more robust feasibility studies to determine an appropriate number and type of bilingual positions in each department, demographics of LEP population being served in agency regions, and the effectiveness of existing translation and interpretive services.

The outcome of a needs assessment drives ongoing changes to services and serves as a basis for recommendations outlined in each year's annual report. Annually, in mid- to late July, the Committee will meet to review data and needs assessment materials.

### 2.4 – OUTREACH

The Coordinator will work with the Language Access Committee; Diversity, Equity, Inclusion & Accessibility (DEIA) Committee; Office of Legislative Affairs; Office of Policy & Communication; and DoIT on creation and implementation of outreach efforts. IDOR engagement efforts may include connecting with taxpayer education groups and working with members of the Illinois General Assembly to address constituent language accessibility concerns.

The Coordinator is responsible for monitoring, recording, and reporting on outreach efforts. The Coordinator and Committee are responsible for annual review of outreach efforts and contributing to the agency's strategic plan and schedule for community engagement efforts, impact, and needs. The Coordinator is responsible for summarizing recommendations in the annual LAP report.

In February 2022, IDOR began a project to assess the efficiency and viability of including an informational LEP service insert into written communications, and, in February 2023, this initiative launched. Though outgoing letters include basic instructions on how to obtain language assistance services, this has been identified as an area of likely improvement in communicating extended language assistance services and related resources to LEP taxpayers, such as what is available for taxpayers engaged in proceedings within the agency's Administrative Hearings division. A dual goal of the mailing insert is to ensure consistent

Policies & Procedures

Awareness & Education

Needs Assessment

Outreach

Data Collection & Analysis

communication and a multifaceted mechanism in providing LEP service overviews to taxpayers. A sample of the most recent insert is found in [Appendix H](#).

As a result of initial LAP working group discussions, and to provide appropriate language service information to the public at IDOR offices and on website and web-based applications, ISpeak cards and posters (see [Appendix I](#)) were developed and placed in agency facilities with walk-in services, except for facilities owned by the Secretary of State. Department offices have been equipped with signage and three-way calling equipment since the end of calendar year 2023.

IDOR utilizes Multilingual Connections, a state-approved contracted vendor, for as-needed translation of documents. With the original Plan, the agency intended to explore use of a Google portal to help reduce extensive costs associated with all document translation. In evaluating more conducive solutions to address immediacy based on need, with minimal impact on operations, the agency has determined case-by-case identification of translation needs at the time of contact is the most feasible and realistic option to facilitate LEP services at the time of contact. However, IDOR remains committed to seeking additional avenues in translating the most used agency documents. Examination of the capability to translate IDOR system-issued letters and web applications remains an ongoing, long-term effort.

As the agency understands and welcomes the responsibility of informing the public about LEP services, the internal Office of Publication Management (OPM) works collaboratively with the Language Access Coordinator, LAC, DoIT, and CMS to ensure all IDOR office locations, its website, web-based applications, social media, and public events adequately advertise and support LEP services. Various outreach initiatives are reviewed annually.

### **Community-Based Media Outlets**

This initiative involves collaboration with community-based media outlets to share information about agency LEP services. IDOR creates news bulletins, translated into various languages to disseminate to targeted communities. IDOR identified Latinx media and began disseminating information through press releases for large announcements such as Tax season, Earned Income Credit Tax etc., in Spanish during calendar year 2024. Additional targeted communities continue under review, with consideration of IDOR making connections with local diplomatic offices to extend reach within LEP communities.

### **Community Organization Partnerships**

IDOR regularly shares news bulletins about LEP resources with its community-based partners, highlighting new and existing programs and services. These include information related to Volunteer Income Tax Assistance (VITA), the Illinois Earned Income Tax Credit (EITC), Child Tax Credit, and tax season outreach with AARP.

### **Inter-Agency Partnerships**

GenTax and MyTax Illinois are two of the primary integrated tax processing systems utilized daily by the Department of Revenue. The systems communicate circularly, playing an essential role in processing required taxpayer information. While implementing changes would allow for targeted and strategic language services, GenTax and MyTax Illinois are not currently equipped to identify taxpayers' preferred language or issue print communications in their language.

Desired updates to GenTax and MyTax Illinois will require collaborative inter-agency efforts between DoIT, CMS, and the Department of Employment Security, as IDES utilizes GenTax for coordination of unemployment taxes. IDOR continues to actively explore potential system upgrades with conservative estimated timelines at five (5) to ten (10) years, due to extensive complexities, programming, and data integrations within and between systems.

In the event prospective updates culminate, the LAC and Executive Team will develop procedures and training for GenTax and MyTax users. Employee training will run concurrently on an annual basis as part of LAP training, with new employees trained as part of the onboarding process. Additional training guides and tutorials will also be made available for MyTax Illinois end users.

### **Outreach Events**

IDOR promotes availability of LEP services at outreach events through efforts including, but not limited to, use of ISpeak posters and ISpeak cards, PowerPoint presentation slides, registration materials, and agency speaker announcements.

### **Social Media**

Recognizing the importance of expanded reach and promotion of initiatives to connect with taxpayers, IDOR regularly and consistently utilizes its social media platforms. These include Facebook, X (*formerly Twitter*), LinkedIn, Instagram, and YouTube, all of which are used to advertise and promote educational and recruitment events, employment opportunities, and LEP-related services.

## **2.5 – DATA COLLECTION AND ANALYSIS**

IDOR data collection efforts include both short and long-term goals and objectives. One of the challenges IDOR has experienced is lack of historical data. As a result, the agency is working to establish baseline data points and train associated staff to track

information. The [Programming and Databases](#) section of this LAP identifies six potential data sets for collection. As LEP data automation expands, IDOR's analytical capabilities will follow suit.

The Language Access Coordinator reviews the Propio Interpreter Services analytics dashboard quarterly to evaluate ongoing LEP interactions and potential needs for future. A sample of the Propio dashboard is found in [Appendix N](#).

Furthermore, IDOR will utilize evidence-based policies, procedures, and guidelines in obtaining and evaluating data. The Coordinator will organize efforts with the LAC to develop standardized methods of ongoing and annual data collection. The Coordinator will retain responsibility for overall agency data analysis and reporting, with annual LAP action items driven by data obtained.

### **Short-Term Goals**

Standardized data collection guidelines were established in the April 2022 version of the IDOR Language Access Plan. In January 2023, guidelines for interpreter services through Propio was disseminated and, in spring of 2024, staff training on locating and providing access to LEP services was provided to all employees.

With FY25 Plan publication, training revision is in progress, including an update to the existing 15-minute video to a more streamlined PowerPoint presentation. In retaining original content messaging, the new training will provide an overview, links, and additional language resources to employees. The new training module will be provided to all new employees at hire, incorporated into annual training, and available on demand through OneNet. Additionally, the PowerPoint deck will be accessible through the agency's intranet, SpIDOR.

Effective FY26, all employees who regularly interact with taxpayers, such as those in agency call centers and walk-in services, will be provided with Propio quick reference cards, to include basic instructions on utilizing Propio. A sample quick reference card is included in [Appendix I](#).

### **Long-Term Goals**

Over the next one to two years, the agency will begin reviewing the potential for programmatic changes to allow for collection of taxpayer language preference. This programmatic change is intended to add language preference to the customer level of GenTax. GenTax organizes information at varying levels:

- Customer – all tax accounts
- Account – an account specific to one tax type
- Period – specific to a return filing expectancy.

The goal of adding language preference at a customer level allows for a consistent flow of a taxpayer's language preference, applied to all accounts for that customer. Resultantly, when taxpayers contact the agency, employees will be able to document the taxpayers' language preference and record it in customer-level attributes. Once operating systems have been updated, taxpayers will also be able to self-identify language access preferences via MyTax Illinois.

Upon programming updates and through the calendar year following implementation, the Language Access Committee and Executive Team will analyze collected information which will allow for better prioritization of GenTax programming to translate non-English letters. Intended upgrades to the agency's operating system allow for the ability to issue required letters and other communications in a taxpayer's preferred language. Based on complexities of this project, the timeframe will likely extend into calendar years beyond a five-year timeline.

In assessing data for both short- and long-term goals, the Language Access Coordinator is tasked with collecting language statistical data from individual agency Program Areas, as well as the Propio Language Services Analytics portal. These data sets typically include number of encounters with LEP taxpayers, primary language utilized, and call duration. These data points are most useful in collaboratively evaluating needs from increasing readily available language services to considerations of hiring additional staff to meet existing and potential call volume. Additionally, Propio will be sharing monthly reports with the Language Access Coordinator in affording the opportunity to view more distinct data related to internal division statistics.

In absence of GenTax tracking mechanisms, the Language Access Coordinator will be exploring opportunities for simplified tracking tools to assist with data gathering. This includes utilization of existing tools like Microsoft Excel, SharePoint and the Power Platforms (Power BI) to create fluid tracking and applications, as well as exploration of potential user-friendly systems or processes separate of the GenTax system.

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## SECTION 3 – LANGUAGE ACCESS PLAN APPROACHES

### 3.1 – IMPLEMENTATION

The Department of Revenue celebrates Illinois' diverse population and is committed to meeting the needs of LEP individuals engaging with the agency. To address the needs of LEP individuals, IDOR offers free phone conferencing and in-person translation services upon request. The Springfield, Chicago, and Des Plaines offices also retain dedicated bilingual staff in specific Program Areas, available to assist LEP taxpayers with concerns.

Multilingual Connections, the state-contracted vendor, provides the Department with access to both in-person and written language translation, as well as American Sign Language (ASL) interpretation. Phone interpreter services are available at all Department facilities through CMS' master contract language translation service, Propio.

A comprehensive vital documents list<sup>5</sup> has been identified and is retained in collaboration with the Language Access Coordinator and the Office of Publication Management. Though a formal document translation portal had been considered in previous versions of the LAP, the extensive cost accompanying translation of ever-changing vital documents posed a significant hurdle, and such a project is no longer applicable. Rather, the process of identifying and translating vital documents is best achieved on a case-by-case basis, explained further in [Section 4.8](#) of this Plan.

