



ILLINOIS REVENUE



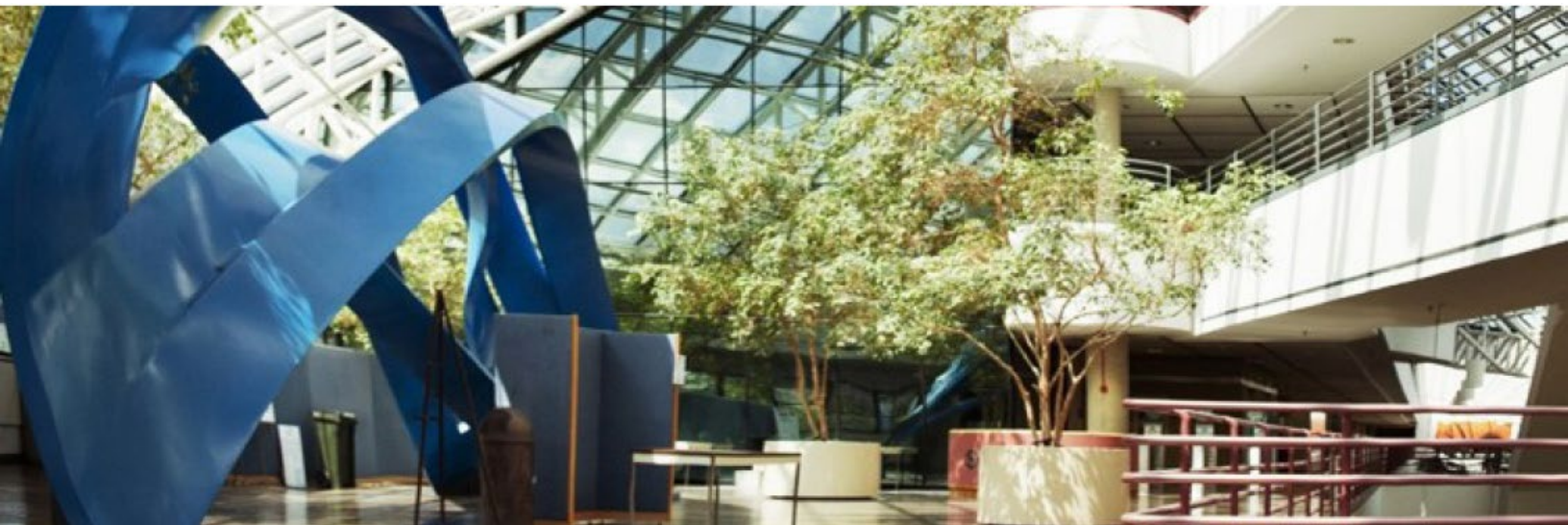
Committed to excellence and working together to fund Illinois' future.

Language Access Plan

JB Pritzker
Governor

FY2025

David Harris
Director of Revenue



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Section I



Introduction

Section 1.1 – About IDOR

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 revenue and tax information.

Our Value

To foster a healthy, productive, and evolving work environment that embraces diversity, equity, and inclusion.

The Illinois Department of Revenue ("IDOR," "the Department") 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 FY2024 accounts for virtually all of Illinois' revenues is used to provide public safety, health, educational and human services to Illinois citizens. The Department of Revenue retains six (6) physical locations across the state:

SPRINGFIELD

Willard Ice Building
101 West Jefferson Street
Central Office



CHICAGO

Suite 1100
555 West Monroe Street
General Office



DES PLAINES

Suburban N. Regional
Building
9511 Harrison Street



ROCKFORD

200 S. Wyman Street



FAIRVIEW HEIGHTS

15 Executive Drive
Suite 2



MARION

2309 W. Main Street
Suite 114



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

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

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.

IDOR processes roughly 6.4 million individual income tax and 2.2 million business income tax withholding returns annually. Along with state and local tax collection responsibilities, IDOR has general oversight responsibilities for Illinois local governments' \$34.88 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.

As of June 30, 2024, 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. The FY25 operating budget is \$272,973,000.

The four major public-facing program areas of Account Processing, Audit, Collections, and Taxpayer Services represent approximately 90% of the interactions between the public and the Department. Moreover, IDOR is cognizant of the over 23% of Illinois residents who communicate in a language other than English at home¹.

The Illinois Department of Revenue is committed to providing meaningful access to programs and services to persons with Limited English Proficiency (LEP). IDOR's Language Access Plan (LAP) establishes policies, procedures, and guidelines on providing LEP services. The plan addresses:

- 1) identification of the Language Access Coordinator and Language Access Committee,
- 2) implementation efforts, and
- 3) LEP services.

Section 1.2 – Language Access Plan Statement

IDOR's Language Access Plan is guided by Title VI of the Civil Rights Act of 1964 and the Department of Justice's Aug 11, 2000, Executive Order 13166 (EO 13166). The plan establishes evidence-based policies, procedures, and guidelines for providing LEP services. All Department office locations, the IDOR website, and web-based applications will provide information and instructions on how to obtain LEP services.

¹ U.S. Census Bureau. (2022). *2022 American Community Survey 5-year Estimates Languages Spoken at Home*. Retrieved from <https://data.census.gov/table/ACSST1Y2022.S1601?q=Language%20Spoken%20at%20Home&g=040XX00US17>.

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

Section 1.3 – Language Access Coordinator

The Equal Employment Opportunity and Affirmative Action Officer has been appointed by the Director of Revenue as the Language Access Coordinator ("Coordinator"). A Language Access Committee ("Committee"), created in 2022, serves in an advisory capacity to the Coordinator. The Coordinator and Committee are responsible for administration and monitoring of the Department's Language Access Plan and initiatives, including LEP policies, procedures, and guidelines. The Coordinator is responsible for developing partnerships with LEP stakeholders for outreach initiatives or other activities, day-to-day LAP matters, and coordinating with the Committee, as needed. The Coordinator is responsible for administering and monitoring IDOR's LAP complaint policies, procedures, and guidelines. The Coordinator and LAP-related working groups will work collaboratively. The Coordinator and Committee are responsible for annual review of and updates to the LAP. The Coordinator is responsible for issuing annual reports to the Executive Team.

When a vacancy occurs in the position of Language Access Coordinator, the Director of Revenue will immediately appoint a temporary or replacement coordinator. IDOR will provide updated contact information for the temporary or replacement coordinator to the Governor's Office.

Section 1.4 – Organizational Structure

Executive Team

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

Language Access Coordinator

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

Language Access Committee

Language Access Committee members are IDOR employees selected by the Executive Team. Committee membership is voluntary, and approved by the Director of Revenue. Language access committee members address language access-related matters and help pursue LEP initiatives.

The Language Access Coordinator chairs the Committee, comprised of program administrators from Human Resources, Taxpayer Services, 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 with the Coordinator and working groups. Committee members' authority, duties, and responsibilities are set forth by the Executive Team and the Coordinator.

Working Groups

Group members work collaboratively with the Coordinator and Committee. Working group members' authority, duties and responsibilities are set by the Executive Team and the Coordinator, in consultation with working group members.

Stakeholders

Engagements with stakeholders will be conducted in a structured manner as to be strategic and ensure progress toward advancing goals and objectives. Duties, roles, and responsibilities are to be established collectively at the onset of project initiation.

Section 1.5 – Confidential Information

IDOR is a tax agency that handles individual data deemed confidential by both state and federal law, and IDOR policies. IDOR is required to follow complex state and federal laws requiring the protection against unlawful disclosure of confidential information. Moreover, as a partner with the Internal Revenue Service (IRS), IDOR must follow rules regarding document handling, recordkeeping, and disclosure requirements as set forth in [Publication 1075](#)². These requirements limit the availability of both translation and interpretation services.

The Illinois Income Tax Act prohibits the 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 translators) to access confidential tax information. The agency must ensure that if any documents are translated into another language, documents do not contain confidential tax information that could be unlawfully disclosed to the third-party translation vendor. IDOR will implement necessary protocols to ensure that only authorized information is being translated by a third party.

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

² IRS Publication 1075, “Tax Information Security Guidelines for Federal, State, and Local Agencies and Entities”



Section II

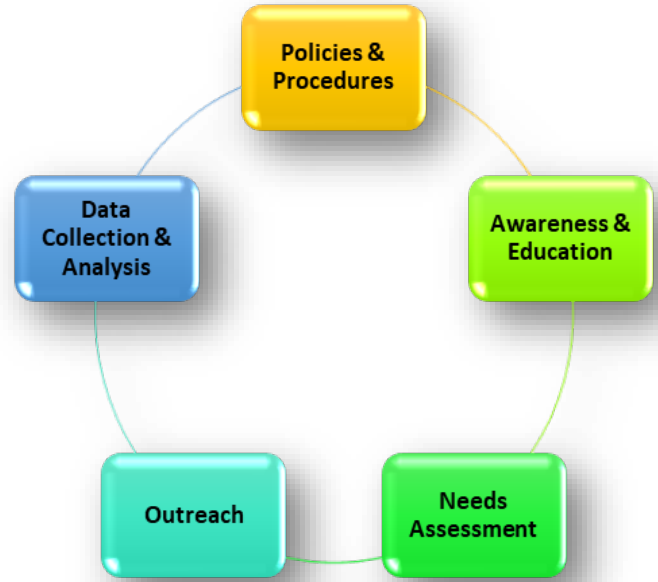


Language Access Plan Objectives

Section 2.1 – Policies and Procedures

The Language Access Coordinator and Committee are responsible for developing policies, procedures, and guidelines for delivering LEP services. The Coordinator and Committee are responsible for annual review of policies, procedures, and guidelines.

