



Illinois Prisoner Review Board Language Access Plan

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Introduction

The Prisoner Review Board (“IPRB”) has prepared this Language Access Plan (“Plan”) that sets forth the actions that will be taken to ensure that limited English proficient (“LEP”) individuals have meaningful access to agency services, programs and activities.

Statement of Agency Services to the Public:

The Prisoner Review Board (“IPRB”) conducts several types of hearings pursuant to its statutory responsibilities. These include:

Indeterminate Parole Hearings or “En Banc” Hearings – for individuals in custody who were sentenced for crimes committed prior to 1978; (1)

Revocation Hearings – for individuals who are on parole or mandatory supervised release (MSR) who are alleged to have violated the terms of such release. The PRB also sets the terms for parole and MSR as individuals are released from Illinois Department of Corrections facilities; (2)

Early Discharge Reviews – for individuals who are on mandatory supervised release (MSR) who are seeking early discharge from MSR; (3/4)

Joe Coleman Act/Medical Release Hearings – for individuals in custody suffering from a terminal illness or medical incapacitation to apply for early release; (5/6)

Youthful Parole Hearings – for individuals who were convicted of offenses before the age of 21; (7)

Clemency Hearings – the PRB hears petitions and makes recommendations to the Governor regarding commutation and pardon requests. (8)

The IPRB also has a dedicated Victim and Witness Services Unit which provides notices and opportunities to submit victim statements to registered victims. The Victim and Witness Services Unit also answers questions that victims may have about the IPRB’s processes.

The IPRB performs other duties as prescribed by statute (730 ILCS 5, Article 3).

In developing this plan, the IPRB understands LEP individuals to be persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. Also, in developing this plan, the IPRB has included its plan to assist individuals with hearing assistance. The IPRB will reassess language needs periodically as needed.

I am thankful to present the IPRB 2025 Language Access Plan, which reflects the IPRB's effort to help all individuals interact with the IPRB by providing services in the language which they can best understand. As the Language Access Coordinator I will participate in meetings/or working groups that are led by Office of New Americans (ONA).

Caitlin McCarthy [Language Access Coordinator]
Illinois Prisoner Review Board

1. [Admin Code: Section 1610.50](#)
2. [Admin Code Section 1610.140; Statute- 730 ILCS 5/5-6-4](#)
3. [Admin Code Section 1610.120; Statute- 730 ILCS 5/3-3-7](#)
4. [Admin Code Section 1610.120; Statute- 730 ILCS 5/3-3-8](#)
5. [Statute -730 ILCS 5/3-3-14](#)
6. [Statute -730 ILCS 5/3-3-15](#)
7. [Statute- 730 ILCS 5/5-4.5-115](#)
8. [Admin Code: Section 1610.180](#)



Office of the Illinois Prisoner Review Board Language Access Plan

I. LEGAL BASIS AND PURPOSE

a. Background on Language Access Laws and Orders

This document shall serve as the Language Access Plan (“LAP”) for the office of the Illinois Prisoner Review Board (“IPRB”) to provide services to limited English proficient (“LEP”) individuals, as required under Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d.

On August 11, 2000, President Clinton’s White House Executive Order 13166 affirmed obligations to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (“LEP”).

b. Employment Plans, Bilingual Needs and Disability Surveys

Annually, IPRB is required to report data and information to the Illinois Department of Central Management Services (CMS) to enable CMS to track State agencies’ hiring practices of African Americans, Hispanics, Asian Americans, and Native Americans, respectively. This data includes race, gender, and salary. State agencies are also required to annually report Bilingual Needs and Bilingual Pay Data. A Disability Survey is also offered to IPRB employees annually if they wish to voluntarily participate.

The responses to these surveys contribute to a collective effort to ensure that everyone across the State of Illinois can access the rights, privileges,

and benefits to which they are entitled, including individuals with limited English proficiency.

II. DEMOGRAPHIC INFORMATION AND DATA

When IPRB receives a request for translation services, it is generally interpretation needs between an individual in custody and Board members, related to various hearings (i.e. clemency, final revocation, etc.).

As of this writing, IPRB has not collected data regarding how often requests for services or made, nor the types of translation services needed. Going forward, this data *will* be reported, collected, and maintained by the Language Access Coordinator.

IPRB estimates translation services were needed on average one time a month. Carlos Eguez (Office Administrator III) interprets for victims at least 1-2 times a month when they call into the agency. IPRB paid an average of \$36.00 a month for tele-interpreter services.

Regarding complaints, the agency has not received any complaints as of the date of this writing. If any were to be received, the coordinator would track these complaints. The coordinator will update plan data and content every fiscal year.

In Illinois, 1.0 million residents speak English less than proficient 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.

A statewide map of persons who do not speak English proficiently shows that the largest numbers of such persons are in the metro Chicago area. Nevertheless, significant numbers of up to 9,000 are in townships across the state and are often located near metro areas such as St. Louis, Springfield, Champaign, and Rock Island.

After years of decline, the number of Illinois residents who do not speak English proficiently is on the rise. In examining ten years, from 2014 to 2023, this population fell by 79,000 persons between 2014 and 2019. But since a low of 1.0 million in 2019, the most recent data, for the year 2023, shows about 1,082,000 persons, for a gain of some 82,000.

The top five largest language groups in Illinois are Spanish, Polish, Chinese, Filipino, Tagalog, and Arabic. The Largest Limited-English Language Groups are Spanish, Polish, Chinese, Filipino, Tagalog, and Arabic.

III. LANGUAGE ASSISTANCE RESOURCES

a. In-House Interpreters

The IPRB has one designated Spanish-speaking translator on staff. The translator is an Agency employee with a Spanish skillset. He is fluent in Spanish and available to assist Spanish-speaking LEP individuals. He receives a 5% increased salary adjustment to compensate him for these services. His email is carlos.eguez@illinois.gov, and his office number is (217) 782-7273 extension 40475.