Essential to IDOR's Language Access Plan and efforts is the collection and analysis of data on LEP services and needs. Current LEP data collection efforts, methods, and analyses differ by each agency's Program Area and include those outlined in [Section 2.5](#). The Department intends to enhance data collection efforts and methodology by establishing universal standards and guidelines for data collection and analysis through calendar year 2026, with updates and revisions annually thereafter.

### 3.2 – TRAINING

#### *Language Access Plan Training*

The Language Access Coordinator, Language Access Committee and internal Learning and Development Division are responsible for collaborative development and distribution of Language Access training.

Until 2023, the Department of Revenue did not have a written Language Access Plan. In August 2023, the Department began to engage in an agency-wide awareness campaign on LEP services, policies, and procedures. The campaign incorporated creation of Language Access Plan training, accessible via computer-based learning (CBL) video presentation, and hosted by the Language Access Coordinator. In identifying a need to improve and streamline learning effectiveness and in consideration of agency efficiencies, the most recent iteration of this training has been revised to a more direct and concise PowerPoint presentation. While retaining links to iSpeak and Propio Interpreter Services informational videos, the revised presentation ensures employees can quickly access the most crucial LAP information while more seamlessly fulfilling their day-to-day responsibilities.

Once formally published, the LAP Training presentation will be available through the OneNet portal and the agency's intranet. Employees will be required to review LAP training as part of onboarding, within thirty (30) days of hire, with annual refresher training to be completed between January 1 and March 31 each year. This schedule provides employees in the Department's most public-facing divisions, such as agents in the Collections unit call centers, Taxpayer Services walk-in windows, Audit (in-house and field) and certain areas within Account Processing, an ongoing connection to foster delivery of Language Services to LEP individuals upon request.

The updated LAP training module includes:

- 1) Defining Language Access and Language Access legislative history
- 2) Providing links to the agency LAP and overview
- 3) Defining the Department of Revenue commitment to access
- 4) Overview of IDOR's Language Access services, including print, spoken, and digital services
- 5) Explaining agency impact of Language Access services
- 6) Providing direct links to language access resources
- 7) Language Access Coordinator contact information

### 3.3 – PROGRAMMING AND DATABASES

There are variable points at which a taxpayer may initiate or continue contact with IDOR; thus, recording LEP data at point of contact is also variable. To ensure uniformity and adequate data collection, the Department must establish exclusive agency-wide standards. Until agency operating systems can collect LEP data, and for circumstances falling outside GenTax or MyTax Illinois limitations, the Coordinator and Committee will be responsible for evaluating, establishing, and distributing policies, guidelines, and procedures for this essential data collection.

The agency intends to collect the following data, including, but not limited to:

- 1) Preferred language (spoken and written)

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<sup>5</sup> **Vital Documents, Defined:** paper or electronic material that contains information affecting a person's access to, retention of, termination of, or exclusion from program services or benefits as required by law.

- 2) Service type request (e.g., in-person translator)
- 3) Communication method (e.g., electronic, telephonic, in-person)
- 4) Nature of interaction (e.g., online assistance, payments, correspondence)
- 5) Interaction time (e.g., less than 5 minutes more than 10 minutes)
- 6) Other accommodation requests (e.g., referrals to other government agency translators)

### 3.4 – LANGUAGE ACCESS RESOURCES

#### **Document Management Solution**

Vital documents identified under the original Language Access Plan included current and historical documents. The identified documents were, and are, subject to change at any given time based on state and federal regulations, programming, and initiatives. While a document management solution had been considered to address the volume, collection, and storage of vital documents, the overall return on an investment into such a system was ultimately determined insufficient to equally justify up-front and ongoing costs. Because over 1,500 documents were initially identified as having the potential to be vital based on a taxpayer's circumstance, the agency shifted priorities in obtaining a formal document solution. This modified approach now includes a prioritized assessment, effective with this Plan, and outlined in [Section 4.8](#), to ensure documents are translated on a case-by-case basis resulting from unique taxpayer needs.

#### **GenTax**

As technology grows to enhance user experiences, upgrades to IDOR's integrated tax processing software package, GenTax, are estimated to occur over the next five (5) to ten (10) years, at minimum. GenTax is not only utilized by IDOR, but by the Department of Employment Security (IDES) whose function includes tracking and maintaining unemployment insurance tax records. Projected GenTax upgrades will allow for collection of information on a user's preferred language and dissemination of relevant taxpayer case information in the same preferred language. Once system updates are in process, and at completion, IDOR will develop procedures and training, with the intent of providing all GenTax users with annual training as part of overall LAP training. Relatedly, new employees with GenTax clearance will receive training as part of their onboarding process. Updates impacting MyTax Illinois users will result in information provided to taxpayers via multiple communication channels, including bulk messaging through social media and instant resource allocation within the agency website.

#### **Website Translation**

Although IDOR historically provided information PDF format, efforts continue to convert documents and publications to HTML format, where possible, to ensure translation of IDOR's website content can be translated more robustly by IDOR's language translator and web browser language translators. Where Google Translate was utilized previously, this resource was phased out by DoIT approximately one to two years ago. The Department of Revenue now provides a link to [Weglot](#) as a courtesy to visitors to its website, using Weglot services to automatically translate certain content on the agency's website into other specified languages.

#### **Google Translation Portal**

Google's translation portal was initially established to convert customer documents into their preferred language. When first introduced, IDOR was responsible for sending PDF documents through the portal. Consequently, this process proved problematic in many instances, particularly those involving Federal Tax Information (FTI). Disclosure, of such, including FTI within documents requiring translation, is prohibited. In response to such limitations, the agency realigned focus to create HTML web pages for essential information whenever possible. The conversion and outward use of HTML allows users to access translation within a web browser in converting documents or sources to their spoken language.

#### **Hold Messaging**

Over the course of the next two (2) to three (3) years, the agency intends to continue exploration of hold messaging on in-house call center lines. To ensure all callers are advised of LEP services, the agency in-house call hold messaging would provide information about the agency's services, as well as direct callers to contact the agency via email in the instance they prefer to disconnect the call. Hold messaging efforts will require ongoing collaboration of multiple stakeholders, including internal Program Areas, DoIT, and Telecom services.

### 3.5 – INTERPRETER SERVICES

While taxpayers may bring their own volunteer interpreter/translator to any agency location in facilitating communication of tax information, IDOR is equipped to offer immediate in-person and/telephonic interpretive services through agency bilingual staff and utilization of services approved through the state.

#### **ISpeak Cards and ISpeak Posters**

In 2022, IDOR developed ISpeak cards. These cards visually notify customers that IDOR can provide services in the top six (6) languages spoken in Illinois (Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog). ISpeak cards appear in poster size at all walk-in locations and are placed at each walk-in window across agency locations, informing customers of available interpretation services.

Anyone seeking services in one of the six identified languages is directed to point to their language preference on an ISpeak card. Once identified, the IDOR employee proceeds with connecting a customer with someone (*either an on-site IDOR employee or 3<sup>rd</sup> party interpreter through Propio*) who can assist in their preferred language. As part of LAP training, field agents and employees working in walk-in locations receive ISpeak card service training.

### **Letter Insert**

Taxpayer communication letters are generated in two ways, through GenTax, IDOR's tax information management database, and manually. The Department distributes millions of letters annually, with nearly all communications meeting the criteria of vital, but each unique by taxpayer circumstance. To remedy this barrier, and ensure the public is aware of how to access translation and interpreter services, IDOR developed a letter insert to be included in written, mailed communications.

In late 2022, agency employees received notice and instructions on the letter insert. In February 2023, the first batch of mail inserts was incorporated into mailings. To date, GenTax has been programmed, with legal considerations, to ensure all mailings contain letter inserts. Employees who create letters manually receive instruction on where to find an electronic version of the letter insert, which can be printed and included in multiple mailed communications. Letter insert information is included with Language Services training, and the letter insert is attached to the LAP in [Appendix H](#).

Due to additional identified needs, and beginning with FY26, IDOR will be revision of the letter insert to ensure compliance with both the [Language Equity & Access Act](#) and [Illinois Administrative Procedure Act](#), which requires mailings related to hearings be provided in, at minimum, thirteen (13) languages as outlined within the latter legislation.

### **Multilingual Connections**

The Department of Revenue utilizes Multilingual Connections, the state-approved third-party vendor, to provide written translation services upon request. To standardize the process of translating vital documents, the Coordinator works with the Office of Policy and Communications to develop and formalize procedures for document translation needs.

Multilingual Connections is also utilized as the primary point of contact for ASL interpreter requests. Upon receipt of an interpreter request for ASL services, the Coordinator submits an email or online request to Multilingual Connections' ASL partner, InterpretNet®. InterpretNet is responsible for securing and confirming notification with the Language Access Coordinator. In the event an InterpretNet interpreter is unavailable or the request is not placed with enough lead time, the Coordinator is responsible for seeking alternative options for obtaining ASL services, such as utilization of the [State of Illinois Licensed Interpreters Directory](#), [Chicago Hearing Society](#), or other approved methods. In addition to services provided in person, ASL providers are available for Video Remote Interpreting (VRI). Though VRI is not preferred or primarily requested by IDOR, the ability to secure an interpreter virtually remains an essential service in providing equal access to presentations, meetings, and regular interactions with IDOR staff.

### **NexTalk/SimpliciTTY**

NexTalk is a PC-based application for communicating with deaf, hard of hearing (HOH) or members of the public who identify as having a hearing impairment. IDOR migrated to the newest version of NexTalk – SimpliciTTY – in August 2023. Existing NexTalk users were sent a communication bulletin informing them of the migration to the new client, along with a SimpliciTTY manual included with the communication bulletin.