IDOR's LAP was last revised in January 2024. LAP information is published on IDOR's intranet and website and is updated with each revision. The LAP is to be reviewed annually with revisions posted in a timely manner. The Coordinator and Committee will issue an annual report to the Executive Team within the first quarter following the close of each fiscal year. The Executive Team will address action items in a timely manner. The Coordinator is responsible for disseminating information and ensuring Department staff is aware of current policies, procedures, and guidelines. The Coordinator and Committee are responsible for updating the Language Access Plan and limited English proficiency service list.



Section 2.2 – Awareness and Education

IDOR continues to engage in an agency-wide awareness campaign on LEP services, policies, and procedures. The Coordinator, Committee, and IDOR's Learning & Development Division will work collaboratively with other stakeholders in creation and development of educational and awareness initiatives, materials, and an LEP training program. IDOR will create an LEP services computer-based learning (CBL) module available to all IDOR employees, which all public-facing employees will be required to complete. LEP training data will be documented and analyzed.

In January 2024, new employees began receiving LAP training within 30 days of hire as part of the new employee onboarding process. In June 2024, all employees received standardized annual training on the LAP and how to access services for LEP individuals, including specialized training for staff who offer LEP services. Future LAP training will include how to troubleshoot inquiries or requests.

Section 2.3 – Needs Assessment

The Coordinator and Committee are responsible for coordinating efforts to conduct periodic needs assessments for LEP services. This may include determining the number and type of bilingual positions in each department, demographics of LEP population being served, and the effectiveness of existing translation and interpretive services. The Coordinator and Committee will issue an annual report to the Executive Team within the first quarter following the close of each fiscal year. Follow-up will be responsive and timely. Annually, in mid-July the Committee will meet to review data and the needs assessment materials.

Section 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 the 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 developing an annual strategic plan and schedule for community engagement efforts, impact, and needs. The Coordinator is responsible for issuing

recommendations to the Executive Team in the annual LAP report. The Executive Team will respond to recommendations in a timely manner.

In February 2022, IDOR began a project to assess the efficiency and feasibility of including an informational LEP service insert into written communications, and on February 6, 2023, the initiative launched. Most outgoing letters now include information on how to obtain IDOR language assistance services.

In addition, a second IDOR working group continued discussions on ensuring appropriate LEP information is visually available to the public at IDOR offices and on IDOR's website and web-based applications. ISpeak cards and posters were developed and placed in IDOR facilities with walk-in services, except for the Secretary of State facilities. IDOR facilities were equipped with signage and required three-way calling equipment by the end of calendar year 2023.

IDOR requests document translation through Multilingual Connections. Google has developed a portal that could help reduce the cost associated with document translation and IDOR has included procurement costs in the FY2025 budget; however, IDOR would need staffing or a vendor who could verify translated material. IDOR began translating the most used non-GenTax documents in 2023. The ability to translate GenTax issued letters and web applications should be in place by 2027.

Lastly, IDOR understands and welcomes the responsibility to inform the public about LEP services. IDOR's Office of Policy and Communications will work collaboratively with DoIT, CMS, the Coordinator, and Committee to ensure that all IDOR office locations, its website, web-based applications and public events adequately advertise and support LEP services. The Office of Policy and Communications is also responsible for ensuring advertisement of IDOR LEP services on social media platforms. The following is a list of current outreach initiatives which will be reviewed annually.

Community-Based Media Outlets

This initiative involves collaboration with community-based media outlets to share information about IDOR LEP services. The goal is to create IDOR news bulletins, translated into various languages, and disseminate them to targeted communities. IDOR identified Latinx media and will begin disseminating information through press releases for large announcements such as Tax season, Earned Income Credit Tax etc., in Spanish in calendar year 2024. Other targeted communities are under review.

Community Organization Partnerships

IDOR will develop and share news bulletins about LEP resources with its community-based partners (e.g., Volunteer Income Tax Assistance – VITA).

Inter-Agency Partnerships

GenTax and MyTax Illinois are two key integrated tax processing systems utilized by IDOR. Both programs are poised to play an essential role in identifying LEP communities and their needs. The programs cannot currently indicate taxpayers' preferred languages or issue communication in the identified language, but this is our goal. Implementing these changes would allow for targeted and strategic LEP services. The language functionality is currently not a service available to IDOR and would need to be procured. Updates to GenTax and MyTax Illinois requires inter-agency cooperation with DoIT and CMS. IDOR is actively exploring upgrades to GenTax and MyTax with an anticipated upgrade release date of 2027. IDOR will develop procedures and training for GenTax and MyTax users. Training for IDOR employees will occur on an annual basis as part of LAP training. New employees will be trained as part of the onboarding process. A training guide and tutorial will be made available for external MyTax Illinois users.

Outreach Events

IDOR will promote the availability of LEP services at all outreach events. Promotion efforts include, but not limited to, the use of ISpeak posters and ISpeak cards, PowerPoint presentation slides, registration materials, and speaker announcements.

Social Media

IDOR will utilize social media, including but not limited to Facebook, X (*formerly Twitter*), LinkedIn, Instagram, and YouTube, to advertise LEP services.

Section 2.5 – Data Collection and Analysis

IDOR data collection efforts include both short and long-term goals and objectives. One of the challenges that IDOR is experiencing is lack of historical data, so IDOR is working to establish baseline data points and train associated staff to track information. The [Programming/Databases](#) section of this LAP identifies six data sets currently being collected. IDOR's analytical capabilities increase with the automation of LEP data.

Furthermore, IDOR will utilize evidence-based policies, procedures, and guidelines. The Coordinator will coordinate efforts to develop standardized data collection efforts and annual data collection training. The Coordinator will lead efforts to analyze LEP data and develop and implement action items.

Short-Term Goals

Standardized data collection guidelines were established in the April 2022 version of the LAP. In January 2023, rollout on the new Propio guidelines were disseminated. In spring of 2024, staff training is provided to all employees annually, including new hires within 30 days of hire, on locating and accessing LEP services.

Long-Term Goals

In 2025, IDOR will start reviewing programmatic changes to allow for the collection of taxpayers' language preference. This programmatic change will entail adding a language preference to the customer level of GenTax. GenTax organizes information at a customer level (all accounts), account level (specific to one tax type), and period level (specific to a return filing expectancy). Adding information regarding language preference at a customer level will allow for language preference to apply to all accounts for that customer. When taxpayers contact IDOR, IDOR employees will document the taxpayers' language preference and record it in the customer level attributes. Once operating systems have been updated, taxpayers will also be able to self-identify language access preferences via MyTax Illinois.

In 2026, IDOR will analyze the collected information which will allow for better prioritization of GenTax programming to translate letters. IDOR is exploring upgrading its operating system to allow for the ability to issue letters and other communications in the taxpayers' preferred language. This project's timeframe currently extends into 2027.



Section III



Timeframes

2022

- ISpeak Cards and posters at all IDOR facilities
- Language Access Plan publication and rollout
- Provide Google Translate on all webpages (e.g., tax.illinois.gov)
- Expand translation services to include Multilingual Connections
- Publish and advertise document translation service

2023

- Deploy language assistance services letter insert
- Develop staff LAP training on how to obtain LEP services
- First LAP / LEP Annual Report
- Pursue document management solution
- Reach out to media outlets targeting diverse populations
- Develop procedure for providing requested translated documents
- Retain master contract for written translation services (e.g., Multilingual Connections)
- Promote LEP services via Social Media, at outreach events, and through community organizations

2024

- LAP review
- Revise IDOR hotline call flow
- Roll out staff LAP training
- GenTax upgrade pre-planning sessions
- Add IDOR hotline hold messages discussing language assistance options
- Master contract for translation verification for documents translated through Google

2025 - 2027

- Procure document management solution platform
- Provide training on document management solution
- GenTax upgrade planning sessions
- GenTax upgrade training
- Publish and advertise GenTax update

Section 3.1 – Implementation

IDOR celebrates Illinois' diverse population and is committed to meeting the needs of LEP individuals. To address the needs of LEP individuals, IDOR offers free phone conferencing and in-person translation services. IDOR's Springfield, Chicago, and Des Plaines offices have designated bilingual staff.

Multilingual Connections is a contracted vendor providing IDOR with access to in-person interpreters. Phone conference interpreter services are available at all IDOR facilities using CMS' master contract with Propio Language Services.

IDOR's long-term LEP service goals include providing written translation of all vital documents. IDOR's Executive Team established a document translation working group. The working group is responsible for implementation and oversight of IDOR's document translation initiative. The Department's document translation initiative involves three phases:

- 1) identification of vital documents,
- 2) Multilingual Connections translation, and
- 3) translation verification.

IDOR's annual vital documents list has been identified. Document prioritization is underway. Vital documents will process through DoIT's Document Translation Portal (or other similar service). Translated documents require verification. IDOR is engaged with CMS, DoIT, and the Office of the Governor on procuring translation verification services. The project is in its infancy and thus benchmarks, timeframes, and other essentials have not yet been established. Stakeholders are frequently engaged in pre-planning discussions.

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 the agency's program area. IDOR will enhance its data collection efforts and methodology by establishing universal standards and guidelines for data collection and analysis. To achieve this goal, a series of resources are needed, including training and outreach.

