

ILLINOIS STATE POLICE DIRECTIVE

PER-068, INTERACTION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

RESCINDS: PER-068, 2022-098, revised 02-28-2022	REVISED: 03-16-2026 2026-016
RELATED DOCUMENTS: ADM-104, EQP-016, OPS-042	RELATED CALEA STANDARDS (6th Edition): 61.1.4, 61.4.1, 70.5.1

I. POLICY

The Illinois State Police (ISP) will:

- I.A. Develop and implement a system by which persons with limited English proficiency (LEP) can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the ISP.
- I.B. Take reasonable steps to provide timely meaningful access to the services and benefits that the Department provides to all persons regardless of their national origin or limited ability to speak, read, write, or understand English.
- I.C. Provide appropriate language access auxiliary aids and services, when necessary, to ensure effective communication with persons who have LEP.
- I.D. Inform members of the public that language assistance services are available free of charge to them, and that the Department will provide these services.

II. AUTHORITY

- II.A. Title VII of the Civil Rights Act of 1964, 42 U.S.C. 2000d
- II.B. 740 ILCS 23/1, et seq., "Illinois Civil Rights Act of 2003"
- II.C. 15 ILCS 56/1, et seq., "Illinois Language Equity and Access Act"
- II.D. 775 ILCS 5/1, et seq., "Illinois Human Rights Act"

III. DEFINITIONS

- III.A. Bilingual – the ability to speak two languages fluently and communicate directly and accurately in both English and another language.
- III.B. Interpreter – a person who translates spoken word from one language into another language.
- III.C. Language Access Auxiliary Aids and Services – effective methods of making conversations and materials available to individuals with LEP, including but not limited to qualified interpreters and written materials.
- III.D. Language Access Coordinator (LAC) – an ISP employee tasked with coordinating and overseeing the language access implementation activities and ensures language access information is shared across all programs and divisions.
- III.E. Language Identification Card – a card, available in print and on-line via Propio Language Services, LLC, used to assist ISP employees in identifying an individual's primary language.
- III.F. Language-Need Identification Notice – a multi-language sign displayed in the public area of ISP-occupied facilities that informs members of the public:
 - III.F.1. Of the ISP's commitment to provide equitable service to all individuals encountered regardless of their ability to speak, read, write, or understand English; and
 - III.F.2. That an interpreter will be provided by the ISP free of charge.

- III.G. Limited English Proficiency (LEP) – the inability or difficulty to understand or to effectively express oneself in spoken or written English as a result of one’s national origin, and the individual has not developed fluency in the English language.
- III.H. Primary Language – the main language in which one most effectively communicates.
- III.I. Translation – the conversion of written text from one language (source language) into an equivalent written text in another language (target language) to convey the intent and essential meaning of the source text.

IV. RESPONSIBILITIES

- IV.A. The ISP will uphold its mission to “promote public safety to improve the quality of life in Illinois” by providing all individuals with LEP every opportunity to communicate effectively with its officers and employees.
- IV.B. The Division of Justice Services (DJS), Logistics Bureau, in coordination with the LAC, will ensure the Language-Need Identification Notice is effectively displayed in department facilities located in areas that have a genuine need to communicate with persons with LEP. The notices will include written text translated into the three most predominant languages used within the facility’s immediate surrounding communities.
- IV.C. The Division of Patrol (DOP) and Division of Criminal Investigation (DCI) will consider demographic data, review contracted language access services utilization data, and consult with community-based organizations to assess which ISP forms and documents are vital for translation purposes.

V. PROCEDURES

- V.A. ISP employees are encouraged to use Propio Language Services, LLC for interactions with persons who do not communicate using English as their primary language and Multilingual Connections for translating written documents.

- V.A.1. Propio Language Services, LLC offer the following options:

- V.A.1.a. Over-the-phone Interpreting (OPI)

- V.A.1.a.1) Dial 1-866-828-3280
- V.A.1.a.2) Enter account number 3879
- V.A.1.a.3) Enter ten-digit work phone number, starting with area code followed by the # sign
- V.A.1.a.4) When prompted, press:

- V.A.1.a.4)a) “1” for a Spanish interpreter
- V.A.1.a.4)b) “8” for all other languages
- V.A.1.a.4)c) “9” for prescheduled calls
- V.A.1.a.4)d) “0” for Client Services

- V.A.1.a.5) Provide the agent on the phone with caller’s:

- V.A.1.a.5)a) First name
- V.A.1.a.5)b) Last name initial
- V.A.1.a.5)c) Work number, including area code

- V.A.1.a.6) For 3-way calls, ask the first person that answers, whether it’s the interpreter or call coordinator, to place the call.
- V.A.1.a.7) If the interpreter is not available at the primary number provided above, the back-up interpreter may be called at 866-386-1284.
- V.A.1.a.8) To schedule a meeting for over-the-phone support, send a request to ScheduledOPI@propio-LS.com.