### **Propio Language Services**

IDOR utilizes Propio Language Services, a third-party vendor, to provide interpreter services for more than 79 languages and dialects. Instructions on how to use Propio are available on IDOR's intranet. In January 2023, Propio instructions were distributed to all employees, via email. New employees in taxpayer-facing Program Areas receive notification and training on Propio and other interpreter services during onboarding, within 30 days of hire.

### **Website**

Through various web browsers, IDOR's external website can be translated into the six (6) spoken languages in Illinois (Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog). IDOR continues to enhance its website with robust information related to Language Services. Visitors to [the IDOR Language Access Plan page](#) can request an interpreter, view an overview of the current Language Access Plan, and submit an access complaint form if encountering accessibility issues. In addition, the agency's Web Services division continues to incorporate accessible HTML webpages, which are integrated into multiple browsers.

### **Web Applications**

Changes to IDOR web applications, GenTax and MyTax Illinois, require contracting, planning, programming, and budgeting. Agency staff coordinate closely with the Department of Innovation & Technology (DoIT) to ensure web applications are streamlined, efficient, and accessible. [Title II of the Americans with Disabilities Act](#) requires state and local governments to provide people with disabilities equal opportunity to benefit from programs, services, and activities – this includes engaging with and filing tax documents. As of April 26, 2027, the Department must ensure websites and mobile apps are compliant with Title II in ensuring people with disabilities are able to obtain tax information, programs, and services quickly and easily. Web accessibility standards

are based on the [Web Content Accessibility Guidelines](#). As such, web application updates continue to be a perpetual goal of IDOR's long-term agency strategic plan.

### **3.6 – WRITTEN TRANSLATION**

In the initial Language Access Plan, the agency identified a comprehensive list of vital documents. Through a collaborative effort between the Office of Policy and Communications, Language Access Coordinator, and Language Access Committee, the agency will prioritize translation of vital documents, based upon their frequency of use by taxpayers, and as outlined in [Section 4.8](#).

### **3.7 – TIMELINES**

#### **WHERE WE STARTED: 2022-2023**

- ISpeak Cards, posters at all agency facilities
- Initial Language Access Plan publication and rollout
- Google Translate on all webpages (e.g. tax.illinois.gov)
- Expansion of translation services to include Multilingual Connections
- Published and advertised document translation services

#### **WHERE WE GREW: 2023-2024**

- Deployed language assistance services letter insert
- Developed first staff LAP training video and overview
- First LAP / LEP Annual Report provided to Executive Team
- Pursued document management solution
- Contacted media outlets targeting diverse populations
- Developed document translation procedure
- Retained master contract for written translation services (e.g. Multilingual Connections)
- Began promotion of LEP services via social media, outreach events, and community organizations

#### **WHERE WE ARE: 2024-2025**

- Comprehensive LAP review
- Revision of IDOR hotline call flow
- Distribution and revision of staff LAP training
- GenTax upgrade pre-planning

#### **WHERE WE GO: 2025 AND BEYOND**

- IDOR hotline “hold messaging” providing language assistance options
- Consideration of GenTax and MyTax Illinois language preference selection
- Planning: GenTax and MyTax Illinois language upgrade
- Implementation: GenTax and MyTax Illinois language upgrade promotion, training, taxpayer publication

## SECTION 4 – LANGUAGE ACCESS PROCEDURES

### 4.1 – POINTS OF CONTACT AND DETERMINATION OF LANGUAGE NEED

Throughout FY25, the agency engaged in various LEP taxpayer interactions. Out of all interactions throughout FY25, 67.19% were fewer than 15 minutes, 32.03% took greater than 15 minutes, but less than 1 hour, and 0.78% were over an hour, but less than half a workday. The Department recognizes that, as a public-facing agency within the State, interactions with LEP individuals are ongoing. First point of contact ranges from phone calls to web-based resources, to walk-in interactions.

#### **Limited English Proficiency Interactions for FY2025 (July 1, 2024, through June 30, 2025)**

Point of Contact/Interaction Type	Total
• Walk-In Services	4,182
• Phone Calls	20,229
• Emails	5
• Translation – Agency Correspondence	8
• Translation – Agency Documents	15
• Field Interactions	15
<b>Total L E P Interactions, FY25</b>	<b>24,453</b>

#### **Determining Language Needs**

Public-facing staff are essential in evaluating whether a taxpayer or their representative is Limited English Proficient. Contact assessments may occur over the phone or in-person, and include interactions when a taxpayer:

- notifies staff English is not a first language (self-identification),
- requests an interpreter for language services either in person or via phone (may be for spoken language or ASL), or
- calls an agency hotline or walks into a location, where staff objectively determine difficulty in speaking and understanding English well enough to participate in an interaction.

#### **1. Initial Interaction and Evaluation**

IDOR staff should be mindful of signs that a person may have difficulty communicating in English. These signs may include:

- hesitation, silence, or (if in person) facial expressions showing confusion when spoken to in English,
- short or incomplete responses to questions, repeatedly asking for repetition or clarity,
- providing incomplete information due to a language barrier,
- bringing an interpreter to walk-in services or using one on a phone call.

***IMPORTANT: Staff should not automatically assume English proficiency based on appearance or accent, as this can be discriminatory. Base the initial interaction and assessment only on communication preference.***

#### **2. Inquire About Language Preference**

If a language barrier is suspected or confirmed, staff should use professional, but plain English to determine needs. Questions may consist of open-ended questions, such as:

- What language do you prefer to speak or read?
- Would you like an interpreter or translated materials?

#### **3. Request for Language Services**

If staff determine a taxpayer is proficient in speaking and understanding English, they should proceed with interaction as normal. If it is determined a language barrier may impact interactions or assistance with services, staff should use the ISpeak point cards to inquire which language the taxpayer requires to assist with reading or writing. When the language is determined and verbal interaction via phone or walk-in is required, staff should utilize interpreter services through Propio Language Services. In cases of written communication for LEP services, staff should contact the Language Access Coordinator for guidance and assistance with document translation, where applicable.

##### **a. Propio Language Services**

Propio provides interpretation services in more than 79 languages and dialects, and IDOR employees must comply with established call center policies, procedures, and guidelines. When opening the call with Propio, staff should obtain the taxpayer first name and initial of taxpayer's last name, taxpayer phone number, and taxpayer preferred language (*corresponding 2-digit language codes are found on the Propio Language Services instructions, page 3*). For phone calls, inform the taxpayer to please hold while contacting the interpreter. For walk-in services, staff should advise they are going to contact an interpreter. Staff should contact Propio at the toll-free number (**1-855-463-0026**). If the service cannot be reached, call 1-866-386-1284 to continue, but DO NOT use this number for the initial call. From the language menu, and using the appropriate 2-digit code, select the language requested, then enter the 4-digit Department of Revenue account number (**3877**). Staff should provide the live interpreter the taxpayer information obtained when opening the call, then connect the call with the taxpayer (*Note: the Department employee, interpreter, and taxpayer should remain on the same call*).

**REQUIRED:** Ask the interpreter to repeat the following statement to the taxpayer: “A *third-party translator service is being used to translate the call. I am obliged to maintain your privacy and confidentiality of the information discussed during this call. This service is provided at no charge to you. Do you wish to continue?*” If the taxpayer agrees to the translation service, proceed with the call as normal, through the interpreter. If the taxpayer refuses the translation service, the Revenue employee may not provide any specific account information to the taxpayer and should only answer general information questions using plain English.

**b. Document Translation**

If the taxpayer requests documents in a language other than English, staff should contact the Language Access Coordinator to advise of the document name, type, and expected turnaround time. The Language Access Coordinator will work directly with the state’s contracted document translation provider, Multilingual Connections, to translate documents and provide within the timeline requested.

**4. Use of Informal Interpreters**

While the use of informal interpreters such as family members or online tools or mobile apps should be avoided due to discussion of tax information, these resources may be used solely for the purpose of determining the taxpayer’s LEP status.

**5. Recording the LEP Interaction**

GenTax users are encouraged to document the individual’s LEP status in a CRM note within GenTax, including whether language access services were needed and the specific type of services provided. If a taxpayer requests verbal or written translation or interpretation services in any language other than ASL, they should be classified as a Limited English Proficient (LEP).

**4.2 – CALL CENTERS**

**IDOR Language Services**

LEP individuals may utilize either an in-house interpreter (e.g., Spanish-speaking Revenue Tax Specialist) or, if an in-house interpreter is unavailable, engage in a 3-way call with agency staff and an interpreter from Propio Language Services. IDOR staff must document interaction with LEP individuals in accordance with established policies, procedures, and guidelines.

IDOR also has a dedicated Spanish language line within its Collections unit. The hotline is managed by bilingual Spanish-speaking employees who offer services and address concerns, either addressing in Collections or forwarding to the appropriate Program Area. IDOR continues to seek solutions in creating dedicated prompts in existing hotlines for the Federal/State Exchange Unit and Taxpayer Services. In the interim, the FSEU utilizes bilingual employees to return calls to taxpayers who request return correspondence in Spanish.

Taxpayer Services’ call centers are equipped with an Interactive Voice Recognition (IVR) unit. When a call is received, the IVR guides the caller through the system based upon their responses. Based on those responses, IVR may be able to answer the inquiry, or the caller may choose to speak with an agent. The agency’s Central Registration phone line of Taxpayer Services has the option to select Spanish queue, but it is only a single prompt due to low frequency of use. If a call is routed through this line, agents use Propio Services. For main taxpayer assistance lines, Spanish IVR is not currently utilized. However, as of the current LAP, this is an active project with DoIT, tied to a live agent chat project. The division is currently in the phase on live agent, but no targeted rollout date has been established. Beginning in FY26, the Department will review other agency Program Areas who may benefit from IVR services.

