



Language Access Plan



**Illinois Department of Public Health
Language Access Plan**

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1. Introduction

The Illinois Department of Public Health (IDPH) has developed this Language Access Plan (LAP or Plan) for the purposes of outlining the protocols and procedures to be used by IDPH to ensure meaningful and universal access to IDPH services, programs, and activities on the part of persons who self-identify as Limited English Proficient (LEP) or preference for materials and services in a language other than English. This plan supersedes IDPH's 2017-2019 Language Access Plan.

Language barriers can have a marked effect on an individual's health, such as impacting the ability to enroll in health coverage, follow public health recommendations, communicate with health care providers, and understand treatment plans. The provision of accessible and meaningful language services to individuals with language barriers is key to minimizing inequitable health outcomes.

IDPH defines a LEP person as someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with, understand, and/or take full advantage of IDPH programs and services in English. A LEP person maintains the right to self-identify and indicate their language of preference for materials and services.

Nearly a quarter of Illinois residents (23%) speak a language other than English at home. A majority of this population (59%) speaks Spanish, but a diverse range of other languages are also well represented, including Polish, Chinese, Tagalog, and Arabic. One million Illinoisans do not speak English "very well" and would meet the definition for LEP.

2. Agency Description and Function

The mission of IDPH is to advocate for and partner with the people of Illinois to re-envision health policy and promote health equity, prevent and protect against disease and injury, and prepare for public health emergencies. IDPH protects and promotes the health of all Illinois residents, including those with limited proficiency in English.

IDPH, which is one of the state's oldest agencies, was first organized in 1877 with a staff of three and a two-year budget of \$5,000. As of FY26, IDPH has an annual budget of \$1.8 billion in state and federal funds, headquarters in Springfield and Chicago, six regional offices around the state, three laboratories (Springfield, Chicago, and Carbondale), and more than 1,400 employees. IDPH partners with and supports the 97 local health departments serving 102 counties across Illinois, along with countless community-based organizations (CBOs). Together, we make up the institution that is public health in Illinois.

IDPH is organized into 5 distinct verticals, each of which addresses a distinct area of public health, as well as an office dedicated to public health practice. Each office operates and supports numerous ongoing programs and is prepared to respond to extraordinary situations:

The **Office of Health Protection and Response** conducts surveillance to prevent and control infectious and communicable diseases, coordinates emergency and healthcare preparedness, and administers programs reducing incidence of environmentally influenced disease and injury. The Office includes the Bureaus of Disease Control, Environmental Health, Preparedness and Response, and Public Health Laboratories.

The **Office of Health Improvement** administers programs and services to promote and encourage health and wellness, including chronic disease prevention and control, health assessment and screenings, as well as family services dedicated to improving the well-being of pregnant women, infants, children, and adolescents. The Office includes the Bureaus of Family Health and Health Promotion.

The **Office of Health Systems** manages licensing, certification, and oversight of healthcare facilities to ensure compliance with state and federal regulations. The Office includes the Bureaus of Healthcare Administrative Services, Long-Term Care, and Healthcare Regulation.

The **Office of Transformation** drives innovation by aligning IDPH efforts, resources, and impact with sister agencies and the state's long-term public health priorities. By turning data into insights, tracking performance, and addressing the needs of special populations, it connects information, action, and impact to continuously improve public health outcomes for all.

The **Office of Administrative Affairs** consolidates fiscal operations across the agency and also includes human resources and information technology functions.

The Office of the Director houses key leadership staff and functions, including medical services, legal services, policy, internal audit, communications, and governmental affairs. A newly created **Office of Public Health Practice** is situated under the Assistant Director, functioning as a coordinating center for fostering collaboration with local health departments, including sharing best practices, overseeing IPLAN and government public health systems, and maintaining an inventory of local public health services and administrative data.

3. Policy, Purpose, and Definitions

3.1 Policy Statement

It is the policy of IDPH to provide meaningful access to IDPH programs, services, and activities, this includes LEP persons. Members of the public will be informed that Language Assistance Services are available free of charge to LEP persons and that IDPH will provide and make available these services to them. This policy is available on our internal intranet, as well as external facing public website.