Additionally, IPRB has a contract with an attorney to represent individuals in custody appearing before the Board for preliminary or final revocation hearings and employs a Board member who speaks Spanish. These individuals at times have assisted in translation services for Spanish speaking individuals.

When IPRB staff receive a request from Spanish-speaking LEP individuals and/or their attorneys for an interpreter or translator, arrangements will be made to connect those LEP individuals with designated IPRB staff member. Eguez currently receives letters, emails, and handles phone calls where an individual may need a Spanish translation.

Eguez is the primary contact for requests regarding translation assistance for Spanish-speaking LEP persons, whether for spoken interpretation or translation or to translate a written document.

b. Contractual Language Assistance Services

For other, non-Spanish, languages for which IPRB does not have in-house interpreters or translators, IPRB currently has contractual arrangements in place for translator and interpreter services with Propio Language Service, LLC ("Propio"). Propio provides language services for over 80+ language translation services. The form is in a centrally stored location on a shared drive for staff to access.

[Propio Language Services, LLC](#)

Telephone Number: 866-828-3280

Client Support: 1-888-528-6692

Back-up interpreter the number is: 1-866-386-1284

* Scheduled calls should be reserved for rare languages and require a 30-minute minimum charge.

* Provide at least 24 hours before the start time of the scheduled request to avoid the minimum 30-minute charge.

Links:

Propio One demo video:

<https://www.youtube.com/watch?v=yGvfEFue3hc>

Propio One sign in:

<https://one.propio-ls.com/login>

The IPRB will also utilize the Department of Innovation and Technology's recently announced Translation Portal to address translation needs as necessary. The IPRB also utilizes the Department of Human Services for communication services for American Sign Language ("ASL") needs along with a relay service when it is a telephonic conversation. A request can be made by LEP individuals, or IPRB staff may recognize that an interpreter is needed to assist LEP individuals. Once the need is identified, the IPRB staff member can communicate that request to the Agency Language Access Coordinator Caitlin McCarthy. LAC will then track the number of services provided in a database.

Illinois Prisoner Review Board Website

<https://prb.illinois.gov/>

The IPRB website offers six different languages members of the public can view the website in. The languages the website can be viewed in are English, Polish, Spanish, Tagalog, Arabic, and Hindi. Users can change the language in the *upper right-hand corner of the website*. There is a world icon which allows individuals to select a specific language. The IPRB website also provides a ***complaint form that will be located near the Language Access Plan***. The Language Access Coordinator will keep an agency complaint form tracking excel sheet to track complaints received, number of complaints pending, number of complaints resolved.

c. Accessing IPRB Document Resources & Complaints

The Board has identified the following documents to be considered vital that are utilized within the agency to help provide services to the public:

- a. Victim Notification Registration Form
- b. Executive Clemency Guidelines and Sample Petition

Both vital records are available on the IPRB's website, www.illinois.gov/prb, in English and Spanish. Upon receiving a completed form, IPRB staff can identify which language was utilized to complete the form. This, in turn, flags the IPRB staff who process the form and need to engage with the individual to receive services, which language would be most helpful to the individual when providing services as they interact with IPRB. The IPRB can then ensure that appropriate planning is done ahead of time so ensure interactions with these individuals are completed in a language they are able to understand when engaging in services. The IPRB initial webpage includes a language visual tool on top that lets users select their preferred language, and the first six listed are the most common in the state. The IPRB will begin working to translate the vital documents to the top five non-English languages and provide links on the IPRB's website. In case language assistance is required with reading and/or completing a document, please contact the IPRB Language Access Coordinator at caitlin.mccarthy@illinois.gov.

IV. TRAINING OF IPRB STAFF AND OUTREACH

During orientation, the Human Resources division/coordinator will provide new employees with the Language Access Plan document. This ensures that all new employees are informed and up to date with the LAP. The Language Access Coordinator will make sure that employees and Board members are aware of the complaint form on the website. The IPRB conducts annual training with staff members and provides updated information regarding the services available to the Board to assist with LEP individuals. The Board's staff can recognize, along with being notified by the LEP constituent, when translation or interpretation services are needed and contacts the appropriate services provided to the Board to assist in the process.

V. PUBLIC NOTIFICATION AND ONGOING PLAN EVALUATION

The LAP will be submitted to the Office of the Governor. The LAP can be made available upon request via the Freedom of Information Act ("FOIA"). FOIA requests can also be filled out two ways.

1. By mail:
FOIA Officer
1001 N. Walnut Street
Springfield, IL 62702
2. By email: PRB.FOIA@Illinois.gov.

This method is *highly preferred* due to the higher potential speed at which the request can be received, processed, and have a reply prepared and sent out.

To ensure that your request can be properly identified and responded to in a timely and appropriate manner, please include the following information as part of your request:

1. Name of the person making the request, including the name of any organization or other person on whose behalf the request is being made.
2. The specific documents or type of documents being sought.
3. The specific time frame being addressed by the request, where applicable.
4. The physical address or email address (preferred) to which a response may be sent by the Board.

The LAP will be reviewed at certain intervals to ensure the LAP meets the ongoing and evolving needs of the LAP individuals, accurately reflects IPRB's operations at the time, and is in line with expectations from the Office of the Governor.

VI. CONTACT INFORMATION

IPRB'S Language Access Coordinator:
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VII. EFFECTIVE DATE

This IPRB LAP shall be effective as of December 1, 2025.

- 1st Revision: March 23, 2026.
- 2nd Revision: May 5, 2026.