Multiple Program Areas retain dedicated hotlines for taxpayer contact:

**Department of Revenue Division Contact Numbers**

<b>Agency Division</b>	<b>Phone Number</b>
<i>Account Processing – Sales Tax</i>	1-217-782-5906
<i>Account Processing – Electronic Commerce</i>	1-866-440-8680
<i>Audit (In Office, Field)</i>	Services available upon request
<i>Collections</i>	1-217-785-2698
<i>Taxpayer Services – Taxpayer Assistance</i>	1-800-732-8866
<i>Taxpayer Services – Central Registration</i>	1-217-785-3707

**Bilingual Employee Positions by Program Area**

Though not required to retain specific certifications, bilingual (Spanish-speaking) employees are required to communicate (speak and write) in both Spanish and English at a colloquial skill level as part of essential responsibilities and minimum qualifications for their positions in carrying out job duties with non-English speaking individuals. In addition to fluent Spanish, these employees receive additional monthly compensation, as negotiated by the AFSCME Collective Bargaining Agreement, and in line with position title, level (such as “1,” “2,” or “3”), and program area in which the bilingual staff member is employed.

As of publication date, the agency employs fifteen (15) employees in bilingual roles, specifically Spanish. While IDOR continually evaluates observable and potential need for bilingual employees in additional languages, Spanish remains the most requested among LEP taxpayers across the state.

A breakdown of program areas, employee positions, locations, and monthly compensation overviews for the agency’s bilingual staff is provided in the table beginning on the following page.

**Department of Revenue Bilingual (Spanish-speaking) Staff**

Division	Position	Location	Additional Monthly Compensation
Audit	Revenue Tax Specialist Trainee	Springfield	\$244
Audit	Revenue Auditor 3	Des Plaines (Field)	\$537
Audit	Revenue Tax Specialist 1	Springfield	\$265
Board of Appeals	Revenue Tax Specialist 3	Chicago	\$401
Collections	Revenue Tax Specialist 1	Springfield	\$248
Collections	Revenue Tax Specialist 2	Springfield	\$345
Collections	Revenue Tax Specialist 2	Chicago	\$331
Collections	Revenue Tax Specialist 2	Chicago	\$345
Collections	Revenue Collection Officer 3	Des Plaines (Field)	\$451
Collections	Revenue Tax Specialist 2	Springfield	\$255
Collections	Revenue Collection Officer 3	Des Plaines	\$451
Taxpayer Services	Revenue Tax Specialist	Chicago	\$274
Taxpayer Services	Revenue Tax Specialist Trainee	Chicago	\$244
Taxpayer Services	Revenue Tax Specialist 3	Chicago	\$401
Taxpayer Services	Revenue Tax Specialist Trainee	Des Plaines	\$260

Due to unique needs of taxpayers in their interaction with various areas of the agency, bilingual employees receive general and language services training within their respective divisions. Larger areas, such as Audit and Collections, provide standard operating procedure manuals, available on the staff intranet portal, and updated regularly to accompany changes and ensure accuracy of readily available information.

Bilingual staff are responsible for assisting LEP individuals, whose first language is Spanish, through either direct assistance or acting as a liaison between non-Spanish speaking staff (agents) in other divisions. For instance, if an LEP individual contacts the Collections unit due to receiving a mailed notice, they are directed to contact an 800 number with Spanish options. When engaged on the Spanish hotline, the taxpayer will be asked the normal information, such as name, reason for call, and information contained within their letter. If the issues are not able to be resolved within Collections, the Spanish-speaking agent will contact the correct division to both guide the call and answer any questions from the taxpayer.

**4.3 – EMAIL CORRESPONDENCE**

Dedicated bilingual (Spanish-speaking) employees are available to provide services and address concerns via email in the Program Areas of Collections, Taxpayer Services, and the Federal/State Exchange Unit. Bilingual agency employees are responsible for responding to emails, typically within two (2) business days to ensure taxpayer concerns are addressed timely. When applicable, bilingual employees also review documents translated through translation services to ensure a consistent message is being sent to taxpayers. Employees must comply with documenting interactions with LEP individuals in accordance with established policies, procedures, and guidelines.

IDOR continues to work toward building capacity to address electronic correspondence needs of LEP individuals, such as supplementing email correspondence with basic information on LEP services and how to access them. Such supplemental information will appear in the top six (6) non-English languages spoken in Illinois (Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog).

**4.4 – WALK-IN**

LEP individuals can utilize either an in-house interpreter (e.g., Spanish-speaking Revenue Tax Specialist) or, if an in-house interpreter is unavailable, IDOR will coordinate a 3-way call with IDOR staff, the taxpayer, and an interpreter from Propio Language Services. Though Propio is available at no cost, the agency allows taxpayers to utilize their own interpreter, should one be needed, and Propio Language Services may be engaged to ensure information is being interpreted correctly.

At all IDOR offices taxpayers are met with posted information on LEP services and how to access them. Taxpayer-facing employees receive training on offering and providing LEP services, verifying services at the time of contact. In complying with established walk-in policy, procedures, and guidelines, agency employees document interactions with LEP individuals, addressing any concerns or barriers to communication during contact.

#### 4.5 – MAIL CORRESPONDENCE

IDOR provides limited LEP services for written correspondence. The Federal/State Exchange Unit (FSEU) uses free-form letters to communicate with taxpayers who have identified Spanish as their preferred language. IDOR employees comply with established written correspondence policy, procedures, and guidelines, documenting interaction with LEP individuals, and addressing any concerns or barriers to communication.

An informational insert on IDOR LEP services is included in written, mailed communications, and includes the top six (6) languages spoken in Illinois (Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog). The letter insert is attached as [Appendix H](#).

#### 4.6 – WEBSITE AND WEB-BASED APPLICATIONS

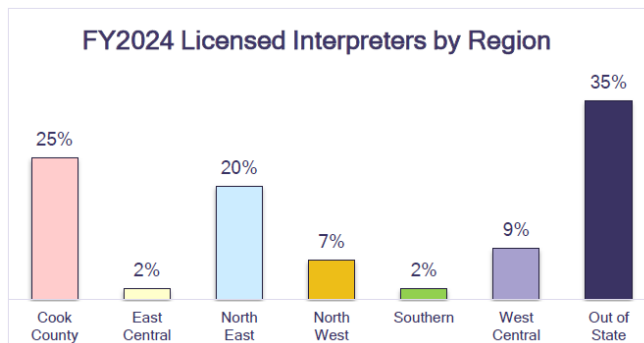
[The Department of Revenue website](#) is equipped with a webpage translator in programming. Therefore, content residing on webpages may be translated by selecting one's desired language from the available drop-down menu. The agency home page houses a virtual assistant, in which those seeking resources may type in key phrases or words to be connected to additional websites or forms to further assist with their needs. A sample screenshot of the external page and options therein is included in [Appendix F](#).

Efforts continue to offer updated and essential website content (*i.e., PDFs and other document types*) in the most commonly spoken non-English languages in Illinois (Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog), with similar efforts underway to IDOR operating systems (GenTax and MyTax Illinois) in providing language services. The goal of operating system updates is to ensure taxpayers can self-identify language preference and access respective services. Relatedly, system updates will allow employees to adequately record and analyze LEP data.

#### 4.7 – SIGN LANGUAGE

For taxpayers who identify as deaf or having a hearing impairment, the agency provides American Sign Language (ASL) interpreter services. According to the [Illinois Deaf and Hard of Hearing Commission's FY24 Annual Report](#)<sup>6</sup>, the state retained approximately 1,043 licensed interpreters. Of those, 35% are located out of state, thereby decreasing in-state ASL interpreter availability to approximately 677 total interpreters located across the state:

- 25% (260.75) in Cook County
- 20% (208.6) in Northeast Illinois
- 9% (93.87) in West Central Illinois
- 7% (73.01) in Northwest Illinois
- 2%, respectively, in each the East Central and Southern regions.



This limited availability of ASL interpreters, coupled with the necessity to process requests timely, limits immediate needs for DHH employees and taxpayers alike. The agency attempts to expedite requests by utilizing a request form, submitted to the Language Access Coordinator, which includes basis for a request and option of two to three pre-arranged times for an appointment with a specified agency location.

Upon receipt of an internal request for ASL services, the Coordinator submits an email or online request for ASL translation to Multilingual Connections ASL partner, InterpretNet®. Following submission, InterpretNet is responsible for securing and confirming the interpreter to the Coordinator. Once an interpreter is confirmed, the Language Access Coordinator is responsible for contacting the respective Department location and ensuring available staff on-site to facilitate the interaction on the date of service.

#### 4.8 – IDENTIFICATION OF VITAL DOCUMENTS

The Department of Revenue is subject to [IRS Publication 1075](#), which identifies specific guidance and regulatory requirements for handling and protecting confidential FTI managed by the agency. Within the scope of Publication 1075 and applicable legal requirements outlined in [Title VI of the Civil Rights Act of 1964](#), the [Illinois Civil Rights Act of 2003](#), the [Illinois Human Rights Act](#), and the [Illinois Language Equity and Access Act](#), the department acknowledges the importance documents play in ensuring meaningful access to services for LEP taxpayers.

<sup>6</sup> [State of Illinois Deaf and hard of Hearing Commission – FY24 Annual Report](#)

The Governor’s Office of New Americans (ONA) defines vital documents as: paper or electronic material that contains information affecting a person’s access to, retention of, termination of, or exclusion from program services or benefits as required by law. Further, the ONA considers documents likely to be vital if:

- 1) an LEP Illinoisian could not participate in a program, activity, or service if they are unable to complete and/or understand the information in a document,
- 2) an LEP Illinoisian would be terminated from a program, activity, or service if they are unable to complete and/or understand the information in a document, and
- 3) an LEP Illinoisian could suffer significant financial, physical, or other harm if they are unable to complete and/or understand the information in a document.

**Vital Documents Action Planning**

The agency serves all taxpayers in the state of Illinois, as well as those doing business in the state. From a practical and cost-effectiveness perspective, it is nearly impossible and overly burdensome to proactively translate **all** IDOR documents into multiple languages spoken by state taxpayers. Contextual and ongoing evaluation of vital documents is essential to ensuring LEP taxpayers receive the most relevant information as related to their individual circumstances. Where certain documents may be considered vital to most or all taxpayers in broad context, other documents are considered vital only in limited circumstances on a case-by-case basis. Therefore, the agency uses the following considerations to determine the scope in which a document or series of documents is considered vital, as defined by the Office of New Americans.