3.2 Purpose

The purpose of this policy statement is to establish guidelines for agency personnel to follow

when providing services or activities to and/or interacting with LEP persons. IDPH shall provide access to free Language Assistance Services. Examples of populations likely to include LEP persons that should be considered when planning language services may include:

- Persons seeking health and health-related services
- Community members seeking to participate in health promotion or awareness activities
- Persons who encounter the public health system
- Parents and legal guardians of minors eligible for such programs

Ensuring access to language assistance services also aligns various federal and/or state mandates, acts, and laws. These include the following:

- Title VI of the 1964 Civil Rights Act stipulates that no person in the United States shall on the ground of race, color, or national origin, be excluded from participation in, denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
- Revised regulations under Titles II and III of the Americans with Disabilities Act affect how public entities (state and local governments) and private businesses must provide effective communication with individuals with disabilities. These regulations require public and private entities to provide appropriate auxiliary aids and services where necessary to make sure that individuals with speech, hearing and vision disabilities understand what is said or written and can communicate effectively. Auxiliary aids and services must be provided in accessible formats, in a timely manner, and in a way that protects the privacy and independence of the individual with a disability. A public entity or private business cannot impose a surcharge on an individual with a disability to cover the costs of the auxiliary aid or service provided.

Examples of common auxiliary aids and services include:

- qualified sign language interpreters in person or through video remote interpreting (VRI) services
 - written materials
 - voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned telephones or equally effective telecommunications devices
 - taped texts
 - audio recordings
 - Brailled materials and displays
 - large print materials
 - accessible electronic and information technology
- Consistent with longstanding principles under civil rights laws, as well as the final rule in

Section 1557 of the Affordable Care Act of 2010 (ACA), discrimination on the grounds of race, color, national origin, sex, age, or disability in certain health programs and activities is prohibited. Section 1557, the civil rights provision of the ACA, final rule applies to any health program or activity, any part of which receives funding from the Department of Health and Human Services (HHS), such as hospitals that accept Medicare or doctors who receive Medicaid payments; the Health Insurance Marketplaces and issuers that participate in those Marketplaces; and any health program that HHS itself administers. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. All programs and operations of entities that receive assistance from the federal government must comply, including:

- State agencies
 - Local agencies
 - Private and nonprofit entities
 - Sub-recipients (entities that receive federal funding from one of the recipients listed above)
- The Illinois Language Assistance Services Act, amended by Public Act 93-0564 makes language assistance services mandatory rather than voluntary as of January 1, 2004, for hospitals and long-term health care facilities. A facility is required to ensure access to health care information and services for limited-English speaking or non-English-speaking residents or patients and deaf residents or patients. Public Act 93-0564 required IDPH to develop and implement a complaint system through which IDPH receives complaints related to violations of this Act. As a result, IDPH developed the Central Complaint Hotline: 1 (800) 252-4343.
 - IDPH Equal Employment Opportunity/Affirmative Action Policy Statement ensures equal opportunities in employment and equal services to the citizens of Illinois.

IDPH's commitment to providing meaningful access to its programs, activities, and services extends to persons who are deaf or hard of hearing. This plan describes the agency's policies and practices in providing language access services to LEP persons and serves to inform IDPH staff, contractors, vendors, and clients about language access services and support. In addition, this plan designates key staff tasked with supporting language access services for the benefit of IDPH.

3.3 Goals

To achieve the goal of meaningful access to IDPH programs, services, and activities, IDPH will:

- Perform a needs and capacity assessment,
- arrange for oral language assistance, as appropriate,
- translate Vital Documents in languages other than English,

- review and this plan biennially (every two years),
- monitor access to language assistance, and
- provide staff training on language service provisions.

3.4 Definitions

The following definitions can be used to understand key components of this plan and its implementation:

- **Bilingual Staff** – a staff person who has demonstrated proficiency in English, and reading, writing, speaking, or understanding at least one other language. This includes individuals hired under a position description that requires the use of sign language, Braille, or another second language.
- **Culturally and Linguistically Appropriate Services** – health care services that are respectful of and responsive to cultural and linguistic needs.
- **Deaf** – total loss of hearing; the absence of the ability to hear and understand speech or monitor one's own speech production with or without a hearing aid.
- **Effective Communication** – communication sufficient to provide the LEP person with substantially the same level of services received by persons who are not LEP.
- **Hard of Hearing** – partial loss of hearing; also describes a person who communicates through speaking and speech-reading. Individuals may use a hearing aid.
- **Health Care Organization** – any public or private institution involved in any aspect of delivering health care services.
- **Interpretation** – the act of listening to a communication in one language and orally converting it to another language while retaining the same meaning.
- **Language Access Plan Coordinator** – IDPH staff responsible for providing meaningful access to its programs, services, and activities to LEP persons.
- **Language Assistance Services** – all oral and written language services needed to assist LEP persons to communicate effectively with staff, and to provide LEP persons with meaningful access and an equal opportunity to participate fully in the programs, services, and activities of IDPH.
- **Limited English Proficient** – persons whose primary language is not English and who have a limited ability to read, write, speak, or understand English. LEP persons may be competent in certain types of communication (e.g., speaking and understanding) or in some settings but not others, and should be treated as a LEP person if they identify

themselves as such.

