



LANGUAGE ACCESS PLAN

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I. INTRODUCTION

The Illinois Gaming Board (IGB) is the State regulatory and law enforcement agency that oversees all licensed casinos, video gaming, and sports wagering in Illinois. Our mission is to protect the integrity and safety of Illinois gaming while generating tax revenue for the State and local gaming host communities.

IGB does not provide direct services to the public and may interact with a limited number of Limited English Proficiency (LEP) persons in connection with the agency's regulatory, licensing, investigatory, and law enforcement functions. Additionally, IGB does not receive federal financial assistance within the meaning of Title VI of the Civil Rights Act of 1964.

II. PURPOSE AND GOALS

IGB is committed to providing equitable service to all individuals regardless of their ability to speak, read, write, or understand English. The IGB's Language Access Plan (LAP) is intended to provide persons with Limited English Proficiency meaningful access and interaction with the IGB in a cooperative and professional manner. IGB additionally aims to provide guidance to staff on available language assistance services for LEP individuals. IGB will review the LAP on a periodic basis and adjust as appropriate.

III. AUTHORITY

- [Title VII of the Civil Rights Act of 1964 \(42 U.S.C. § 2000d\)](#) prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.
- [Illinois Civil Rights Act of 2003](#) prohibits State, county, or local government in Illinois from excluding a person from participation in, denying a person the benefits of, or subjecting a person to discrimination under any program or activity on the grounds of that person's race, color, national origin, or gender. Additionally, the Illinois Civil Rights Act prohibits using criteria or methods that have a discriminatory effect.
- [Illinois Human Rights Act \(IHRA\)](#) consolidates existing laws and administrative processes addressing civil rights in Illinois. IHRA prohibits discrimination in employment, housing, financial credit, and public accommodations because of race, color, sex, religion, ancestry, national origin, age, physical or mental disability, unfavorable military discharge, and marital status, as well as retaliation for opposing discrimination.
- [Language Equity and Access Act 2024](#) aims to ensure that all residents can access State information, programs, and services equitably, and that limited English proficiency does not prevent anyone from fully participating in civic life. The Act aims to ensure all Illinois residents, including individuals with LEP, have meaningful and equitable access to State services, programs, information, and activities by removing language barriers. The Act incorporates federal guidance for ensuring meaningful access for individuals with LEP and other federal and State legislation that prohibit discrimination based on national origin and promote language access, including Title VI of the Civil Rights Act of 1964, the Illinois Human Rights Act of 1979, and the Illinois Civil Rights Act of 2003.



IV. DEFINITIONS

Bilingual – the ability to speak two languages fluently and communicate directly and accurately in both English and another language.

Interpreter – a person who translates spoken words from one language into another language.

Language Access Service – effective methods of making conversations and materials available to individuals with LEP, including but not limited to qualified interpreters and written materials.

Language Assistance Notice – signs or promotional posters displayed in the public area of IGB-occupied facilities that inform members of the public of the IGB’s commitment to equitable service to all individuals regardless of their ability to speak, read, write, or understand English.

Limited English Proficiency (LEP) – designates an individual whose primary language is not English and who may have limited or no 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 or understanding) but lack the skills to function in other situations (e.g., reading or writing).

Primary Language – an individual’s native language in which they most effectively communicate.

Translation – the act, product, or process of translating written text from one language into another written language.

Translator – a person who translates written language into another written language.

Vital Documents – any written material that is essential to LEP individuals’ ability to access services as required by law.

V. LANGUAGE ACCESS COORDINATOR

The Language Access Coordinator (LAC) is responsible for the implementation and oversight of the agency’s Language Access Program. The LAC’s primary goal is to ensure that LEP individuals have equal access to services and programs.

The LAC’s responsibilities may include the following:

- Developing and implementing the IGB’s language access policies and procedures which are subject to management’s approval.
- Identifying and assessing the agency’s needs for language access services, including whether IGB’s Language Access Programs is effective and sufficient in meeting existing needs during the assessment period.
- Identifying quality translation and interpretation services.
- Providing guidance and assistance to agency staff on language access services and issues.
- Assessing and determining vital documents that can be identified for translation for LEP persons.
- Determining whether any Language Access Plan changes are warranted.
- Reviewing effectiveness of services offered and suggesting improvements.