Section 3.2 – Training

Area Specific

IDOR had not previously had a written LAP and as such will engage in an agency-wide awareness campaign on LEP services, policies, and procedures. The Coordinator, Committee and IDOR's Learning & Development Division will work collaboratively to develop an LEP training program. IDOR will create an LEP services computer-based learning (CBL) module available to all IDOR employees. All public-facing employees are required to complete LEP training. LEP training data will be documented and analyzed.

Language Access Plan Training

IDOR developed a comprehensive Language Access Plan training completed in August 2023. Annual LAP training will occur between January 1st and February 15th each year. All new employees will be required to complete LAP training within thirty (30) days of their hire date. The training will be administered via OneNet, a computer-based learning module. The LAP Coordinator will use OneNet to monitor compliance. LAP training will, at minimum, cover the following topics:

1. Introduction
2. Define Language Access and Why it is Important
3. Describe IDOR's Commitments
4. Overview of IDOR's Language Access Plan (LAP)
 - a. LAP Objectives
 - b. Impact on employees
 - c. Timeline
5. Identify Language Access Resources

- a. How to access LEP services
 - b. Video Demonstration(s) on providing Language Access services
6. Summary
7. Contact Information

A link to LAP training modules will be included in the Language Access Plan and posted on IDOR's intranet.

Section 3.3 – Programming / Databases

There are various points of contact a taxpayer can have with IDOR and thus recording LEP data varies. To ensure uniformity and adequate data collection IDOR will need to establish agency-wide standards. Until IDOR operating systems can collect LEP data and for circumstances falling outside of GenTax or MyTax Illinois limitations, the Coordinator and Committee will establish and distribute policies, guidelines, and procedures for collecting LEP data. IDOR will collect the following LEP data, including but not limited to:

1. Preferred language (oral and written)
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 request (e.g., referrals to other government agency translators)

Section 3.4 – Language Access Resources

Document Management Solution

The compilation of vital documents includes current and historical documents. The number and prioritization of vital documents is subject to change year to year and are impacted by state and federal regulations. A document management solution is needed to address the volume, collection, and management of IDOR vital documents. IDOR is actively working with DoIT to secure software for the management of IDOR vital documents. Once secured, IDOR will develop procedures and training for all IDOR employees with a business need. Training will be provided annually as part of LAP training and during the onboarding process for new employees.

GenTax

Updates to GenTax, IDOR's integrated tax processing software package, are scheduled to begin in 2025-2027. Projected updates will allow for the collection of information on a user's preferred language and the dissemination of information in that preferred language. Between 2025-2027 IDOR will develop procedures and training on GenTax updates. All GenTax users will receive annual training as part of LAP training. New employees, with GenTax clearance, will receive training as part of onboarding.

Google Translate

In 2022, IDOR's website featured an updated version of Google Translate. Google translate allows website users to convert webpage content into their preferred language. IDOR currently provides a lot of information via PDFs and will continue to convert to the HTML format so that Google Translate (or another webpage translator) can be utilized more fully.

Google Translation Portal

IDOR has access to a Google Translation portal to assist with converting documents into a customer's preferred language. To ensure accuracy, document translation via the Google portal requires translation verification. IDOR is working with DoIT to address translation verification needs. Document verification services are anticipated to be available by 2024. Once established, the LAP Coordinator will develop procedures and a training module for dissemination. Annual training will be provided to all IDOR employees with new employees receiving training within 30 days of hire.

Hold Messaging

IDOR has several call center numbers. When callers are not able to immediately speak to a call center agent, they will periodically hear recorded messaging (hold messages). By the end of calendar year 2024, hold messages will include messaging about LEP services.

Section 3.5 – In-Person / Telephonic Interpretive Services

Between bilingual IDOR staff and current CMS master contracts IDOR can offer immediate in-person and/telephonic interpretive services.

ISpeak Cards and ISpeak Posters

In 2022, IDOR developed ISpeak cards. ISpeak cards notify IDOR customers that IDOR can provide services in the top six languages spoken in Illinois. ISpeak cards appear in poster size at all walk-in IDOR locations. ISpeak cards are located at each walk-in window at all IDOR locations and inform customers of available interpretation services. Anyone seeking services in one of the six languages

identified is directed to point to their language of preference on an ISpeak card. Once identified, the IDOR employee will proceed with connecting a customer with someone (either an on-site IDOR employee or our 3rd party interpreter service vendor, Propio) who can assist them in their preferred language.

As part of annual LAP training, all field agents and employees working walk-in locations will receive ISpeak card service training. New employees will receive training within 30 days of hire date on how to offer LEP services.

Letter Insert

Due to cost and operational capacity, IDOR is currently unable to translate all vital documents into the top six non-English languages spoken in Illinois. IDOR issues millions of letters each year, almost all meeting the criteria of “vital”. To ensure the public is aware of IDOR translation and interpreter services, IDOR developed a letter insert to be included in most mailed communications. The letter insert has been attached as Appendix E.

In late 2022, all IDOR employees received notice and instructions on the mail insert. On February 6, 2023, the first batch of mail inserts were incorporated in mailings. IDOR letters are generated in two ways, GenTax, IDOR’s tax information management database, and manually. GenTax has been programmed, with legal exceptions, to ensure that all mailings have the letter insert included. Employees who create letters manually have been provided instruction on where to find an electronic version of the letter insert which can be printed and included. Letter insert information, instructions and training will be provided with annual LAP training, and within 30 days of onboarding new employees.

Multilingual Connections

IDOR utilizes Multilingual Connections, a third-party vendor, to provide document translation services.

To standardize the process of translating all IDOR vital documents, the LAP Coordinator will work with IDOR’s Office of Policy and Communications to develop and formalize procedures for document translation needs and requests. Document translation procedures are scheduled to be completed by end of calendar year 2023, with training to follow in 2024. New employees will receive training on document translation services and procedures within 30 days of their hire date. Once a procedure has been developed, it will be added as an appendix to this document.

NexTalk/TTY

NexTalk is a PC-based application for communicating with deaf, hard of hearing (HOH) or speech impaired members of the public. IDOR migrated to the newest version of NexTalk, (SimpliciTTY) in August 2023. Every existing NexTalk user will be sent a communication bulletin letting them know of the migration to the new client and when it will take place. A new SimpliciTTY manual will be sent 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 of 2023, Propio instructions were distributed to all IDOR employees via email. Beginning in January 2024, all employees will receive annual notification and training on Propio and other interpreter services. New employees will receive notification and training on Propio and other interpreter services within 30 days of their hire date.

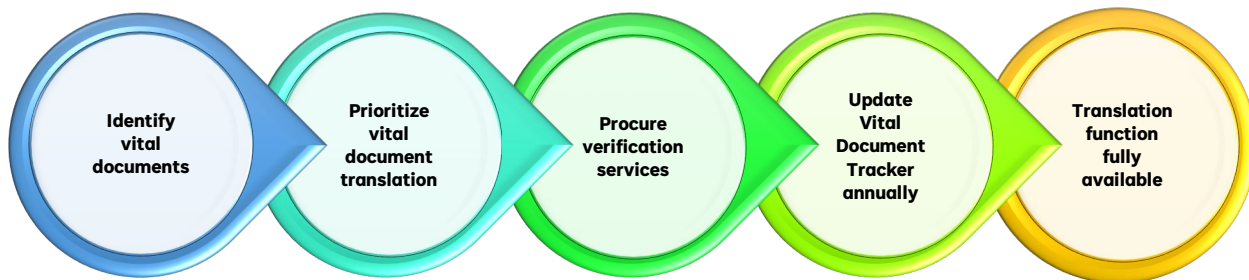
Website

IDOR's external website can be translated into 132 languages. IDOR also enhanced its website with a more robust Accessibility and Accommodations page. Visitors to this page can request an interpreter, view an overview of IDOR's Language Access Plan, and submit an access complaint form. In addition, web services will continue to use an accessible HTML webpage.

Web Applications

Changes to IDOR web applications, GenTax and MyTax Illinois, requires contracting, planning, programming, and budgeting. Web application updates is part of IDOR's long term strategic plan (2025-2027). In the interim IDOR is actively working to expand the awareness of and access to LEP services by including a mail insert with written correspondence. The mail inserts inform taxpayers, in various languages, that IDOR is available to offer services in one's preferred language. The mail insert also directs taxpayers on how to contact IDOR for LEP services.

Section 3.6 – Written Translation



IDOR has identified its list of vital documents³. The Office of Policy and Communications will maintain and annually review vital documents through a document tracking database, once an IT solution is available. IDOR will prioritize translation of vital documents, based upon their frequency of use by taxpayers. IDOR will conduct a review of vital documents and update annually. IDOR prioritizes annual vital documents in preparation for translation, with this list first prioritized in summer 2022.

IDOR is working to acquire document translation verification services. IDOR provided business requirements to Google who indicated they have a solution that would fit IDOR's needs. IDOR had a demo of the proposed solution in calendar year 2023. IDOR expects partial document translation capabilities by 2025/2026 and full document translation capabilities by 2027. Updates to IDOR's operating systems to accommodate for LEP services are actively being pursued. Implementation and rollout of software upgrades is anticipated for 2027.

³ Appendix B – Vital Document List



Section IV



Language Access Procedures

Section 4.1 – Call Center

Taxpayer Services' Call Centers are set up 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, the IVR may be able to answer the inquiry, or the caller may choose to speak with an agent. IDOR plans to revise other call centers to allow for IVR by 2025.