**Assessment Considerations**

- **Access:** Is a document required for LEP taxpayers to engage initially or continually?
- **Applicability:** Is the document always required for all taxpayers?
- **Compliance:** Does the document outline rights, obligations, legal requirements, or similar, for fulfilling taxpayer and/or agency responsibilities?
- **Outcome:** Will the LEP taxpayer be impacted with minimal to irreparable harm, if unable to understand information or services contained within an IDOR document?
- **Timeliness:** Does the IDOR document require immediate (within 24 – 48 hours), short-term (1 – 2 weeks), or future (beyond 2 weeks) action from either the agency or recipient?

<u>Type of Document</u>	<u>Vital</u>
• Applications for services .....	Yes
• Collection Notices .....	Yes
• Complaint and Reporting Forms .....	Yes
• Notice of Rights, Legal Services, Hearings .....	Yes
• Temporary federal and, or state program forms..	No <sup>7</sup>
• Notices related to Language Services .....	Yes

**Individual Income Tax Forms and Letters**

The agency houses the most common [individual income tax forms](#), for the current tax year filing, on its website. For select forms, instructions and Spanish forms are provided in both HTML and PDF format.

Additionally, some of the most common documents (letters) sent to individual taxpayers are listed on the agency’s [Letters and Notices page](#). These include:

- **Return Correction Notice (IDOR-1-RCN)** – These letters are sent when there is a question on the information a taxpayer supplied on their Illinois income tax return. The letter includes an explanation and gives guidance on how to resolve the issue.
  - [Illinois Income Verification Questionnaire](#)
  - [Illinois Residency Verification Questionnaire](#)
- **Identity Verification Letter (LTR-425-C, LTR-425-D, and LTR-425-Q)** – These letters are sent to confirm taxpayer identity and make sure the agency is issuing refunds to the correct taxpayer. Taxpayers are to follow instructions on the letter and provided a link to additional information using the [Identity Verification Letters Information](#) page.
- **Notice of Tax Due (IDOR-2-BILL)** – This letter is sent when there is a balance due on a taxpayer account.
- **Taxpayer Notification Response (LTR-402)** – These letters notify taxpayers of receipt of the information sent and if additional information is needed, the taxpayer account was updated, or if taxpayers have a balance due or refund.

<sup>7</sup> Some documents are considered vital only for the duration of a temporary federal or state tax program, such as those offered during the 2020 Coronavirus (COVID-19) Pandemic

- **Taxpayer Notification Response (LTR-402-X)** -These letters notify taxpayers of receipt of amended returns and the information sent. These letters also include if additional information is needed, the taxpayer account was updated, or if taxpayers have a balance due or refund.
- **Notice of Claim Denial (LTR-405)** - These letters notify taxpayers of the denial of a claim for refund.
- **Notice of Deficiency (LTR-393-IPD)** - These letters notify taxpayers of a balance due over a certain amount of time. Taxpayers are informed if a deficiency is not paid, they may be referred to the Collections department.
- **Erroneous Refund Letter (LTR-359-IPD)** - These letters notify taxpayers of a refund sent to them in error.
- **Support for Abatement Request (LTR-202)** – These letters notify taxpayers of the results of a request for abatement (reduction) of penalties.
- **Account Status (LTR-433)** – These letters notify taxpayers of their Illinois income tax account’s status, usually verifying the account to be in good standing.

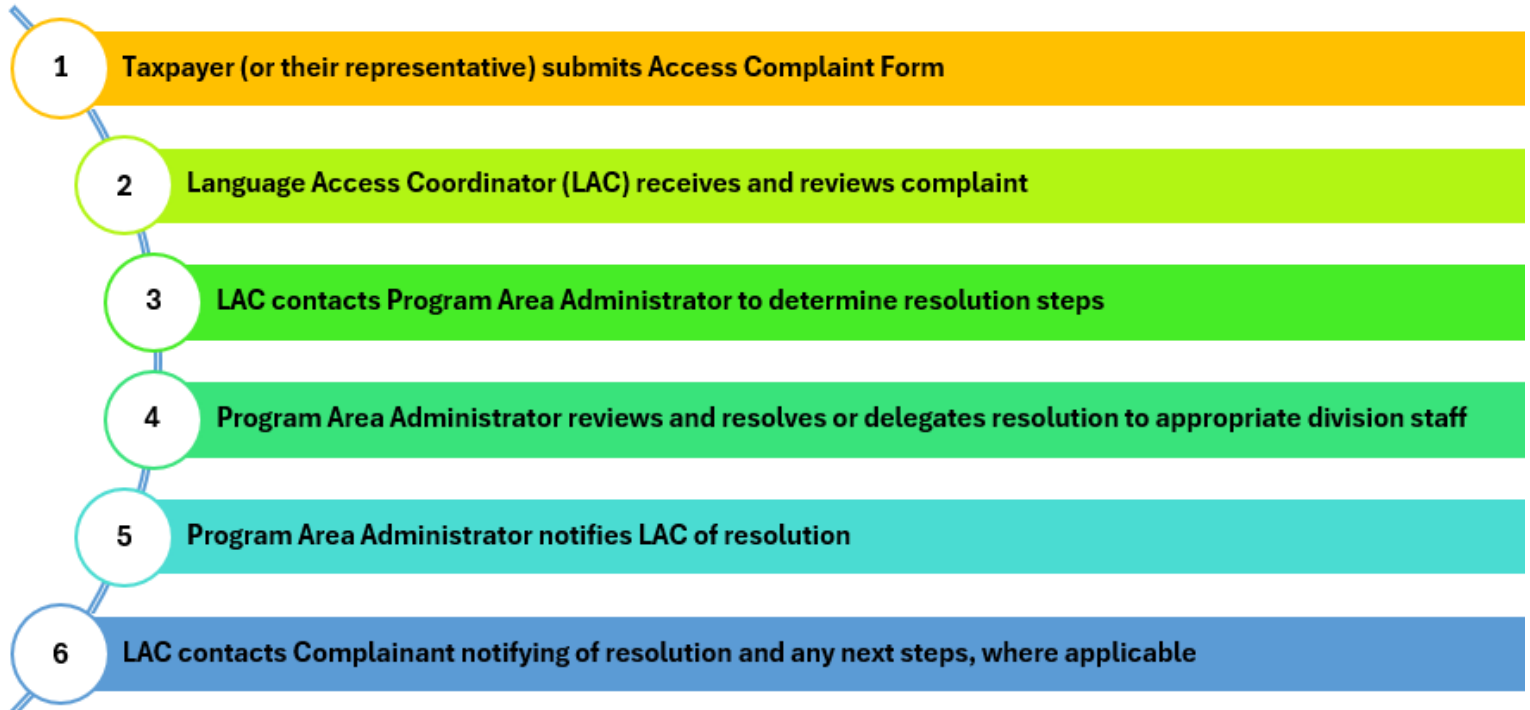
In prioritizing language access needs, documents will continue to be reviewed during calendar year 2026 to determine applicability of vital status, and feasibility for expansion of translation. Beginning with calendar year 2027 and through calendar year 2030, the agency will assess its ability to translate other documents determined vital, into Spanish as well as additional common languages other than English spoken in Illinois, including Arabic, Chinese, Hindi, Polish, and Tagalog.

## SECTION 5 – COMPLAINTS

### 5.1 – COMPLAINTS AND RESOLUTIONS

The Coordinator is responsible for enhancing and promoting efforts to develop and administer LEP complaint policies, procedures, and guidelines and, therefore, serves as the lead investigator on any language-related complaints<sup>8</sup>. The Coordinator is also responsible for monitoring and reporting on language-related complaints to the Executive Team.

Taxpayers, visitors, and employees may complete the Access Complaint Form, either via PDF ([Appendix G](#)) or [online](#). Resultant of complaints submitted either via email or hard copy form, the Coordinator retains responsibility of communicating concerns to individual program areas and following up with the Complainant, if contact information is provided:



Through this process, IDOR is provided active opportunity to examine solutions in real time, including but not limited to immediate management; short- or long-term training; and additional publication of educational and/or promotional materials. In many cases, a solution may be as simple as contacting a taxpayer to provide instructions or status as to filing processes. In more complex cases, additional Program Areas may need to be involved to collaboratively determine proper direction and resolution. In the event complaints are unresolved at the Program Area level, the LAC and Administrator may work closely with other stakeholders, such as the Chief of Staff and other Program Area administrators, to determine proper resolution and future mitigation of issues encountered.

In documenting complaints and opportunities for improvement, the Coordinator will complete the Response to Access Barriers Form ([Appendix G](#)). The Response to Access Barriers form is retained internally for the purpose of tracking complaints and identified or potential solutions.

<sup>8</sup> Appendix D – Access Complaint Form

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## SECTION 6 - APPENDICIES

### APPENDIX A: IDOR LANGUAGE ACCESS COMMITTEE AND COORDINATOR CONTACT INFORMATION

The Language Access Coordinator chairs the Committee, comprised of program administrators from public-facing Program Areas (*Account Processing, Audit, Collections, Taxpayer Services*), Human Resources, Office of Policy & Communications, and Diversity, Equity, Inclusion, and Access (DEIA) Committee co-chairs and executive team.