- Meaningful Access – language assistance that is not significantly restricted, delayed, or inferior as compared to that provided to English proficient persons, and results in accurate, timely, and effective communication at no cost to the LEP person.
- Primary Language – the language in which a person most effectively communicates.
- Program, Service, and Activity – all operations of IDPH.
- Translation – the replacement of written text from one language into an equivalent written text in another language.
- Vital Document – paper or electronic material that contains information that is critical for accessing IDPH’s programs, services, or activities, or as required by law.

4. Language Access Plan

4.1 Identifying LEP Individuals

Multiple methods are used to determine if an individual is Limited English Proficient (LEP). This includes:

- LEP person self-identifies as LEP; and/or
- LEP person requests an interpreter; and/or
- During the first point of contact, IDPH staff believe that the individual does not speak and understand English well enough to effectively participate in the conversation, or to fully understand questions and answers them with difficulty.

Department staff at the point of first contact with a potential LEP person shall make an initial assessment of the need for language access services by taking the following steps:

1. Ask professional, open-ended questions of the potential LEP person to determine the individual’s ability to speak or understand English. Questions framed by “who”, “what”, “where”, “when”, and “how” work best. For example, “What kind of assistance do you need?”
2. If the staff member determines the potential LEP person is proficient in understanding and speaking English, they should ask if the person needs assistance reading or writing English.
3. Once it is determined that the person is LEP, the staff member should assess in which language(s) the person is proficient, and whether that person requires translation services, interpretation services, or both.

Note the following:

- If a potential LEP person makes an oral or written request for translation or interpretation services in a specific language at any point, they should be considered as LEP.
- Although use of informal interpreters, including family members or the internet should be avoided, agency staff may use such for the purpose of assessing an individual's LEP status.

4.2 Providing Language Access

IDPH's Plan is overseen by the Language Access Plan Coordinator and will be implemented throughout the agency to provide meaningful access to persons with limited English proficiency. There are currently two primary types of Language Assistance Services – oral and written. Oral language assistance may come in the form of direct communication by staff members or interpretation. Written language assistance occurs via translation.

IDPH is also in the process of ensuring that all offices and programs have access to messaging in the form of multilingual "I Speak" cards. These cards will also be available in reception areas of all IDPH-operated buildings or areas within buildings, by the estimated timeframe of December 31, 2026.

4.3 Oral Language Assistance

IDPH has staff who are linguistically and culturally competent who can effectively provide direct service to diverse populations. Specifically, there are over 20 IDPH staff members who are fluent in Spanish and receive supplemental bilingual pay who can communicate directly with the Spanish-speaking public. To ensure calls to IDPH are routed properly, a list of these staff members is maintained by the Office of Human Resources (dph.hr@illinois.gov) and accessible to front desk staff, the Office of the Director, and all Deputy Directors.

IDPH continuously evaluates hiring opportunities to identify and redefine positions where the Spanish-speaking option should be used. Walk-in LEP individuals can use either an in-house interpreter or, if an in-house interpreter is unavailable, IDPH will coordinate a three-way call between IDPH staff, the LEP individual, and an interpreter from Propio Language Services.

4.4 Telephonic Interpretation

Telephone calls are one of the most common methods by which constituents, including LEP persons, contact IDPH. Although on-site requests for Language Access Services are rare, the agency offers over-the-phone interpreting services via Propio, a national language service which includes 300+ languages. The agency also maintains instructions for coordinating a three-way call between the LEP person, IDPH employee, and Propio.

Each IDPH office has been assigned an access code, which can be obtained by contacting IDPH's Center for Minority Health Services at dph.cmhs.info@illinois.gov, for tracking and billing purposes. Offices should strive to budget for language services to ensure that adequate resources exist for interpreters, translation and review of documents, and outreach in support of its programs, services, and activities.