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. Propio provides interpretation services in more than 79 languages and dialects. IDOR employees will comply with established call center policies, procedures, and guidelines. IDOR staff will document interaction with LEP individuals in accordance with established policies, procedures, and guidelines.

IDOR Interpreter Services Table

Program Area	In-House Interpreter	# Interpreters	Propio Available	Hotline Phone Number
Account Processing	Yes	2	Yes	- Sales Tax Processing Division: 1-217-782-5906 - Electronic Commerce Division: 1-866-440-8680
Taxpayer Services	Yes	4	Yes	- Taxpayer Assistance: 1-800-732-8866 - Central Registration: 1-217-785-3707
Collection	Yes	3	Yes	1-217-785-2698
Audit	Yes	1	Yes	Available upon request
FSEU	Yes	1	No	1-217-782-7962

IDOR has a dedicated Spanish language line located in its Collection unit. The hotline is managed by IDOR employees who offer services and address concerns in Spanish. IDOR is in the process of creating Spanish prompts for existing hotlines for the Federal/State Exchange Unit and Taxpayer Services.

Section 4.2 – Email Correspondence

Dedicated Spanish speaking IDOR employees are available to provide services and address concerns for Collections, Taxpayer Services and the Federal/State Exchange Unit via email. Spanish speaking IDOR employees are responsible for responding timely to emails, typically within two business days. IDOR employees will comply with established email correspondence policies, procedures, and guidelines. IDOR staff will document interaction with LEP individuals in accordance with established policies, procedures, and guidelines.

IDOR is working to build capacity to address electronic correspondence needs of LEP individuals. IDOR plans to supplement email correspondence with information on IDOR LEP services and how to access them. The information will appear in the top seven languages spoken in Illinois.

Section 4.3 – 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 Services⁴.

IDOR does allow taxpayers to use their own interpreter and can also use the Propio Language Services to ensure information is being interpreted appropriately.

⁴ Appendix C – Propio Interpreter Procedures

At all IDOR offices taxpayers will be met with posted information on LEP services and how to access them. All public-facing employees will receive training on offering and providing LEP services. IDOR staff will offer free LEP services to all taxpayers. IDOR employees will comply with established walk-in policy, procedures, and guidelines. IDOR employees will document interactions with LEP individuals in accordance with established policies, procedures, and guidelines.

Section 4.4 – Mail Correspondence

IDOR provides limited LEP services for written correspondence. IDOR's Federal/State Exchange Unit uses free form letters to communicate with taxpayers who have identified Spanish as their preferred language. IDOR employees will comply with established written correspondence policy, procedures, and guidelines. IDOR staff will document interaction with LEP individuals in accordance with established policies, procedures, and guidelines.

IDOR plans to supplement mail correspondence with an informational insert on IDOR LEP services and how to access them. The informational insert will appear in the top seven languages spoken in Illinois and appear in all outgoing mail.

Section 4.5 – Website / Web-based Applications

IDOR's external website has Google Translate tied to the programming. Any content residing on webpages can be translated by selecting one's desired language. Upon selection content displays on the screen in the selected language.

Efforts are underway to offer website content (i.e., PDFs and other document types) in the top seven languages spoken in Illinois. Similar efforts are underway to update IDOR's operating systems (GenTax and MyTax Illinois) to provide LEP services. With updates to operating systems, taxpayers will be able to self-identify language preference and access LEP services. IDOR employees will also be able to adequately record and analyze LEP data.



Section V



Complaints & Definitions

Section 5.1 – Complaints

The Coordinator will lead efforts to develop and administer LEP complaint policies, procedures, and guidelines. The Coordinator will be the lead investigator on any LEP related complaints⁵. The Coordinator will coordinate a compliance/complaint awareness campaign, training opportunities, and educational materials. The Coordinator is responsible for documenting, monitoring, and reporting on all LEP related complaints annually to the executive team.

Section 5.2 – Definitions

Dedicated Spanish speaking IDOR employees are available to provide services and address concerns for Collections, Taxpayer Services and the Federal/State Exchange Unit via email. Spanish speaking IDOR employees are responsible for responding timely to emails, typically within two business days. IDOR employees will comply with established email correspondence policies, procedures, and guidelines. IDOR staff will document interaction with LEP individuals in accordance with established policies, procedures, and guidelines.

IDOR is working to build capacity to address electronic correspondence needs of LEP individuals. IDOR plans to supplement email correspondence with information on IDOR LEP services and how to access them. The information will appear in the top seven languages spoken in Illinois.

⁵ Appendix D – Complaint Form



Section VI



Appendices

Appendix A: IDOR LEP Service List

Email

The Federal/State Exchange Unit has a dedicated email inbox (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.

Google Translate

Google Translate is a multilingual neural machine translation service developed by Google to translate text, documents, and websites from one language to another. IDOR has deployed this technology on its external website. IDOR has deployed this technology on its external website, allowing website users to convert webpage content into their preferred language.

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 [IDOR Interpreter Services in Appendix C](#)) 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 that Multilingual Connections provides for in-person interpreter services.

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(6) 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 has the ability to 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 (815 ILCS 530), and consent statutes (e.g., 720 ILCS 5/14). All recordings are retained for a minimum of 90 days.

Appendix B: Vital Document List

The vital document list was updated in 2022; however, we are awaiting the document management solution before making revisions. The list is ever changing. Once the document management solution is in place, IDOR will be able to pull a vital document list easily. The current process is cumbersome and time consuming.

Department of Revenue Vital Documents

- IDOR-8-CAA1: Audit Contact
- (Final) Assessment
- (IL-1041) Schedule CR Instructions
- 1099-G Letter
- 1099-INT letters
- 1305 Proof of Claim
- 2000 PTAX-50
- 2004 FY-2004-15 Real Estate Transfer Tax Changes
- 2004 PTAX-1002-10 LTAD - Sales Tax Collection Cycle
- 2005-Table-14
- 2007 PTAX-451 Supervisor of Assessments or Public Defender Salary Adjust.
- 2014 CR Equivalency Chart
- 2015 CR Equivalency Chart
- 2016 CR Equivalency Chart
- 2017 CR Equivalency Chart
- 2017 IL.8453, Illinois Individual Income Tax Electronic Filing Declaration
- 2018 - PT-6 - Application for Pull Tabs and Jar Games License
- 2018 IIT IL-1040 stratification
- 2018 IL-1040
- 2018 PUB-111C CR Equivalency Chart
- 2019 Comparison Formulas For Schedule CR (PUB-111C)
- 2019 RC-1-A Cigarette Tax Stamp Order-Invoice
- 2019 RC-44 Illinois Cigarette Use Tax Return
- 2020 Comparison Formulas for Schedule CR - PUB-111C
- 2021 IDOR Local Government Workshop
- 2021 IL-1065-X Instructions
- 2021 Schedule 1299-A Instructions
- 2021 Schedule 80/20 Instructions
- 2021 Subgroup Schedule Instructions
- 2-D Barcode Test Package
- 2-D Barcoding Specifications and Individual Income Tax Return Record Layouts
- Acceptance of Jurisdiction
- Acceptance Rev Claim Refund
- Account Notice
- Account Status (AE)
- Account Status (GS)
- Account Update
- Account Update (payment)
- ACH Credit Authorization
- Ack of Reciprocal Agreement
- Action Decision
- Activity/Nil Balance-Transmittal
- Actual Filed Motor Fuel Gallonage Breakdown Report
- Additional Info
- Address layout / Sales Tax Rates
- Address Verification
- Adjusted Filing Period Motor Fuel Gallonage Breakdown
- Admission of Facts and Consent
- Affidavit – 10-day notice
- Affidavit of Service
- Agency Agreement Notice
- Agent Notification
- Agreement Authorizing Test Check or Statistical Sampling
- Alleged Forgery of Warrant
- Amended Instructions for Form ST-8-X
- An Overview of Property Tax (R-1/21)
- Annexation of Non-Retail Prop.
- Annexation Summary
- Annual Taxpayer Location Address List Sample and Definitions - Retailers Verification
- Appendix A - Certification Process for Certified Service Providers and Certified Automated Systems
- Appendix E - Overview of the Application, Review, Testing, and Approval Steps for Illinois Certification of Certified Service Providers (CSP) or Certified Automated Systems (CAS)
- Application of Audit Mileage Factor Report

- Application of Fuel Factor Report
- Apply to be a Qualified Practitioner
- APT Not. of Liability & Claim Dem.
- APT Not. of Prop. Claim Den.
- APT Not. of Prop. Def (Manual)
- ART-1 Instructions
- ART-1-X Instructions
- ART-1-X, Amended Automobile Renting Occupation and Use Tax Return
- ART-2 Instructions
- ART-2-X instructions
- ART Auto Rental & Use Tax Return
- Assessment & Notice of Intent
- Assessment Summary by Jurisdiction
- Assessment Summary by Period
- Assessment Worksheet and Summary
- Assessments Meeting Minutes 11.15.19
- Auctioneer Registration Flowchart
- Audit Cancellation
- Audit Correction of Use Tax Due
- Audit Email Authorization-Dsc
- Audit Expansion
- Audit Free Form - Use
- Audit Free Form Letter
- Audit Free Form Period (No Mask)
- Audit Info Document Request
- Audit Initiation
- Audit Initiation - Use
- Audit Manual
- Audit Mileage and Fuel Reconciliation by Jurisdiction and Fuel Type Report
- Audit Nexus Questionnaire
- Audit Nexus Questionnaire - Financial Companies
- Audit Nexus Questionnaire - Insurance Companies
- Audit Nexus Questionnaire - Transportation Companies
- Audit Non-Compliance
- Audit Not. of Liab & Clm Den.
- Audit Not. of Prop. Claim Den.
- Audit Notice of P&I WIT
- Audit Questionnaire
- Audit Records Request - BIT
- Audit Report
- Audit Travel Expense Notice