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#### Coordinator & Committee Chair

- EEO Officer – Shelby Kaiser ([Shelby.Kaiser@illinois.gov](mailto:Shelby.Kaiser@illinois.gov) or [REV.EEO@illinois.gov](mailto:REV.EEO@illinois.gov))

#### DEIA Committee & Executive Team

- Co-Chair – Kelly Frantz ([Kelly.Frantz@illinois.gov](mailto:Kelly.Frantz@illinois.gov))
- Co-Chair – Luis Perez, III ([Luis.F.Perez@illinois.gov](mailto:Luis.F.Perez@illinois.gov))
- Chief of Staff – Jim Nichelson ([Jim.Nichelson@illinois.gov](mailto:Jim.Nichelson@illinois.gov))
- EEO Officer – Shelby Kaiser ([Shelby.Kaiser@illinois.gov](mailto:Shelby.Kaiser@illinois.gov))

#### Account Processing

- Account Processing Program Administrator – Kevin Richards ([Kevin.Richards@illinois.gov](mailto:Kevin.Richards@illinois.gov))

#### Audit

- Audit Bureau Manager – Max Letterly ([Max.Letterly@illinois.gov](mailto:Max.Letterly@illinois.gov))

#### Collections

- Collections Bureau Manager – Steven Hayes ([Steven.Hayes@illinois.gov](mailto:Steven.Hayes@illinois.gov))

#### Human Resources

- Human Resources Manager – Kirbee Womble ([Kirbee.Womble@illinois.gov](mailto:Kirbee.Womble@illinois.gov))

#### Taxpayer Services

- Taxpayer Services Program Administrator – Kendra Banning ([Kendra.Banning@illinois.gov](mailto:Kendra.Banning@illinois.gov))

#### Office of Policy and Communications

- Communications Office Manager – Terry Horstman ([Terry.Horstman@illinois.gov](mailto:Terry.Horstman@illinois.gov))

## APPENDIX B: LEP SERVICES LIST

### **Email**

The Federal/State Exchange Unit has a dedicated email inbox ([REV.FSEU.esp@illinois.gov](mailto:REV.FSEU.esp@illinois.gov)) for Spanish-speaking taxpayers. FSEU advertises the email during the Spanish queues played during call hold times. The account is monitored throughout each business day. FSEU strives to keep turnaround times to 24 hours or less, but high email volumes increase response times, expanding it past the standard 24-hour timeframe up to a week.

### **Website Translation**

Although IDOR historically provided information PDF format, efforts continue to convert documents and publications to HTML format, where possible, to ensure translation of IDOR's website content can be translated more robustly by IDOR's language translator and web browser language translators. Where Google Translate was utilized previously, this resource was phased out by DoIT approximately one to two years ago. The Department of Revenue now provides a link to [Weglot](#) as a courtesy to visitors to its website, using Weglot services to automatically translate certain content on the agency's website into other specified languages.

### **In-house Interpreters**

IDOR has onsite bilingual staff at its Springfield, Chicago, and Des Plaines offices. Taxpayers can reach an in-house interpreter by calling one of the IDOR hotline phone numbers (see [Section 3.5](#)) or by visiting one of IDOR's walk-in locations.

### **Multilingual Connections**

CMS holds a master contract with Multilingual Connections which provides an efficient and cost-effective means of providing interpretation and translation services throughout the State. Multilingual Connections responds within one business day upon receipt of a Request for Service from IDOR. Standing services can be scheduled on a weekly or monthly basis. Multilingual Connections supplies legal certification for translations and interpretations. The central difference between Propio and Multilingual Connections is Multilingual Connections provides in-person interpreter services as opposed to strictly over the phone.

### **Propio**

DoIT holds a master contract with Propio which provides language interpretation services. These services are provided by way of three-way telephone conversations. A live agent is available 24 hours a day, seven days a week, 365 days a year. A toll-free number for interpretation services is provided at no additional cost. Propio also offers sign language interpretation services including both American Sign Language and Mexican Sign Language. Propio ensures confidentiality of all utilized interpretation services. Interpretation services are available within five minutes of the initial contact for the language specified. Propio can record each call but ensures compliance with applicable Federal and State laws, rules, and regulations, including the [Health Insurance Portability and Accountability Act \(HIPAA\)](#), the [Illinois Personal Information Protection Act \(PIPA, 815 ILCS 530\)](#), and relevant consent statutes (e.g., [720 ILCS 5/14](#)). All recordings are retained for a minimum of 90 days.

## APPENDIX C: VITAL DOCUMENT TYPES AND LIST SAMPLE

The vital document list was updated in 2022. However, because the vital document list is subject to change at any given time, a process of translating every possible document identified as vital is simply cumbersome and time-consuming. Therefore, the agency uses the considerations outlined in [Section 4.8](#) to determine the scope in which a document or series of documents is considered vital, as defined by the Governor's Office of New Americans.

### Sample Department of Revenue Vital Document – Individual Income Tax Return (IL-1040)



## Illinois Department of Revenue 2024 Form IL-1040 Instructions

### What's New for 2024?

#### Protecting Illinois Taxpayers

Our enhanced efforts to protect Illinois taxpayers from identity theft and tax fraud have proven to be highly successful. We will continue to combat the criminals attempting to steal your identity to file fraudulent tax returns while making every effort to get your tax refund to you as quickly as possible.

Please remember, filing your return electronically and requesting direct deposit is still the fastest way to receive your refund. You can file for **free** using MyTax Illinois, our online account management program for taxpayers. For more information, go to [mytax.illinois.gov](#) or visit our website.

#### Form IL-1040 Due Date

The due date for filing your 2024 Form IL-1040 and paying any tax you owe is April 15, 2025.

#### Income Tax Rate

The Illinois income tax rate is 4.95 percent (.0495).

#### Exemption Allowance

The personal exemption amount for tax year 2024 is \$2,775.

#### Specific Form Changes

##### Forms IL-1040 and IL-1040-X

Per Public Act 103-0592, the Volunteer Emergency Worker Credit was expanded to include IEMA volunteers, and the Child Tax Credit was added on Line 30. This credit is available for taxpayers who qualify for the Illinois EITC and have at least one child that is their dependent and under the age of 12 years old. The credit is calculated as 20% of the Illinois EITC.

A check box was added to schedules to indicate if the schedule is being attached to the IL-1040-X, Amended Illinois Income Tax Return.

##### Schedule 1299-C

Public Act 103-0592 made changes to the Wages Paid to Ex-Felons credit including renaming the credit as the Wages Paid to Returning Citizens credit.

Public Act 103-0595 added Quantum Computing Campuses Credit.

Public Act 103-0592 extended Student-Assistance Contributions, and Adoption credits, and Public Act 103-0595 extended Research and Development Credits.

Invest in Kids and Agritourism Liability Insurance Credits expired.

##### Schedule M

Line 40 was updated to clarify the subtraction for disallowed deductions under IRC Section 280E for cannabis establishments, cannabis cultivation centers, or medical cannabis dispensing organizations.

Per Public Act 103-0478, Line 41 was added for amounts awarded as a result of a judgment or settlement for fertility fraud or donor fertility fraud.

##### Schedule ICR

Per Public Act 103-0592, the Volunteer Emergency Worker Credit was expanded to include volunteers with Illinois Emergency Management Agency (IEMA) and Office of Homeland Security (OHS). **Note:** You must have a Voluntary Emergency Worker Credit Certificate to claim this credit.

##### Schedule IL-E/EITC

Step 4 and the Illinois Expanded EITC Worksheet were updated to simplify claiming the Illinois EITC.

Per Public Act 103-0592, the Child Tax Credit was added on Step 5.

##### Schedule G

The 100 Club of Illinois Fund was removed due to not meeting the minimum donation amount.

#### Mailing your income tax return:

If no payment is enclosed, mail your return to:

**ILLINOIS DEPARTMENT OF REVENUE**  
**PO BOX 19041**  
**SPRINGFIELD IL 62794-9041**

If a payment is enclosed, mail your return to:

**ILLINOIS DEPARTMENT OF REVENUE**  
**PO BOX 19027**  
**SPRINGFIELD IL 62794-9027**

IL-1040 Instructions (R-02/25)

Printed by authority of the state of Illinois. Electronic only, one copy.

## APPENDIX D: PROPIO INTERPRETER SERVICE INSTRUCTIONS

All Illinois Department of Revenue (IDoR) employees have access to the third-party interpreter service, Propio Language Services.

### ***In-House Interpreters***

Some areas have in-house interpreters available. Please refer to your Program Area's procedures **before** contacting Propio.

### ***Propio Language Services***

Employees should follow the steps outlined below when utilizing Propio Language Services in assisting limited English-speaking taxpayers via phone or walk-in services.

#### **Opening the Call**

##### **Obtain the following**

- Taxpayer first name and initial of taxpayer's last name
- Taxpayer phone number
- Taxpayer preferred language (corresponding 2-digit language code found on page 3)

##### **Inform the taxpayer**

- Call-in: please hold while contacting the interpreter
- Walk-in: advise you are going to contact an interpreter

**Dial 1-855-463-0026** (Note: if the service cannot be reached, call 1-866-386-1284. DO NOT use this number for the initial call.

##### **Select an Interpreter**

- For Spanish, press 1
- For all other languages, enter the 2-digit code for the taxpayer's preferred language, listed on page 3

##### **Enter the 4-digit Department of Revenue account number**

- 3877

##### **Provide the live agent the following**

- Taxpayer's first name
- Initial of taxpayer's last name
- Taxpayer's phone number

##### **Connect the call**

- The Revenue employee, interpreter, and taxpayer should be on the same call

**REQUIRED:** Ask the interpreter to repeat the following statement to the taxpayer:

*"A third-party translator service is being used to translate the call. I am obliged to maintain your privacy and confidentiality of the information discussed during this call. This service is provided at no charge to you. Do you wish to continue?"*

##### **If the Taxpayer**

- **Agrees** to the translation service: proceed with the call as normal, through the interpreter
- **Refuses** the translation service: the Revenue employee may not provide any specific account information to the taxpayer and should only answer general information questions.

