

**ILLINOIS STATE POLICE DIRECTIVE  
PER-068, INTERACTION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY**

<b>RESCINDS:</b> NEW DIRECTIVE	<b>REVISED:</b> 12-29-2015 <b>2015-094</b>
<b>RELATED DOCUMENTS:</b>	<b>RELATED CALEA STANDARDS:</b> 42.2.1, 42.2.2, 42.2.11, 42.2.12, 45.2.1, 55.2.1, 55.2.2, 55.2.3, 55.2.4, 61.1.4, 61.1.8, 61.1.11, 61.2.4, 61.4.1, 70.5.1, 81.2.6, 81.2.7

**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. White House Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." 08/11/00

**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 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.E. Language Assistance Notice – a multi-language sign displayed in the public area of ISP-occupied facilities that informs members of the public:
  - III.E.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.E.2. That an interpreter will be provided by the ISP free of charge.
- III.F. Limited English Proficiency (LEP) – Designates an individual whose primary language is not English and who may have a limited ability to read, write, speak, or understand English. LEP designations are context specific and individuals may have sufficient English proficiency to function in certain types of communication (e.g., speaking, understanding) but lack the skills to function in other situations (e.g., reading, writing).

- III.G. Primary Language – An individual's native tongue or language in which they most effectively communicate.
- III.H. Skills and Education Application – An application located on the ISP Intranet Homepage (<http://intralive2/webapps.skills/>) which identifies ISP employees who have identified themselves as being proficient in a language other than English.
- III.I. Translation – The act, product or process of translating written text from one language to written text of another language.

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 Administration, Logistics Bureau, will ensure the Language Assistance 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 Office of the Director, Human Resources Bureau will monitor the Skills and Education application provided on the ISP Intranet Homepage to ensure officers with proficiencies in languages other than English update any and all applicable information for potential use by other ISP employees.
- IV.D. The Division of Operations 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, or other ISP employees who are noted on the Skills and Education application when appropriate for interactions with persons who do not communicate using English as their primary language.

V.A.1. ProPio Language Services LLC. can be reached using the following information:

Phone Number:	866-828-3280
Account Number:	3879
Name:	First name and first letter of last name of requesting officer. (EX: John L. Smith= John S)

V.A.2. Skills and Education information can be located at: <http://intralive2/webapps/skills/>. Employees can also follow the path identified below:

V.A.2.a. Go to the ISP Intranet Homepage. (<http://home/>) on a network computer or IWIN device.

Click on “Web Apps Login.”  
Login with userid and password.  
Click on Skills and Education.  
Search by Language in the drop box menu.

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 Communications Services Bureau 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 the department 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 (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 an interpreter 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 department 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. by telephone 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 at the Central Printing Section 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.

- 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 Intranet 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.

**-End of Directive-**