- Auditor Comments
- Auditor's Report
- Auditor's Report - BIT
- Auditor's Report - WIT
- Bank Pay-off
- Bankruptcy Admin. Claim
- Bankruptcy confirmed plan
- Bankruptcy Proof of Claim Form
- BI-Explanation of Adjustments
- Bingo Quarterly Tax Return
- BOA Lien Release
- BOA Manual letter
- BOA Notice of Hearing
- BOA.2, Application for Voluntary Disclosure Program
- BOA-1 Petition
- BOA-15 additional information Request
- BOA-4 Individual Financial Statement
- BOA-5 Business financial statement
- BOA-9 Hearing Process
- Board of Appeals Info
- Board of Appeals Order
- Board of Appeals Petition
- Bonus Depreciation
- Booklet IL-700-T, Illinois Withholding Tax Tables
- BTR-36, Federal/State Electronic Filing Program - Implementation Guide for Business Income Tax
- Bulk Sales Release
- Bulletin Board Schedule etc.
- Bureau Review Request
- Bus. District Address Verification
- Bus. District Rate Change (site)
- Bus. District Taxpayer Listing
- Business Authorization
- Business District Change
- BUSINESS DISTRICTS 101 BUSINESS DEVELOPMENT & REDEVELOPMENT TAX
- Business Information Update
- Buyer Demand
- CA 2021-05, Compliance and Reporting Issues for From ST-1, Sales and Use Tax Return
- Calculating the EAV for cropland that has a PI below the lowest PI certified by IDOR
- Cannabis Regulation Fund FY2020.xlsx
- Cannabis Regulation Fund FY2021.xlsx
- CBS-1 Instructions (and CBS-1 form)

- CC-1 Adult Use Cannabis Cultivation Privilege Tax Return
- CC-1 Cannabis Cultivation Export
- CC-1-X Amended Adult use Cannabis Cultivation Privilege Tax Return
- CC-2 Multiple Site Form for Cannabis Cultivators
- CCAO Procedures PTAX 203 and the SRS
- CD-1 Cannabis Dispensary Tax Return
- CD-1-X Amended Cannabis Dispensary Tax return
- CD-2 Sales and Use Tax Multiple Site Form for Cannabis Dispensaries
- CD-3 Cannabis Purchaser Excise Tax Multiple Site Form for Cannabis Dispensaries
- Cert. of Reg. Non-Renewal
- Cert. of Tax Lien Release
- Cert. of Tax Lien Release Man.
- Cert. registration hold notice
- Certification of Notice of Tax
- Certified Values for Assessment Year 2020
- Certified Values for Assessment Year 2021
- Certified Values for Assessment Year 2022
- Ch 13. Trustee Withdrawal
- Change Name
- Change Taxpayer Address
- Change to Bond Required
- Checkoff FP2020.xlsx
- Chicago City License Release
- Chicago Directions
- Chicago License Hold Letter
- Chicago License Inactive IBT
- Chicago Soft Drink Tax Export
- CID Income Tax Affidavit
- Cig Manufacturer/Importer Return
- Cigarette Importation Report
- Cigarette Revenue Return
- Cigarette Tax Return
- Cigarette transporter permit
- Cigarette Use Tax Return
- Citation and Notice of Hearing
- Civil Judgment Balance
- Claim submissions cover letter
- Closure Notice
- CMFT-1 County Motor Fuel Return
- CMFT-1 County Motor Fuel Tax Return

- CMFT-1 instructions
- CMFT-1-X - Amended County Motor Fuel Tax Return
- CMFT-1-X Instructions
- CMFT-2 Instructions
- CMFT-2-X Amended Multiple-Site Form
- CMFT-2-X Instructions
- COAD decal order form
- Collection Activity Concluded
- Collection Notice-Field Visit
- Commercial Solar Energy Systems Valuation 2022
- Commissioner's Package Cover Sheet
- Compliance Alert 2020-03, Tax Obligations of Marketplace Sellers Making Marketplace Sales Subject to Retailers' Occupation Tax
- Compliance Alert 2021-01, Clarification Issued to Municipalities with Business Districts Regarding Proper Reporting of Addresses
- Compliance Alert 2021-01, Tax Collection Obligations of Remote Retailers, Marketplace Sellers, and Marketplace Facilitators for Chicago Home Rule Municipal Soft Drink Retailers' Occupation Tax, Prepaid Wireless E911 Surcharge, Illinois Telecommunications Access Corporation Assessment, and Tire User Fee
- Compliance Alert 2021-02, Tax Remittance Obligations for the Metropolitan Pier and Exposition Authority (MPEA) Retailers' Occupation Tax on Food and Beverages under the New Marketplace Facilitator Law
- Compliance Alert 2021-03, Proper Taxation of Cannabis Concentrates by Illinois Dispensaries
- Consent Extend Time
- Continuation
- Continuing Hearing Citation
- Cook County Classification System and Equalization
- Corporate Charter Hold Release
- Corporate Charter Renewal Hold
- Corporate renewal hold notice
- County Abstract Filing Checklist
- CPP-1, Installment Payment Plan Request
- CPP-1, Installment Payment Plan Request (attached to GenTax Letters)
- CPP-1, Installment Payment Plan Request (MyTax)
- Credit Activity Statement
- Credit Memo from Transfer

- Credit Memo from Transfer ETD
- Credit Memorandum
- Credit Memorandum ETD
- Credit Memorandum Transfer
- Credit Memorandum Transfer ETD
- CRT-61, Certificate of Resale
- CRT-62, Certificate of Purchase for Expanded Temporary Storage
- CRT-63, Sales Through Marketplace Facilitator Certificate
- CTR license renewal hold
- Customs Audit Initiation Multi
- Decal Order Notice
- Demand for Books and Records
- Demand Letter
- Denial of PTAX Exempt
- Denial of PTAX Exempt Cert
- Denial of PTAX Non-Comply
- Denial of PTAX Non-Comply Cert
- Denial of Sales Tax Exemption
- Des Plaines Directions
- Detail Report by Jurisdiction
- Detail Report by Period
- Detail Report: Grand Totals
- Detailed Guide Specification
- Detailed Liability Statement
- Directions for third-party electronic filers (ECD technical document)
- Dismissal letter
- Dry Cleaning Operator Fee form
- DS1 Export
- DS-1 Instructions
- DS-1, Dry-Cleaning Solvent Tax Return
- DS-1-X
- DS-1-X Instructions
- DS-3 Fee Schedule, Dry Cleaning Operator's Annual License Fee
- Duplicate Return Response
- Dyed Diesel Fuel Enforcement Program Dyed Diesel Fuel Enforcement Program (R-8/14)
- EAC/REC Electric return
- EAC/REC Gas return
- EDA-117 Multiple Location Schedule attached to EDA-98

- EDA143CA Results-Return Approv
- EDA-303 IFTA MPG Reconciliation Report
- EDA-70 Audit Information Document Request
- EDA-98 Instructions
- EDA-98-E Claim for Credit (audited periods only)
- EDA-98-E Instructions
- EDA-98-U Claim for Credit (audited periods only) for Private Vehicle and Aircraft/Watercraft Use Tax
- EDA-98-U Instructions
- eFile Waiver Denial/Approval
- EFT-1, Authorization Agreement For Certain Electronic Payments
- EFT2E-Quarter-monthly pmt sch
- EFT2-Quarter-monthly pmt sch
- Electricity Return
- Electronic File Notify - ROT
- Electronic Filing Reminder
- Electronic Funds Transfer
- Electronic Funds Transfer-WIT
- Electronic Payment Failed
- Electronic Waiver Request
- Energy Efficiency Program Pym
- Erroneous Refund Letter
- Erroneous Refund Letter IPD
- Erroneous Refund Letter MF
- Error Notice Response
- Estimate Reporting
- Estimated Income Tax Payments
- Evidence-Based Funding and Property Tax Relief in Illinois - September 25, 2019
- Examination Status
- Examiner's Report
- Example of IDOR-50-L-1M letter - Retailer Verification Local Government
- Expired Cigarette Lic - Held
- Expired Cigarette Lic Notice
- Explanation of Adjustments
- Explanation of Audit Adjustments
- Extension Request Response
- Fairview Heights Directions
- FAQs Hotel Tax
- Fax Cover Sheet
- Federal Credit Union
- Federal/State Employment Taxes? Withholding Implementation Guide