#### **While in the Call**

##### **Revenue Employee's Role & Instructions**

- Speak in the first person
- Introduce yourself to the interpreter and describe the purpose of the call
- Be prepared to explain the reason for the call in more detail
- Speak in short segments, then pause to allow the interpreter and caller to speak
- Control the call so no one is talking over each other, helping each person take turns in the conversation
- Document the interpreter's name and number in the CRM on the account in GenTax (See "*After the Call*" below)

##### **Propio Interpreter Role & Instructions**

- Introduce themselves by first name and interpreter number.
- Interpret caller's inquiries and information, as well as Revenue employee's information and inquiries.
- Provide ONLY verbal translation, not written.
- Interpret ONLY what is said, unless specifically asked to step out of interpreter role to clarify information.

**Following the Call**

Revenue employee creates CRM on account, stating a call using the Interpreter service occurred, including the following information:

- First name of interpreter
- Interpreter ID number
- Brief description of call

### Know Your Languages

Many cultures have multiple dialects that are often similar yet not considered the same language. For example, Chinese is often mistaken as a language but is made up of over seven (7) dialects. Mandarin is the most popular, followed by Cantonese.

Language	Code	Language	Code	Language	Code
Albanian	47	Hakka Chinese	87	Polish	42
Amharic	39	Hebrew	90	Portuguese	35
Arabic	23	Hindi	43	Punjabi	49
Armenian	59	Hmong	44	Rohingya	16
Bangla	58	Ibo	65	Romanian	52
Bengali	48	Indonesian	70	Russian	27
Bosnian	37	Italian	56	Samoan	79
Bulgarian	67	Japanese	63	Serbian	62
Burmese	21	Karen	34	Serbo-Croatian	64
Cambodian	51	Karenni	60	Somali	29
Canadian French	55	Kinyarwanda	94	Spanish	01
Cantonese	31	Kirundi	53	Swahili	38
Chin	32	Korean	30	Tagalog	46
Chinese (Mandarin)	24	Kurdish	76	Tamil	85
Croatian	92	Loatian	50	Teddim	86
Dari	80	Lithuanian	69	Thai	57
Dutch	84	Macedonian	93	Tibetan	83
Farsi	33	Mai	78	Tigrinya	45
Filipino	73	Malayalam	75	Tongan	97
French	26	Mandarin	24	Turkish	54
Fulani	36	Mandingo	89	Twi	66
Georgian	82	Marshallese	81	Ukrainian	71
German	61	Mongolian	72	Urdu	41
Greek	68	Nepali	25	Vietnamese	22
Gujarati	40	Oromo	96	Yoruba	88
Haitian Creole	28	Pashto	77	All other languages*	99
Hakha-Chin	95	Persian	74		

Front:

### Propio Interpreter Services Quick Reference Card

Prior to the call, obtain taxpayer information: **first name, initial of last name, phone number, preferred language.**

Inform the taxpayer you are going to contact an interpreter.



Dial **1-855-436-0026**

Select an Interpreter. Most common languages (with numbers) are included below:

- Spanish: 1
- Polish: 42
- Chinese (including Mandarin): 24
- Tagalog: 46
- Arabic: 23
- Urdu: 41

Enter the **4-digit** Department of Revenue Account Number: **3877**

Provide the live agent the **taxpayer information** (*name, initial of last name, phone number*), obtain the Interpreter ID, and connect the call.

Remain on the call so you, the taxpayer, and interpreter are all connected.

BACK:

**REQUIRED:** Ask the interpreter to repeat the following to the taxpayer. **DO NOT SKIP THIS STEP!**  
“A third-party translator service is being used to translate the call. I am obligated to maintain your privacy and confidentiality of the information discussed during this call. This service is provided at no charge to you. Do you wish to continue?”

- If the taxpayer **agrees** – proceed with the call.
- If they **refuse**, you may not provide any account information to the taxpayer and should only answer general information questions.

Following the call, create a CRM on the taxpayer account, indicating the call used an interpreter service. Include the following:

- First name of interpreter
- Interpreter ID
- Brief description of call

**1:** For full instructions, including a full language list, please refer to SpIDOR: <https://ilgov.sharepoint.com/sites/REV-WA-EEO> > Language Services > In-House Interpreters & Propio Language Services



## APPENDIX F: IDOR HOME PAGE LANGUAGE SELECTION AND VIRTUAL ASSISTANT

Visitors to the Illinois Department of Revenue website may select from one of six (6) most common spoken languages in Illinois (Arabic, Chinese, Hindi, Polish, Spanish, and Tagalog):



Visitors may also utilize the agency's virtual assistant option to search key terms, forms, or resources to fit their needs:



## Important Notices

**2025 Illinois Tax Filing Season is Now Open**

The Illinois Department of Revenue is now accepting 2024 state individual income tax returns.

Starting this year, eligible taxpayers can use [IRS Direct File](#) to submit their federal returns directly, allowing for

Hello! I am the Illinois Department of Revenue virtual assistant. How may I assist you today?

# APPENDIX G: ACCESS COMPLAINT FORM AND RESPONSE TO ACCESS BARRIERS

Use your mouse or Tab key to move through the fields. Use your mouse or space bar to enable check boxes.



## Illinois Department of Revenue Access Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the basis of race, color, national origin, sex, age, disability, low income and limited English proficiency (LEP), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance." (42 U.S.C. §2000d et seq.)

The Illinois Department of Revenue (IDOR) is committed to providing meaningful access to all visitors, including individuals who are limited English proficient (LEP), by addressing access issues.

An **access issue** identifies barriers to access which may include things such as inaccessible websites, videos without captions, lack of interpreter or translation services, or barriers related to an event, service, program, or facility.

If you have an access issue, please complete this form and submit it within thirty (30) days of the date of the incident by one of the following methods:

**Mail To:** Illinois Department of Revenue  
101 W. Jefferson St., MC 6-500  
Springfield, IL 62702  
Attention: EEO Officer

**Fax to:** 217 782-6337  
For additional information and/or assistance,

**Email to:** [REV.EEO@illinois.gov](mailto:REV.EEO@illinois.gov)

contact the Equal Employment Opportunity (EEO) Office by email at [REV.EEO@illinois.gov](mailto:REV.EEO@illinois.gov) or visit IDOR's website at [tax.illinois.gov](http://tax.illinois.gov).

All personal information in your complaint will be kept confidential.

### Tell us about your access issue(s)

#### Step 1. Information about you

Please complete the information below.

Check this box and skip to Step 2 if you prefer to stay anonymous.

**Please note:** You must include your contact information if you wish to be informed of the steps we are taking in response to your access issue.

Name	Primary phone
Email	Alternative phone
Address	
City / State / ZIP	

Preferred language: \_\_\_\_\_

Best time to reach you (please select one):  8 am to 12 pm (CST)  12 pm to 4 pm (CST)

Did you have someone help you with completing this form?  Yes  No If "Yes" include the contact information for the person who assisted you (Name/Phone/Email): \_\_\_\_\_

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Illinois Department of Revenue

## Response to Access Barriers

Instructions: In response to Access Barrier complaints received, the EEO Officer will complete Section I of this form upon notification of an Access Complaint (IDR-962) - see attached.

The EEO Officer will notify the responsible program area of the complaint and provide a copy of the submitted Access Complaint form to review, and the Response to Access Barrier Issue(s) form for completion within seven (7) business days. The program area administrator or designee will address the identified barrier issue(s) within 30 calendars of the notification.

To address the barrier issue(s), the program administrator must:

- Review the accompanied Access Complaint form for the issue(s) being addressed.
- Complete Section II of this form to identify how the issue(s) was remedied.
- Complete Section III if funding is required to remedy the issue(s).
- Return completed form to the EEO Officer within seven (7) business days.

### Section I: To Be Completed by EEO Officer or Designee

Program Area: \_\_\_\_\_ Date notified by EEO Office: \_\_\_\_\_

#### Reported Issue(s) - brief description

Issue 1	
Issue 2	
Issue 3	
Comments	

Follow Up Needed  Yes  No

If yes, reason: \_\_\_\_\_

### Section II: To Be Completed by Program Area Administrator or Designee

In this section, please identify how, and in what ways, the program area has addressed (remedied) the identified concern(s).

Remediation Notes	Cost Associated	
Issue 1	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Issue 2	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Issue 3	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		

### Step 2. What service(s) do you need?

Identify type of service(s) needed? (Please check all that apply.)

- Read  Write  Audio  Video  Interpreter  
 Other (please explain): \_\_\_\_\_

### Step 3. What access issues/problems did you have? (Please check all that apply.)

- I was not offered an interpreter  Inaccessible website  
 I asked for an interpreter and was denied  Video without caption  
 The interpreter's skills were not good  Facility issues  
 I was not given forms or notices I can understand (list documents needed in Step 4 below)  
 Other

### Step 4. Describe your complaint

Please provide details related to your complaint that describe the problem(s) or concern(s). Details may include, but are not limited to: incident location; date and time incident occurred; IDOR systems involved (i.e. software, webpages or documents on the website); employees or other people involved. Additional sheets may be attached if necessary.

If there are additional witnesses to the incident(s) or concern(s) who were not identified in the response above, please provide each witness's name, phone number, and email address below.

Name	Phone Number	Email

### Step 5. What type of corrective action are you seeking?

I certify that the information I have provided on this form is true and correct to the best of my knowledge.

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Illinois Department of Revenue

## Response to Access Barriers

### Section III: Funding Approval, if required

In this section, please complete for funding approval to address a facility barrier issue. Facility barrier issues that require funding must be reviewed and approved by the following officials.

Department Official	Reviewed	Signature Authorization
Program Administrator	<input type="checkbox"/>	<input type="checkbox"/>
Chief Financial Officer	<input type="checkbox"/>	<input type="checkbox"/>
Chief of Staff	<input type="checkbox"/>	<input type="checkbox"/>
Director of Revenue	<input type="checkbox"/>	<input type="checkbox"/>

Return completed form should be returned to the Equal Employment Opportunity Officer (EEO Officer) at [REV.EEO@illinois.gov](mailto:REV.EEO@illinois.gov) or via fax (217.782.6337).