4.5 Teletype Device (TTY)/Telecommunication Device for the Deaf (TDD)

A Teletype Device (TTY) and Telecommunications Device for the Deaf (TDD) are auxiliary aids and services for individuals with hearing impairments. A TTY is basically the same thing as a TDD. The phrase TTY is how the deaf community used to refer to the extremely large machines they used to type messages back and forth over the phone lines. A TDD operates similarly but is a much smaller desktop machine. Since the deaf community has used the phrase "TTY" for so many years, it is still commonly used interchangeably with "TDD."

4.6 American Sign Language (ASL) Interpretation

American Sign Language (ASL) interpretation is provided by Multilingual Connections LLC. Requests for ASL interpretation services should be made at least 4-6 weeks in advance. Requests can be made by calling 773-282-5500 or via email at translations@mlconnections.com.

Questions, concerns or feedback with regard to the interpreter session, including the quality of the interpretation should be made to the IDPH Center for Minority Health Services via the agency's "File a Complaint" form. Complaints may also be made to:

Illinois Deaf and Hard of Hearing Commission

Attn: Interpreter Complaint Department

528 South 5th Street, Suite 209

Springfield, IL 62701

Voice: 877-455-3323 or 217-557-4495

Video Phone: 217-303-8010

TTY: 888-261-2698

Fax: 217-557-4492

<https://www.illinois.gov/idhhc/community/Pages/InterpreterComplaint.aspx>

4.7 Meetings, Boards, and Conference Interpretation

Multilingual Connections provides interpretation services on an "as needed" basis at public meetings/hearings, legal meetings/hearings and other legal proceedings, conferences, workshops, training sessions, other direct person-to-person interactions, etc. Requests for interpretation services should be made at least 4-6 weeks in advance.

4.8 Document and Website Translation

Over 80 documents on the website, deemed important health information, are available in non-English languages on IDPH's public-facing website. These documents include flyers, applications, brochures and other materials for public use. Additional translated documents are available and provided upon request and/or for activities, programs, and services conducted within communities (e.g., health fairs).

There are two mechanisms by which IDPH documents can be translated into foreign languages. For larger documents, such as reports, brochures, fact sheets, etc., IDPH offices should use the state master contract. The documents can be e-mailed and a vendor representative will respond with costs, etc., or you can call the main number to speak with someone about the service. You will need to provide billing contact information, including the person's name, e-mail address and phone number. Invoices will be emailed to this contact. You should use the contact information below and reference that you are ordering off the CMS master contract ([CMS4819290](#)).

Multilingual Connections, LLC.

translations@mlconnections.com<mailto:translations@mlconnections.com>

773-282-5500 – option 2

For smaller or urgent translations into Spanish (e.g., smaller meaning a change in a sentence on a form or a paragraph, and urgent meaning news releases or HAN messages that need to go out as soon as possible), the document should be emailed to IDPH's Public Information Officers. They will coordinate the translation of the document.

4.9 Vital Documents

IDPH has more than 200 documents translated into a language other than English, with most translated to Spanish and French. Translation to additional languages is in progress to align with state and agency language needs data. The full list of documents can be found in the Appendix.

Additional vital documents should be identified using the following guidelines:

- A document will be considered vital if it contains information that is critical for obtaining federal or state services and/or benefits or is required by law.
- A document must be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively.

5. Training, Implementation, and Evaluation

5.1 Training

Starting in Q3 2026, IDPH will train front-line and managerial staff on the policies and procedures of its LAP annually. This includes staff whose routine duties include interactions with members

of the public and other state agencies. Staff will receive training on the policies and procedures contained in this plan, and how to secure Language Access Services via interpretation and translation. New employees will be provided information on the agency's LAP during onboarding and will be required to complete LAP training (live or recorded) within 60 days of hire.

The following trainings are available or will be made available to IDPH staff via the intranet by Q3 2026:

- Health Literacy and Public Health: Strategies for Addressing Low Health Literacy
- Inter-Cultural Communication: How to Overcome Cultural Barriers and Avoid Translation Disasters

In addition, IDPH Office of Health Promotion, through a federal disability and health grant, developed a two-part webinar series on communicating effectively with individuals with disabilities. One webinar focused on communicating with those who are Deaf or hard of hearing. The other webinar focused on communicating with those who are blind, have cognitive limitations, or have speech limitations. The webinar series is archived and will be made available on the intranet by Q3 2026.