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VI. "I SPEAK" NOTICES

IGB intends to display "I Speak" cards in prominent public areas within its facilities including reception areas. These cards enable individuals with LEP to request free interpretation services when needed.

VII. INTERPRETIVE SERVICES

IGB plans to utilize Propio Language Services and provide free interpreter services to LEP persons. IGB will implement the following steps at its casino field offices:

- Display "I Speak" cards at IGB casino field offices.
- Follow telephonic interpreter services (TIS) protocols.

The IGB will make TIS available at office reception areas where IGB casino field office staff may interact with LEP individuals. When an IGB employee encounters an LEP person at one of the offices, the IGB employee may contact Propio Language Services to assist by using the following steps¹:

1. Dial: 1-866-828-3280
2. When prompted:
 - a. For a Spanish interpreter, Press 1
 - b. For all other languages, Press 2
 - c. Enter the 2-digit language code
3. Enter the 5-digit account #
4. Provide to the agent:
 - a. Caller's first and last name and casino office location
 - b. For 3-way calls:
 - i. Ask the first person who answers (interpreter or call coordinator) to place the call.
5. Back-Up Interpreter Number: 1-866-386-1284 (only use if interpreter is unavailable at primary number above).

VIII. SELF-EXCLUSION PROGRAM LANGUAGE ACCESS SERVICES

When LEP individuals seek to enroll in the Self-Exclusion Program (SEP) for Problem Gamblers, they provide their own interpreters or translators to assist in the enrollment process, as needed. Applicants for Self-Exclusion can enroll at any of the IGB's casino field offices or at one of the Department of Human Services (DHS) designated sites.

¹ Note: These steps are subject to change based on any future agency procurement requirements and/or vendor agreements.



Under the Language Access Plan, IGB will endeavor to provide language assistance at casino field offices as follows:

- Bilingual IGB staff or casino employees (where available) may volunteer to serve as interpreters or translators for LEP persons seeking to enroll in SEP who do not have an interpreter or translator.
- If an LEP individual insists on using a family member, friend, or another person as an interpreter or translator, IGB will employ the following protocols to determine whether to accept or decline such an arrangement on a case-by-case basis including:
 - LEP individuals that interact with the IGB will be informed of the availability of free interpreting services (see interpretive services).
 - Generally, an LEP individual may use a family member, friend, or a minor as an interpreter or translator.
 - Where an LEP individual is engaged in official business with the agency, the IGB will try to accommodate and provide an independent interpreter or translator if none is available.

Individuals may also enroll in SEP at several mental health providers in Iowa that are licensed by the Iowa Department of Public Health. IGB does not operate or staff these enrollment sites and, accordingly, language access at such sites is outside the scope of the IGB's Language Access Plan.

IX. VITAL DOCUMENT TRANSLATION

The LAC will ensure translation of the below vital document(s) into eight non-English languages in Illinois which include Spanish, Polish, Tagalog, Hindi, Arabic, Chinese, Korean, and Vietnamese.

IGB identified the following vital document(s):

- The Self-Exclusion Program SEP enrollment form.

The LAC will continue to assess additional vital documents that can be identified for translation for LEP persons and will assess whether to translate vital documents into additional languages.

X. WEBSITE TRANSLATION

IGB website uses Google Translate to translate into the eight languages designated by the Department of Innovation and Technology (DoIT). IGB will continue to monitor if additional online translation services become warranted for access and compliance.

XI. WRITTEN TRANSLATION

Translation for agency documents will be addressed on a case-by-case basis. The LAC will review requests and coordinate with agency staff to ensure appropriate translation services are available and procured as necessary.

As appropriate, IGB will evaluate potential needs for future additional translation services.



XII. BILINGUAL STAFF

IGB will maintain and circulate a list of volunteer employees who have identified themselves as being bilingual or proficient in a language other than English and who are available to assist with interpretation or translation (IGB does not have certified bilingual staff).

LEP persons will be allowed to supply their own interpreters or translators, use IGB volunteer bilingual staff (if available), or use IGB vendor language services via a third-party provider. IGB will provide “I Speak” cards and translation services at IGB Casino Field Offices.