- FEIN Discrepancy
- Final Assessment
- Final Assessment- Zero Balance
- Final Determination of Claim-P
- Final Notice of Penalty Due
- Final Notice of Tax Due - MF
- Final Notice of Tax Due -2BILL
- Final Notice of Tax Due-2PBILL
- Final Report of the TIF Reform Task Force
- Final Revocation - MFUT
- Form 1099: Submission with CSV file in MyTax Illinois
- Form IL- 4644 Instructions
- Form IL-1040 Instructions
- Form IL-1040, Line 10a Exemption Allowance Chart
- Form IL-1040-X Instructions
- Form IL-1041 Schedule F, Gains from Sales or Exchanges of Property Acquired Before August 1, 1969
- Form IL-1041 Schedule NR Instructions
- Form IL-1065 Schedule F, Gains from Sales or Exchanges of Property Acquired Before August 1, 1969
- Form IL-4562 Instructions
- Form IL-477 Instructions
- Form IL-8857 Instructions
- Form IL-941 Information and Instructions
- Form IL-W-4 Employee's and other Payee's Illinois Withholding Allowance Certificate and Instructions
- Form MC-1 Instructions
- Form MC-1-X Instructions
- Form PT-12 Instructions
- Form RB-1 Instructions
- Form RB-1-L Instructions
- Form RB-32 Instructions
- Form RC-55 Information
- Form RC-55 -X Instructions
- Form RC-6 Instructions
- Form RC-6-A Instructions
- Form RC-6-A-X Instructions
- Form RCG-25 Instructions
- Form RCOA-1 Instructions
- Form RG-1-X, Amended Gas Tax Return Instructions
- Form RHM-1 Instructions
- Form RHM-1-X Instructions
- Form RL-26 Instructions
- Form RL-26-A Instructions
- Form RL-26-A-X Instructions
- Form RL-26-L Instructions
- Form RL-26-X Instructions
- Form RL-51 Instructions
- Form RL-52 Instructions
- Form RL-53 Instructions
- Form RMFT-144-X Instructions
- Form RMFT-17 Schedule LB My Tax Illinois Filing Instructions
- Form RMFT-5-US MyTax Illinois Filing
- Form TP-1 Instructions
- Form TP-1-X Instructions
- Form W-2: Submission with CSV file in MyTax Illinois
- Form W-2c: Submission with CSV file in MyTax Illinois
- Form W-2G: Submission with CSV file in MyTax Illinois
- Format for Filing a Protest
- Forms W-2 and W-2c Electronic Transmission Program Guide
- Forms W-2 and W-2c Electronic Transmission Program Guide EFW2 and EFW2C Format 2021 Forms W-2 and W-2c filed in 2022
- Fraud/Negligence Letter
- FS-13, Minimum Wage Credit Frequently Asked Questions
- FSE Voucher
- FSEU Letter
- FTR-1 Fast Track Resolution Program Application
- FTR-5
- Fuel Adjustment Report
- Fuel Sample Report
- Fuel Summary Audit Report
- FY 2020-12
- FY 2021-06, Changes to the Taxation of Wine Sales to Illinois Purchasers by Certain Direct Wine Shippers
- FY 2022-01, Illinois Income Tax Act changes may require you to make or increase estimated payments to avoid penalty
- FY 2022-03 - Change to Trade-In Credit Allowed for First Division Motor Vehicles Effective January 1, 2022

- FY 2022-04- Retailers' Occupation Tax Guidance for Remote Retailers and Marketplace Facilitators as set forth by the Leveling the Playing Field for Illinois Retail Act
- FY 2022-05, Update to the taxation of sales by auctioneers and Internet auction listing services to Illinois purchasers
- FY 2022-06 Simplified Municipal Telecommunications Tax Rate Changes Effective January 1, 2022
- FY 2022-07 Municipal and County Cannabis Retailers? Occupation Tax Rate Changes, Effective January 1, 2022
- FY 2022-08 Sales Tax Rate Change Summary, Effective January 1, 2022
- FY 2022-09 Notice of Sales Tax Rate Changes for Retailers of Aviation Fuel in the Collar Counties, Effective January 1, 2022
- FY 2022-11, Change in the Motor Fuel Use Tax Rate, Effective January 1, 2022, through June 30, 2022
- FY 89-0005 Sales Tax on the Products of Photoprocessing
- FY2017_TIFFormInstructions_Final
- FY-2018-09, New Rental Purchase Agreement Occupation and Use Tax Act Enacted
- FY2019-28, Production Related Tangible Personal Property Is Now Included Within The Manufacturing Machinery And Equipment Exemption
- FY2020-02, Private Party Vehicle Use Tax Rate Changes, Effective January 1, 2022
- FY2022-15, What's New for Illinois Income Taxes
- Gaming License Hold
- Gas Return
- General Tax Practitioner Information
- Handwritten Letter - Account
- Handwritten Letter - Customer
- Handwritten Letter - Period
- Hardship Refund Inquiry
- History of CPI's Used for the PTELL
- History of PTELL January 2016
- Hold Letter to Lottery
- Hotel Operators' Occ Tax Retrtn
- ICB Notice
- ICB-1, Request for Informal Conference Board Review
- ICB-2 - Offer of Disposition of a Proposed Assessment or Claim Denial
- ICT-1 Estimated Payment
- ICT-1 Instructions
- ICT-4 Instructions
- ICT-4 Notice of Error
- ICT-4-X Instructions
- ICT-4-X Investment Capital Amd
- Identity Theft Claim
- Identity Verification Code
- Identity Verification Documents
- Identity Verification Quiz
- IDOR 518 - Quarter Monthly Pay
- IDOR Certification
- IDOR Certification - Field Ser
- IDOR-519-C
- IDOR-535, Metropolitan Pier and Exposition Authority (MPEA) Lake Michigan area boundaries map
- IDOR-8-1099K-NF
- IDOR-PT1, MyDec Preparer Access Procedures
- IDOR-RHS-2, FY 2020 Annual Rental Housing Support Program Surcharge Report
- IDR 393 WIT Only
- IDR-139 Request for Leave
- IDR-147 Background Request Form
- IDR-825, Guidelines for Quarter-monthly (Accelerated) Payments
- IDR-909 Export
- IFTA Audit Billing Comm
- IFTA Audit Completion (Inhse)
- IFTA Audit Protest Procedures
- IFTA Audit Request Letter
- IFTA Audit Response
- IFTA Denial Letter
- IFTA License
- IFTA License Suspended
- IFTA Motor Fuel Use Tax Audit Report
- IFTA Notice of Non-Renewal
- IFTA-Reg.Denial HR Certified
- IFTA-Registration denial HR
- IIT Letter Account-Level
- IIT Letter Period-Level

- IL-1040 Schedule F instructions
- IL-1040 Schedule G Instructions
- IL-1040-ES, Estimated Income Tax Payments for Individuals
- IL-1040-UT instructions
- IL-1041 Instructions
- IL-1041 Schedule F Instructions
- IL-1041-X Instructions
- IL-1065 Instructions
- IL-1065 Schedule F Instructions
- IL-1120 Instructions
- IL-1120 Schedule J Instructions
- IL-1120-ST Instructions
- IL-1120-ST Schedule F Instructions
- IL-1120-ST-X Instructions
- IL-1120-X Instructions
- IL-1310 Statement of Person Claiming Refund Due a Deceased Taxpayer
- IL-1370, Withholding Implementation Guide
- IL-1371-WIT - Federal State Employment Taxes Test Cases
- IL-2210 instructions
- IL-2220 Instructions
- IL-2848 Instructions
- IL-4506-F, Request for Copy of Fraudulent Tax Return
- IL-501, Payment Coupon and Instructions
- IL-505-I, Automatic Extension Payment
- IL-8453, Illinois Individual Income Tax Electronic Filing Declaration
- IL-8633-B - Business Electronic Filing Enrollment
- IL-8633-I Application to File Illinois Individual Income Tax Returns Electronically for Software Developers
- IL-941 for FSET - 2017 Illinois Withholding Income Tax Return
- IL-941-X Instructions
- IL-941-X Systemic Denial
- IL-990-T Instructions
- IL-990-T-X Instructions
- Illinois Appendix C - Criteria for CSP / CAS Evaluation
-
-
- Illinois Department of Revenue - 2019 RL-4 Application for Permit to Purchase Alcoholic Liquors Tax Free for Non-beverage Purposes
- Illinois Department of Revenue Income Tax Credits and Expirations
- Illinois Gasohol Blending Report
- ILLINOIS INCOME TAX ACT
- Illinois Income Verification Questionnaire
- Illinois Motor Fuel Use Tax Carrier Compliance Manual
- ILLINOIS PROPERTY TAX STATISTICS - 1979
- Illinois Property Tax Statistics - 1980
- ILLINOIS PROPERTY TAX STATISTICS 1976
- ILLINOIS PROPERTY TAX STATISTICS- 1978
- Illinois Residency Verification Questionnaire
- Illinois State Fair Tax Collection
- Income Reconciliation for Unitary Business Group
- Info About Filing a Claim
- Informal Conference Board Waiver
- Information about your refund
- Information About Your Refund Claim
- Information and Document Request - Affiliated Companies
- Information Document Request - Nonbusiness
- Information Exchange Data
- Initial Status Notice
- Instructions for Form LSE-1, Tax Return for Vehicle Leasing Companies
- Instructions for Form LSE-1-X, Amended Tax Return for Vehicle Leasing Companies
- Instructions for Form LSE-2, Original Lease Information
- Instructions for Form ST-201, Rental Purchase Agreement Occupation Tax Return
- Instructions for Form ST-201-X, Amended Rental Purchase
- Instructions for Form ST-244 Rental Purchase Agreement Use Tax Return
- Intent to Estimate
- Intent to Levy
- Intent to Levy (NPL/1002D)
- Intent to Levy (TOA)
- Intent to Seize
- Intent to Seize (NPL/1002D)
- Intent to Seize (TOA)