5.2 Implementation

Data collection and recordkeeping are key to the effective implementation, monitoring, and compliance system. IDPH will use a standardized form to collect information about Language Assistance Services provided by the agency. For example, a program or activity providing service, type of service, number of LEP persons served, language groups, staff training completion, and number of new or updated translated documents. The form will be available in Q3 2026.

5.3 Complaint and Review Process

If an individual believes they have been denied the benefits of this Language Access Plan, a complaint may be filed using the form on IDPH's website and/or by contacting the agency's Language Access Plan Coordinator at dph.cmhs.info@illinois.gov.

Complaints will be reviewed by the Language Access Plan Coordinator within 14 business days of receipt. If you are not satisfied with the response to your complaint or if you fail to receive a response, a complaint can be filed with the Office of New Americans. If you feel you have been discriminated against in another way based on race, color, national origin, age, disability, or sex, a grievance can be filed in person or via the EEO/AA Office and ADA Coordinator complaint form found on the agency's website.

5.4 Evaluation

The Language Access Plan Coordinator will monitor and evaluate the effectiveness of this plan

and lead update efforts. To accomplish this, they may make use of the following methods:

- Survey staff on how often Language Assistance Services are used and how they can be improved.
- Observe and evaluate interactions with LEP persons.
- Maintain a record of available services for LEP persons and the frequency of their use.
- Maintain a record of funds and staff time spent on services.
- Seek input from external stakeholders.

5.5 Language Access Plan (LAP) Working Group

The LAP Working Group collaborates to develop, expand, implement, and maintain this Plan. The Working Group will meet annually to evaluate plan data and biennially or as needed to develop, update, or lead agency-wide language access initiatives. The Group is led by the Language Access Plan Coordinator and includes the following individuals:

- Sarah Forrestal
Deputy Director, Office of Performance Management
- Charity Greene
Deputy Director, Office of Communications
- Samantha Helton
Deputy Director, Office of Human Resources
- Evan McGinley
Chief Administrative Law Judge
- Dr. Janice Phillips
Assistant Director
- Kristin Rzeczkowski
Workforce Director
- Tiffani Saunders
Chief, Center for Minority Health Services
Language Access Plan Coordinator
- Lubia Suterwala
Manager of Community Public Health Outreach
- Lance Morgan
EEO/AA Officer and ADA Coordinator

Appendix: Vital Documents List

Office of the Director

Governmental Affairs

- Board Application

Office of Disease Control

Infectious Disease

- Immunization Record Request Form

Office of Healthcare Regulation

- Assisted Living and Shared Housing Incident and Accident Report (Program revamping & this possibly deleted)
- Assisted Living and Shared Housing Initial License Application
- Involuntary Termination, Appeal, and Facility Representative Forms
- Request for Life Safety Code/Physical Environment Inspection
- Birthing Center Initial Application
- Birthing Center Renewal Application
- Children's Community-Based Health Care Center Initial Application
- Children's Community-Based Health Care Center Renewal Application
- Community-Based Residential Rehabilitation Initial Application
- Community-Based Residential Rehabilitation Renewal Application
- Postsurgical Recovery Care Center Renewal Application
- Subacute Renewal Application
- Ambulatory Surgical Treatment Center License Application
- Ambulatory Surgical Treatment Center License Renewal Application
- Ambulatory Surgical Treatment Center Medicare Certification
- Comprehensive Outpatient Rehab Facility Medicare Certification
- Extension Site Checklist
- Health Care Facilities Complaint Form
- End Stage Renal Dialysis Facility Medicare Certification
- Free Standing Emergency Center License Application
- Free Standing Emergency Center License Renewal Application
- Health Care Facilities Complaint Form
- Home Health Agency Add or Remove Geographic Service Areas
- Home Health Agency Administrator Qualifications Review - Attachment A
- Home Health Agency Supervisor Qualifications Review - Attachment B
- Home Health Agency Management Status Form