- | V.A.1.b. Video Remote Interpreting (VRI)
 - | V.A.1.b.1) Download the Propio One app from one of the following:
 - | V.A.1.b.1)a) Google Play Store
 - | V.A.1.b.1)b) Apple App Store
 - | V.A.1.b.2) Log in via a desktop browser/PC at <https://one.propio-ls.com>.
 - | V.A.1.b.3) Launch the Propio One app or website. then:
 - | V.A.1.b.3)a) Enter User Code aK35LQ
 - | V.A.1.b.3)b) Click on "Settings" to ensure the audio and video on the user's device is working properly.
 - | V.A.1.b.3)c) Search for, or scroll to, and select the appropriate language.
 - | V.A.1.b.3)d) Click on "Start Call."
 - | V.A.1.b.4) To schedule support or American Sign Language (ASL) on demand, send a request to Interpreter@propio-LS.com.
- | V.A.2. Multilingual Connections may also be contacted for language interpreter requests.
 - | V.A.2.a. Email Illinois@mlconnections.com to request either in-person or video conferencing (Zoom or Webex) services.
 - | V.A.2.a.1) For in-person services, confirmation may take up to two weeks, and the cost is more expensive than video conferencing services.
 - | V.A.2.a.2) For video conferencing services, confirmation is faster, and the cost is less expensive than in-person services.
 - | V.A.2.a.3) Service confirmation will come via email from Interpretet, a subcontractor of Multilingual Connections.
 - | V.A.2.b. To address any issues or concerns regarding a service request, or for answers to general questions, call Multilingual Connections at 773-292-5500, and select "2" for new customers,
- | V.A.3. In other than exigent circumstances, department members will only use family, friends, or bystanders for interpreting in very informal, non-confrontational contexts, and only to obtain basic information at the request of the LEP person. Using family, friends, or bystanders could result in a breach of confidentiality, a conflict of interest, or an inadequate interpretation. Barring exigent circumstances, department members should not use minor children to provide interpreter services. Information obtained through means other than Propio or translation by interpreter should be properly substantiated by the Department member.
- | V.B. In the event an ISP employee working at a telecommunications center receives a telephone call from a person with a LEP, they will follow all procedures established by the ISP Telecommunication Services Bureau (TSB) policies and procedures.
- | V.C. When a department member encounters a person with LEP who requires an interpreter to effectively communicate during the course of an investigation or while providing another department service, the member will follow the procedures outlined in section V.A. above.
- | V.D. In addition to the procedures listed above:
 - | V.D.1. When a department member interrogates or arrests a person with LEP who requires an interpreter to effectively communicate, the member will follow the established procedures outlined in ISP Directives OPS-042, "Investigative Responsibilities," and EQP-016, "Electronic Recording of Interviews and Interrogations."

- V.D.2. Present the Statement of Constitutional Rights and Waiver Rights (form ISP 5-49) to the arrestee in their primary language, when available, or orally translated through a department-authorized interpreter.
- V.E. Department members serving as interpreters assigned to provide interpretation or translation services for an incident will:
 - V.E.1. Notify their appropriate supervisor
 - V.E.2. Identify themselves by name and rank to the individual requesting interpretation services
 - V.E.3. Provide an accurate and impartial interpretation and/or translation
 - V.E.4. Be compensated consistent with the member's collective bargaining agreement
- VI. All ISP employees and work units with a legitimate need to translate specific documents into any language other than English will adhere to the following procedures:
 - VI.A. The requesting work unit will make a written request to the Division Forms Coordinator through their chain-of-command, to have the specific document translated into the desired language. If the form or document is a new document, the requesting work unit will follow ISP Directive ADM-104, "Forms Management," to create the document (the initial request will identify the need for the document to be produced in multiple languages and identify the languages).
 - VI.B. Upon receiving the necessary approval, the Division Forms Coordinator will submit the documents to the Logistics Bureau to be reviewed and submitted to Multilingual Services LLC.
 - VI.B.1. The Logistics Bureau will contact Multilingual Services LLC at 773-292-5500 and begin the translation process.
 - VI.B.2. The Logistics Bureau will provide Multilingual Services LLC with any additional information necessary to expedite the translation of the document.
 - VI.B.3. Upon receiving the final translated document, the Logistics Bureau will submit a request to the Agency Forms Coordinator to ensure the translated document is properly added to the ISP Document Library.
- VII. Multi-Language Department Materials
 - VII.A. Department members who identify other department materials that would be beneficial to have translated into a language other than English will make this request to the Agency Forms Coordinator consistent with the procedures outlined in section VI of this directive.
 - VII.B. Various department forms are available to department members to use in situations involving a person with LEP. Department members will refer to the ISP Document Library for all available translated department forms.
 - VII.C. Department members who identify department distribution materials (e.g., pamphlet, flyers, brochures) that would be beneficial to have translated into a language other than English will make this request through their chain-of-command consistent with the procedures outlined in section VI. of this directive.

| Indicates new or revised items.

-End of Directive-