- Intent to Sus Lottery License
- Internet Certified Letter
- Internet Warning Letter
- Introduction to the Virtual Audit Room
- Invest in Kids Cert of Receipt
- Invest in Kids Contributn Appl
- Invest in Kids SGO Application
- Invested Capital Tax Return
- IPIN Request
- ISBE License Hold Release
- Isolated Sample Error - Fuel
- Isolated Sample Error — Mileage
- IT Not. of Liab & Clm Den.
- IT Not. of Prop. Claim Den.
- ITR-1 Tax Clearance
- KeyBank National Association Key2PrepaidSM Cardholder Agreement
- LA-1 Instructions
- LA-1-X Instructions
- LA-2 Instructions
- LA-2-X Instructions
- Late payment
- Latest new max rates for Brad.xls
- Leasehold Assessment Recommend
- Letter of Certification
- Letter of Certification-7NHC
- Letter of Certification-LTR123
- Levy Hold/Change
- Levy Hold/Change (Auto)
- Levy Hold/Change (NPL/1002D)
- Levy Hold/Change (TOA)
- Levy Issue - Bank
- Levy Issue - Bank (NPL/1002D)
- Levy Issue - Bank (TOA)
- Levy Issue - CCR (TOA)
- Levy Issue - Credit Crd Recvbl
- Levy Issue - Wages
- Levy Issue - Wages (Auto)
- Levy Issue - Wages (NPL/1002D)
- Levy Issue - Wages (TOA)
- Levy Non-Comp Bank
- Levy Non-Comp Bank (NPL/1002D)
- Levy Non-Comp Bank (TOA)
- Levy Non-Comp Emp

- Levy Non-Comp Emp (Auto)
- Levy Non-Comp Emp (NPL/1002D)
- Levy Non-Comp Emp (TOA)
- Levy Release
- Levy Release (Auto)
- Levy Release (NPL/1002D)
- Levy Release (TOA)
- Levy Response Instructions
- Levy Status
- Levy Status (Auto)
- Levy Status (NPL/1002D)
- Levy Status (TOA)
- Levy Voucher
- LGT-37 - Local Government Newsletter April 2021
- LGT-37 - Local Government Newsletter October 2021
- Liability is Final
- License Status
- Lien Payoff
- Lien Payoff - Manual
- Lien Payoff (NPL/1002D)
- Liq addr release - Restricted
- Liq Lic Non Renewal, Revok IBT
- Liquor Airline return
- Liquor Direct Wine return
- Liquor Importing Dist Return
- Liquor License Hold Letter
- Liquor License Hold Release
- Liquor Manufacturer Return
- Liquor Purchasing Restrictions
- Liquor Taxpayer Reported Gallnage Report 2020
- Liquor Taxpayer Reported Gallnage Report 2021
- Liquor Warehouser Form
- List of Priority Schools Eligible to Apply for a Title I Section 1003(g) School Improvement Grant
- Long Term Distribution Adjust
- Lottery Hold Notice - Problem
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- Microsoft Word - 2019 2D Barcode Specifications0120.docx
- Microsoft Word - 2019_IL-1040_2-D_Test Addendum(Revised 1-13-20) (002).docx
- Microsoft Word - 2019_IL-1040_2-D_test_package.docx
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- Microsoft Word - IL1040FFIV Questionnaire website2 - R-0919 FINAL.docx
- Microsoft Word - IL-1370 word doc FINAL 031120.docx
- Microsoft Word - IL1371 R10-20.docx
- Microsoft Word - Motor Fuel Return Discrepancy Guide.docx
- Microsoft Word - Property Tax Appointment List Updated v4.docx
- Microsoft Word - public 94-976 information 9-21-06.doc
- Microsoft Word - TIF feasibility report080708.doc
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- PTAX - 203
- PTAX 1176 Certification Application for elected, appointed, or contracted Assessors
- PTAX 1-A - Introduction to Residential Assessment Practices
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- PUB-106 - Allowable Deductions for IDOR-Collected Hotel Taxes
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- Pub-131-D, Withholding Income Tax Payment and Return Due Dates
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- Publication 102, Illinois Filing Requirements for Military Personnel
- Publication 103, Penalties and Interest for Illinois Taxes
- Publication 107 Electronic Records and Computer-Assisted Auditing
- Publication 108, Illinois Property Tax Credit
- Publication 110, Forms W-2, W-2c, W-2G, and 1099 Filing and Storage Requirements for Employers and Payers, including 1099-K Electronic Filing Requirements
- Publication 111, Illinois Schedule CR for Individuals
- Publication 112, Education Expense Credit General Rules and Requirements for Schools
- Publication 113, Automobile Renting Occupation and Use Tax
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- Publication 116, Chicago Soft Drink Tax (January 2022)
- Publication 117, Metropolitan Pier and Exposition Authority (MPEA) Food and Beverage Tax (January 2022)
- Publication 118, Tire User Fee
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- Publication 134 - Developer's Preferential Assessment for Subdivisions Property Tax Code, Section 10-30
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- Publication 139 Application Process to Obtain Sales Tax Exemption Certificates for Building Materials
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- ST556LSE Export
- ST-556-LSE Instructions
- ST-556-LSE Lease Return
- ST-556-LSE-X, Amended Transaction Return for Leases
- ST-556-WS and ST-556-LSE-WS, Worksheets and Signature Documents for Form ST-556 and for Form ST-556-LSE - General Instructions (For Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes)
- ST-557 Instructions
- ST-58, Reciprocal - Non-Reciprocal Vehicle Tax Rate Chart (Current)
- ST-58, Reciprocal - Non-Reciprocal Vehicle Tax Rate Chart January 2020
- ST-587 Exemption Certificate (for Manufacturing, Production Agriculture, and Coal and Aggregate Mining)
- ST-588, Nonresidency Exemption Certification for Sales and Leases of Motor Vehicles and Trailers
- ST-589, Certificate of Eligibility for Sales and Use Tax Exemption - Community Water Supply
- ST-6, Claim for Sales and Use Tax Overpayment / Request for Action on a Credit Memorandum
- ST-62, Locally Imposed Sales Taxes Administered by the Illinois Department of Revenue
- ST-7 Instructions
- ST-7- X Instructions
- ST-70 Aviation Fuel Export
- ST-70 Instructions
- ST-70 Old Instructions
- ST-70-X Instructions
- ST-70-X Older Instructions
- ST-71 Instructions
- ST-71 Old Instructions
- ST-8 Instructions
- ST-8 Tire User Fee Export
- ST-8 Tire User Fee Return
- ST-9, A Guide for Reporting Sales Using FORM ST-556, Sales Tax Transaction Return
- ST-9-LSE, A Guide for Reporting Sales Using FORM ST-556-LSE, Transaction Return for Leases
- STANDARD INDUSTRIAL CLASSIFICATION REPORT (SIC REPORT) Navigation to Specific Information
- Standard Return Header
- Standard Voucher
- Standard Voucher Sheet
- State Fair Participant
- State Offset
- Statement of Account
- Statement of Customer

- Status Inquiry Notice
- Statute of Limitations Waiver
- STAX Free Form Letter
- STAX-1
- STAX-300-H
- STAX-300-HC, Annual Certification Form for Hospital Sales Tax Exemption
- Stax-300-HR Renewal Form for Hospital Sales Tax Exemption
- Stop Order
- Stop Order Cancellation
- STS-81
- Subpoena Duces Tecum
- Subpoena: Certified
- Subpoena: Delivered
- Support for Abatement Request
- Support for Abatemnt Req- Act
- Supporting Claim Info Required
- Suspension of Lottery License
- TAP 2019 IL-1040
- TAP ART-1
- TAP ART-1 C
- TAP CC1
- TAP CD1
- TAP CMFT1
- TAP CMFT1C
- TAP DS-1
- TAP Gaming Registration Forms
- TAP ICT-4 Invested Capital Tax
- TAP IDOR6LN FormPrint
- TAP IDOR6LNR FormPrint
- TAP IDR-909
- TAP IFTA Application
- TAP IFTA Return
- TAP IL 1065 2016
- TAP IL-1040 2012
- TAP IL-1040 2013
- TAP IL-1040 2014
- TAP IL-1040 2015
- TAP IL-1040 2016
- TAP IL-1040 2017
- TAP IL-1040 2020
- TAP IL-1041 2011
- TAP IL-1041 2011 Non-Logon
- TAP IL-1041 2012
- TAP IL-1041 2013
- TAP IL-1041 2014
- TAP IL-1041 2015
- TAP IL-1041 2016
- TAP IL-1041 2017
- TAP IL-1041 2018
- TAP IL-1041 2019
- TAP IL-1041 2020
- TAP IL-1065 2017
- TAP IL-1065 2018
- TAP IL-1065 2019
- TAP IL-1065 2020
- TAP IL-1120 2017
- TAP IL-1120 2018
- TAP IL-1120 2019
- TAP IL-1120 2020
- TAP IL-1120ST 2017
- TAP IL-1120ST 2018
- TAP IL-1120ST 2019
- TAP IL-1120ST 2020
- TAP IL-505-B
- TAP IL-941 2011
- TAP IL-941 2012
- TAP IL-941 2013
- TAP IL-941 2014
- TAP IL-941 2015
- TAP IL-941 2016
- TAP IL-941 2017
- TAP IL-941 2018
- TAP IL-941 2019
- TAP IL-941 2020
- TAP IL-941 2021
- TAP IL-990-T
- TAP IL-990T 2011
- TAP IL-990-T 2013
- TAP IL-990-T 2014
- TAP IL-990T 2015
- TAP IL-990T 2016
- TAP IL-990T 2017
- TAP IL-990T 2018
- TAP IL-990T 2019
- TAP IL-990T 2020
- TAP IL-990-T Nonlogon