XIII. TRAINING

IGB will develop and provide language access training to managers and staff who interact with LEP individuals. IGB anticipates training to include:

- An overview of the LAP.
- A description of IGB Language Access Services offered to the public in person, online, and by telephone.
- How to provide interpretation and translation services to LEP individuals.
- How to track services provided to LEP individuals.

XIV. BUDGET

IGB is a self-funded agency with available funds to support the language access services under this plan. Expenditures under this plan are subject to the approval of the IGB’s Chief Financial Officer.

XV. COMMUNITY OUTREACH AND PUBLIC NOTICE

IGB recognizes the importance of community outreach and public notice for LEP persons. At the present, the IGB does not anticipate interagency collaborations or community outreach in any language.

IGB will continue to assess potential future opportunities as they become available. IGB will display “I Speak” cards at IGB casino field offices.

XVI. COMPLAINT PROCEDURES

IGB will implement a process for language access complaints. LEP complaints will be submitted via the IGB website and directed to the LAC or their designee. The LAC will review and respond to complaints in a timely manner.

XVII. NEEDS ASSESSEMENT AND DATA COLLECTION

In 2026, IGB is using information from a demographic analysis¹ conducted by the University of Illinois Chicago in partnership with the Office of New Americans regarding individuals in Illinois with limited English proficiency:

² See Rob Paral, “Language Needs Assessment Report, Office of New Americans, Office of the Governor of Illinois, Great Cities Institute at the University of Illinois Chicago (2025), <https://arcg.is/1Py4n0>.



- In Illinois, 1.0 million residents speak English less than “very well,” and speak a language other than English at home. Both federal and State policies recognize that these individuals have a right to equitable access to government services, which includes information and communication in a language they understand.
- Eleven languages have more than 10,000 limited-English speakers in Illinois, including:

Largest Language Groups and Largest Limited English Language Groups in Illinois: 2018-2022			
Largest Language Groups		Largest Limited English Language Groups	
	# of Speakers		# of Speakers
Spanish	1,638,222	Spanish	616,760
Polish	169,308	Polish	73,843
Chinese*	106,399	Chinese*	51,494
Filipino, Tagalog	86,051	Filipino, Tagalog	23,198
Arabic	67,017	Arabic	20,342
Urdu	56,122	Korean	20,155
Gujarati	50,196	Gujarati	18,762
Hindi	47,274	Russian	17,649
Russian	44,211	Vietnamese	13,966
Korean	39,624	Urdu	13,893
French	36,728	Ukrainian, Ruthenian, Little Russian	11,817

The analysis helps IGB ensure that the agency is positioned to adequately identify underserved communities with LEP and emerging language needs, addressing any barriers that may prevent access to critical public services.

To support IGB in determining the needs for language assistance services, the LAC will conduct an annual assessment that includes:

- Data collection and analysis of the population with limited English proficiency.
- Budget and available resources.

XVIII. SELF-ASSESSMENT AND IMPLEMENTATION PLAN

IGB is taking steps to ensure that appropriate Language Access Services are accessible to members of the LEP community. IGB will continue to assess the Language Access Program and its existing Language Access Services to improve access where needed. The below steps outline a three-year action plan.

Three-Year Action Plan:

- Year One:
 - Designate a Language Access Coordinator.
 - Procure language and written translation services.
 - Develop interpreter service procedures and train staff.
 - Place “I Speak” cards at IGB casino field offices.
 - Provide translation functionality on the IGB website.
 - Identify bilingual staff.
- Year Two:
 - Develop and implement complaint process.
 - Identify additional vital documents and programs.
 - Assess how and where vital documents will be added to IGB website.
 - Initiate data collection process.
- Year Three:
 - Analyze LEP data collected to further advance LAP.
 - Identify, assess, and post vital documents on IGB website.
 - Assess and review LAP annually.

The timeframe for each phase is subject to modification at the discretion of the IGB.

XIX. ADDITIONAL LEP SERVICES

Due to IGB’s limited interactions with LEP persons and small LEP population, the IGB believes the Language Access Plan addresses current needs of LEP individuals. However, the IGB will consider all reasonable options if the need arises for additional LEP resources.

Options could include undertaking a cost-benefit analysis when staff prepare a public document or schedule an external meeting to determine whether the target audience is expected to include LEP persons. An assessment can then be made and IGB can determine whether to offer documents, meeting notices, and agendas in an alternative language based on the known LEP population.