## Illinois Department of Revenue - Free Language Assistance Services Available

Please call the number located on your letter and notify the agent of your preferred language. You will be put on hold until an interpreter joins the call.

**عربي**

تتوفر خدمات المساعدة اللغوية مجاناً. يرجى الاتصال بالرقم المذكور في خطابك وأبلغ الموظف بلغتك المفضلة. سيطلب منك الانتظار إلى أن ينضم مترجم فوري إلى المكالمة.

**Polski**

Usługi pomocy językowej są dostępne bezpłatnie. Prosimy zadzwonić pod numer znajdujący się na liście i poinformować agenta o preferowanym języku. Połączenie zostanie zawieszono do czasu, aż tłumacz dołączy do rozmowy.

**中国人**

免费提供语言援助服务。请拨打您信件里所列示的电话号码，并向代理人员告知您的首选语言。您的来电将被置于保持状态，直到有口译员加入通话。

**Español**

Servicios idiomáticos gratuitos disponibles. Por favor llame al número localizado en su carta y notifique al agente su idioma de preferencia. Usted deberá esperar hasta que un intérprete se una a la llamada.

**हिन्दी**

भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। कृपया अपने पत्र पर दिए गए नंबर पर कॉल कर और अपनी पसंदीदा भाषा के बारे में एजेंट को सूचित कर। जब तक कोई दुभाषिया कॉल में शामिल नहीं हो जाता, तब तक आपको होल्ड पर रखा जाएगा।

**Tagalog**

Ang mga tulong na serbisyo kaugnay ng wika ay libre. Mangyaring tawagan ang numerong makikita sa iyong liham at ipaalam sa ahente ang gusto mong wika. Ikaw ay maghihintay hanggang sumali sa tawag ang isang tagasalin.



The Illinois Department of Revenue’s ISpeak Illinois language assistance point card and poster are posted at all IDOR offices to inform visitors of our limited English proficiency (LEP) services and how they may be accessed.

To the left is an example of IDOR’s ISpeak Illinois point card and poster. The English phrase at the top of the card and poster has been translated into the six most commonly used languages in Illinois.

To request ISpeak Illinois language assistance materials, please contact IDOR’s Office of Publications Management at

[REV.CommunicationRequest@illinois.gov](mailto:REV.CommunicationRequest@illinois.gov)

The  
**Illinois**  
 Department  
 of **Revenue**



# Website Language Translation Disclaimer

The Illinois Department of Revenue provides a link to [Weglot](#) as a courtesy to visitors to its website, and uses the Weglot service to automatically translate certain content on this website into other specified languages. The translations provided may contain discrepancies or differences in meaning as compared to the English text, and the Illinois Department of Revenue makes no representations or warranties, express or implied, regarding the accuracy of such translations. The Taxpayer Bill of Rights does not apply to any errors in translations resulting from Weglot. You should not act in reliance on any translated, non-English version of this website, and the Illinois Department of Revenue is not liable for any damages arising from translations, including but not limited to direct, indirect, incidental, special, consequential or exemplary damages.

[Source: Illinois Department of Revenue Legal Notices](#)

## APPENDIX K: ABBREVIATION LIST

<b>Abbreviation / Term</b>	<b>Definition / Long Title</b>
• ASL .....	American Sign Language
• CMS .....	State of Illinois Central Management Services
• Coordinator .....	Language Access Coordinator
• DoIT .....	State of Illinois Department of Innovation and Technology
• FSEU.....	Federal / State Exchange Unit
• IDOR, Department, the Agency .....	Illinois Department of Revenue
• IVR .....	Interactive Voice Recognition
• LAC, Committee.....	Language Access Committee
• LAP, Plan .....	Language Access Plan
• LEP .....	Limited English Proficiency
• OPM .....	Office of Publication Management
• Program Area.....	A specific division within the Department, such as Collections, HR, EEO Office, etc.
• SpIDOR.....	Illinois Department of Revenue intranet portal
• Title VI.....	Title VI of the Civil Rights Act of 1964
• Title VII.....	Title VII of the Civil Rights Act of 1964
• TTY .....	Teletypewriter
• VRI .....	Video Remote Interpreting

## **APPENDIX L: DEFINITIONS**

**Bilingual Staff:** *Self-identified agency employees who speak a language other than English and function as an interpreter as part of their primary job duties and responsibilities.*

**Call Center:** *An office set up where large volumes of calls are managed in providing services to State of Illinois taxpayers.*

**CMS:** *Central Management Services (CMS) is an Illinois state agency, and the organization tasked with enabling the State's more than 80 agencies, boards, and commissions to deliver efficient, reliable services to all Illinois citizens.*

**Complaint:** *An allegation(s) that a government service or program is inaccessible, flawed, or potentially violates a state or federal law, regulation, or policy.*

**DoIT:** *The Illinois Department of Innovation and Technology (DoIT) delivers statewide technology, innovation and telecommunication services to state government agencies, boards, and commissions as well as policy and standards development, lifecycle investment planning, enterprise solutions and privacy and security management.*

**Evidence-Based:** *A systematic approach where operational decisions and actions are based on the best available evidence.*

**Executive Team:** *For purposes of the Language Access Plan, the Executive team is appointed by the Director of the Illinois Department of Revenue, with delegated authority to the Chief of Staff and Equal Employment Opportunity Officer, who serves as the Language Access Coordinator.*

**GenTax:** *A complete and integrated tax processing software package designed to support an agency implementing multiple taxes. The Department of Revenue uses GenTax, among other methods, to generate documents to be sent to taxpayers about the status of their accounts.*

**Interpreter:** *A person who interprets speech orally, preserving the intent, meaning, and context of the original message.*

**LEP Services:** *Oral and written interpreter and translation services available to persons with limited English proficiency (LEP).*

**Meaningful Access:** *A person can adequately understand government-provided information, benefits, services, and obligations, as the information is conveyed and/or appears in their preferred language. A person can also effectively communicate their situation and circumstances as it relates to government services and obligations, as the agency facilitates opportunities to communicate in one's preferred language.*

**Multilingual Connections:** *The State of Illinois approved vendor for effective and reliable interpretation services for over 75 spoken languages, including American Sign Language (ASL) and written correspondence.*

**MyTax Illinois:** *A free Illinois online account management program that offers a centralized location, provided by the Illinois Department of Revenue, for businesses and individuals to register for taxes, file returns, make payments, and manage their tax accounts. MyTax Illinois links directly to GenTax.*

**Oversight Authority:** *To have monitor, regulatory, and supervisory authority over another.*

**Preferred Language:** *The language in which an individual communicates most effectively.*

**Propio Language Services:** *The State of Illinois approved resource providing on-demand audio, video, and web conferencing for interpretation services from experienced and certified interpreters in over 79 languages and dialects. If a language is needed that is not on the list, IDOR employees are able to schedule a time for interpretation.*

**Public-Facing/Taxpayer-Facing:** *Department of Revenue employees whose essential job functions and responsibilities involve direct engagement and interaction with the public on a regular and consistent basis.*

**Sign Language:** *Any of the various formal languages employing a system of hand gestures and their placement relative to the upper body, facial expressions, body postures and finger spelling especially for communication by and with people who identify as being deaf or hard of hearing. American Sign Language, or ASL, is the most common sign language utilized by the Department of Revenue.*

**Stakeholder:** *A person with a common interest, goal, or concern in a particular outcome.*

**Translation:** *The process of translating words or text from one language into another, conveying the essential meaning of the original text.*

**Translation Portal:** *A web-based services that provides a process for translating written words or text into various languages.*

**Vital Documents:** *The Governor's Office of New Americans (ONA) defines vital documents as: paper or electronic material that contains information affecting a person's access to, retention of, termination of, or exclusion from program services or benefits as required by law. A document is likely vital if: an LEP Illinoisian could not participate in a program, activity, or service if they are unable to complete and/or understand the information in a document; an LEP Illinoisian would be terminated from a program, activity, or service if they are unable to complete and/or understand the information in a document, and an LEP Illinoisian could suffer significant financial, physical, or other harm if they are unable to complete and/or understand the information in a document.*

**Volunteer Interpreter/Translator:** *A taxpayer seeking service and/or information through an interpreter or translator selected by the taxpayer and unassociated with Propio Language Services, Multilingual Services and/or IDOR's bilingual staff.*

**Weglot:** *A website localization solution that translates and displays content of websites into multiple languages.*

**Working Group:** *A compilation of designated IDOR employees (and stakeholders) coming together to brainstorm, troubleshoot, discuss, and resolve IDOR LEP and LAP related matters.*

## **APPENDIX M: LEGISLATIVE COMPLIANCE**

In creating, revising, and implanting the agency Language Access Plan, the Illinois Department of Revenue is mindful of responsibilities to which the agency is subjected in ensuring compliance with various regulations:

- [Title VI of the Civil Rights Act of 1964](#)
- [Illinois Civil Rights Act of 2003](#)
- [Illinois Human Rights Act](#)
- [Illinois Language Equity and Access Act](#)
- [Illinois Administrative Procedure Act](#)
- [IRS Publication 1075](#)

# Remote Usage Metrics

Account: All
Service Line: All

Interpretation Minutes



Minutes by Language

Language	Calls	Minutes
Spanish	7,366	92,319
Haitian Creole	49	826
Russian	71	810
Ukrainian	53	774
French	40	642
Polish	38	602
Mandarin	29	527
Arabic	37	474
Mongolian	5	167
Albanian	4	161
Swahili	9	124
Korean	11	117
Turkish	5	115
Vietnamese	7	112

### Key Metrics

**97.5%**  
Satisfaction Rating

**40**

Unique Languages

**7,787**

Calls

**98,781**

Minutes

Total Spend

#### Connection Speeds

**6.7**

Avg Connect (Sec.)

**99.4%**

% Calls < 30 Secs

**99.9%**

% Calls < 60 Secs





101 West Jefferson | Springfield, Illinois 62702  
[tax.illinois.gov](http://tax.illinois.gov)