- TAP IL-990-T Nonlogon 2011
- TAP LA-1
- TAP LA-1 Calc
- TAP LA-1-X
- TAP LSE-1 Calc Leasing Company
- TAP LSE-1 For Leasing Company
- TAP LSE-1-X Leasing Company
- TAP MC-1
- TAP MMFT1
- TAP Payment Voucher
- TAP PE100
- TAP Power of Attorney Submission
- TAP PST-1 Prepaid Sales Tax
- TAP PST-1C Prepaid Sales Tax
- TAP PT-10 REV1
- TAP PT-11 REV1
- TAP RB-1 REV1
- TAP RB-1-L REV1
- Tap RC-1-A Cigarette Tax Stamp
- TAP RC-36 Schedule CM
- TAP RC-44 Cigarette Use Tax
- TAP RC-55: Unstamped Little Cigar Sticks
- TAP RC-55-X: Unstamped Little Cigar Sticks
- TAP RC-6
- TAP RC-6-A Out-Of-State Cig
- TAP RC-6-A-X
- TAP RC-6-X
- TAP RCG018 REV 1
- TAP RCOA-1 Tax
- TAP RCS-1 Secondary Dist/Man
- TAP RCS-1-X Secondary Dist/Man
- TAP RCS-36 Cig Sales to Sec.
- TAP Registration Application
- TAP Registration Application (V10)
- TAP RG-1 Gas Tax
- TAP RG-1-X Gas Tax Amended
- TAP RG-6 EAC/REC Gas
- TAP RG-6-X
- TAP RHM-1
- TAP RHM-1 REV4
- TAP RHM-1-X REV2
- TAP RL-26
- TAP RL-26-A Liquor Airline

- TAP RL-26-A -X
- TAP RL-26-L Liquor Manufacture
- TAP RL-26-R
- TAP RL-26-W
- TAP RL-26-W-X
- TAP RL-26-X
- TAP RL-4 App. for Permit
- TAP RMFT-11-A
- TAP RMFT-143
- TAP RMFT-144
- TAP RMFT-5
- TAP RMFT-5-US
- TAP RPU13 Electricity Tax
- TAP RPU-13-X
- TAP RPU-6
- TAP RT-10 TIMF
- TAP RT-10-X TIMF
- TAP RT-2 Telecommunication Tax
- TAP RT-2X
- TAP SGO Registration Forms
- TAP ST-1 Sales and Use Tax
- TAP ST-14 Chi Soft Drink
- TAP ST14-C Chi Soft Drink
- TAP ST-1C Sales and Use Tax
- TAP ST-201
- TAP ST-201-C
- TAP ST-201-X
- TAP ST-4 MPEA Food & Bev
- TAP ST-44 Use Tax Return
- TAP ST-44C Use Tax Return
- TAP ST-4C MPEA Food & Bev
- TAP ST-556 Blank Form Print
- TAP ST-556: Sales Tax
- TAP ST-556C Sales Tax
- TAP ST-556-LSE Blank Form Print
- TAP ST-70
- TAP ST-70 C
- TAP ST-70-X
- TAP ST-8 Tire User Fee
- TAP ST-8 Tire User Fee C
- TAP Tax Lien Registry Print
- TAP TP-1
- TAP TP-1 2013
- TAP TP-1 2019

- TAP TP-1-X
- TAP TP-1-X 2013
- TAP TP-1-X 2019
- TAPRPU6X
- Tax amnesty document
- Tax Filed on the Wrong Form
- Tax Loc. Verify - Discrepancy
- Tax Location Verification
- Tax Payment (TXP) Addendum (CCD+) Format
- Tax Verification Letter
- Tax Year 2017 2-D Barcoding Specifications and Individual Income Tax Return Record Layouts
- Taxpayer Listing Request
- Taxpayer Notice
- Taxpayer Notification
- Taxpayer Notification Response
- Taxpayer Pay-off
- Taxpayer Questionnaire
- Taxpayer Questionnaire -In Hse
- Technical Support Memorandum
- Telecommunications Return
- Temp SSN Assigned
- Temporary Restraining Order
- TIF Maps
- TIMF Return
- TOA Assmnt & Notice of Intent
- TOA Final Assessment
- TOA Notice of Assessment
- TOA Notice of Withdrawal
- Tobacco Products Tax Return
- Tobacco Return
- Top Filer Report
- TOP Offset
- TOP-Notice of Payment Reversal
- Township and Multi-township Assessor qualifications R0819
- Township Multi-township Certification
- TP-1 Tobacco Products Tax Return
- TPN of Incorrect Site Address
- Transfer of Asset Penalty-TOA
- Transmittal Adjustment Request
- TRO Default
- TRO Reinstatement Denial
- TRO Revocation

- Unable to Contact
- Unemployment exclusion
- Unemployment exclusion paper
- Unfiled prepetition periods
- Unidentified Remittance
- UNIFORM PENALTY AND INTEREST ACT
- Unprocessable E911 Schedule B
- Unprocessable - Misc Unp
- Unprocessable - Missing Info
- Unprocessable - Missing Sched
- Unprocessable - No signature
- Unstamped Little Cigar Tax Rtn
- Unstamped Little Cigars Tax Rt
- Unused RL-5 Permit
- Updated Status
- Vacated Order Reinstatement
- Vacating - Revo (Premise Only)
- Vacating - Revocation Order
- Vehicle Dealer Hold Letter
- Vehicle Dealer Hold Letter-SOS
- Vehicle Dealer Release
- Vendors Providing Approved Magnetic Media Formats
- Verif. of Bus. Dist. Location
- Vol With Employer (NPL/1002D)
- Vol With. Employee
- Vol With. Employee (NPL/1002D)
- Vol. Wth. Employer
- Voluntary Disclosure Approval
- Waiver of Restrictions
- WIT credit for Q1 2018
- WIT Error Notice Response
- WIT Payment Coupon
- WIT Schedule P
- WIT Schedule WC
- WIT Tax Return
- WIT/IIT Notice of Prop. Defcy.
- Withdrawal Claim
- Withholding Payment Details
- Withholding Tax Inquiry
- Woodland assessments revised
- You'll recv refund-Transmittal
- Zone Administrators - Online Project Management and Reporting System

Appendix C: Propio Interpretation Procedures

Interpreter Service

The Interpreter Service allows Non-English speaking taxpayers to call and get help regarding their tax accounts.

- 1) Dial **1-855-436-0026** (The Interpreter service is listed in UAD)
- 2) Select an Interpreter: For a Spanish Interpreter, press 1. For all other languages, enter the 2-digit language code*.
- 3) Enter the 4-digit account#: **3877**
- 4) A live agent will ask for: Caller's first name, initial of last name, and Caller's phone number (800.732.8866)
- 5) Connect the call, so that the RTS, Interpreter, and Caller are on the same call.
- 6) Ask the Interpreter to read the following statement:
"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?"
- 7) If the caller agrees to the privacy statement, continue with the call as normal through the translator. If the caller refuses, you cannot provide any specific account information to them and can only answer general information questions.



*For the quickest connect time, please use language specific 2-Digit code when available.

If the code you are looking for is not listed under the [Top Language Codes](#) list, use the [Complete Language 2-Digit Codes List](#) on the following page.

Back-Up Interpreter Number: 1-866-386-1284

(Only if the service can not be reached at the # above.)

Top Language Codes

Language	Code	Language	Code
Albanian	47	Italian	56
Amharic	39	Karenni	60
Arabic	23	Karen	34
Bengali	48	Kinyarwanda	94
Bosnian	37	Korean	30
Burmese	21	Laotian	50
Cambodian	51	Mandarin	24
Cantonese	31	Nepali	25
Chin	32	Polish	42
Chin-Hakha	95	Portuguese	35
Creole (Haitian)	28	Punjabi	49
French	26	Russian	27
Gujarati	40	Somali	29
Haitian Creole	28	Swahili	38
Hakha-Chin	95	Tagalog	46
Hakka-Chinese	87	Thai	57
Hindi	43	Turkish	54
Hmong	44	Urdu	41
Indonesian	70	Vietnamese	22

Interpreter Codes

Complete Language 2-Digit Codes List

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

Tips for working with an Interpreter

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 actually made up of over 7 dialects. Mandarin is the most popular; followed by Cantonese.

Your Role:

- Speak in First Person
- Introduce yourself and reason for calling
- Be prepared to explain things in further detail
- Speak in short segments and then pause to allow the interpreter to speak
- Control the call so that no one is talking over each other

Interpreter Role:

- Introduce themselves by First name and interpreter #
- Cannot provide interpreting service for written documents, verbal only
- Should not have side conversations (must translate what is said) unless specifically asks to step out of interpreter role to clarify information
- Should not discuss anything unrelated to what is being interpreted

Appendix D: Access Complaint Form & 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

contact the Equal Employment Opportunity (EEO) Office by email at REV.EEO@illinois.gov or visit IDOR's website at 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). _____

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.



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-982) – 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		☐ Yes	☐ No
Issue 2		☐ Yes	☐ No
Issue 3		☐ Yes	☐ No
Comments			



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	☐	
Chief Financial Officer	☐	
Chief of Staff	☐	
Director of Revenue	☐	

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

Appendix E: Letter Insert



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 करें। 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.