- Home Health Agency Medicare Certification
- Home Health Agency Questionnaire
- Home Health Agency Social Worker/Worker Assistant Qualifications Review - Attachment D
- Home Health CHOW Information
- Instructions - Addition of Services
- Instructions - Making Changes to your HHA License
- Home Health Agency Manager Qualification Review - Attachment E
- Manager Qualification Review - Attachment E
- Home Services/Home Nursing Branch Questionnaire
- Surveillance Nurse Visit Checklist
- Instructions - Making Changes to your Home Services License
- Manager Qualification Review - Attachment E
- Health Care Facilities Complaint Form
- Health Care Facilities Complaint Form
- Hospice Administrative Staff Changes
- Hospice License Application
- Hospice License Renewal Application
- Hospice Medicare Certification
- Hospice Medicare Certification CHOW
- Hospice Residence Initial/Renewal Application
- Multiple Hospice Location Questionnaire
- Hospital Initial Licensure
- Hospital Treatment Plan 2019
- Out-of-State Hospital Treatment 2019
- Pediatric Facility Plan 2019
- Transfer Hospital Plan 2019
- Treatment Facility with Transfer Peds 2020
- Facility Information Change Form
- Health Care Professional Credentialing and Data Gathering Form
- Health Care Professional Recredentialing and Data Gathering Form
- Health Care Professional Update Data Gathering Form
- Healthcare Facilities Complaint Form
- Home Health, Home Services, Home Nursing and Placement Agency Licensing Initial Application
- Home Health, Home Services, Home Nursing and Placement Agency Licensing Renewal/Change of Ownership Application

- Medicare Intermediary Information
- Home Services/Home Nursing Add or Remove Geographic Service Areas
- Extension Site Checklist
- OPT-SP-OTS Facility Medicare Certification

- Portable X-Ray Medicare Certification
- Mid-Level Waiver Addendum
- Rural Health Medicare Certification
- Rural Health Medicare Certification CHOW
- Authorization and Disclosure Form
- Foreign LPN or RN Application to Become an Illinois CNA
- HCWR Registration Form
- Health Care Worker Waiver Application
- Livescan Fingerprint Request Form
- Nursing Student Application to Become an Illinois CNA
- Out-of-State Nurse Aide Application to Become an Illinois CNA
- PRA form
- Reinstatement of Inactive Certification as Illinois CNA As Provided by Executive Order 2020-12
- US Military Personnel Application to Become an Illinois CNA
- Certifications for Request of Inspection
- Construction Award Form
- Hospital Project Submission
- Matrix 4A – UL Assembly Ratings
- Matrix 4B – Through Wall/Floor Penetrations
- Matrix 4C – Interior Finishes
- Matrix 4D – Project Cost and Fee Verification
- Matrix 4E – Fire, Smoke, Fire/Smoke Damper
- Matrix 4F – Air Balancing
- NFPA 72, Fire Alarm System Record of Completion form (2010 Edition)
- Temporary Occupancy Policy
- Use of Categorical Waiver for 2012 Edition
- Non-flammable Medical Gas Storage and Mechanical System Requirements
- Nursing Home Licensure – Administrator Form
- Nursing Home Licensure – Licensure Information
- No forms available on website - please direct all inquiries to Dph.ltcqa.certification@illinois.gov
- Denial of Access to a Nursing Home
- Electronic Monitoring Consent Form
- Notice of Involuntary Transfer or Discharge and Opportunity for Hearing Form

- Notice of Involuntary Transfer or Discharge and Opportunity for Hearing Form (Spanish)
- Nursing Home Licensure – Alzheimer’s Special Care
- Nursing Home Licensure – Application
- Nursing Home Licensure – Budgeted Financial Statement
- Nursing Home Licensure – Capacity & Level of Care

- Nursing Home Licensure – Personal Data Sheet
- Nursing Home Licensure – Surety Bond
- Psychotropic Informed Consent Form
- Civil Money Penalty Funds Request Form
- Fingerprint Waiver Request Form
- Request for Removal of Neglect for CNA
- Downloadable Health Care Facilities Complaint Form

Office of Health Promotion

Cannabis

- Patient Application With a Caregiver
- Patient Application Without a Caregiver
- Terminal Patient Application
- Minor Application Instructions
- Terminal Minor Application Instructions
- Caregiver Application Instructions
- VA Medical Health Record Instructions
- Patient Renewal
- Patient Extension
- Minors 18 to 20 Years of Age
- Change of Information
- Printing a Card or Provisional Letter
- Cancelling a Card
- Registration for Medical Cannabis Patient Program and Opioid Alternative Pilot Program
- Adding a Waiver
- Creating a Health Care Provider Certification
- Amending a Health Care Provider Certification
- Health Care Provider Certification Renewal
- Revoking a Health Care Provider Certification
- Petition to Add Debilitating Conditions

Office of Health Protection

Asbestos

- Asbestos Worker (new, plus individualized renewal applications)
- Asbestos Professional (new, plus individualized renewal applications)
- Asbestos Contractor (new, plus individualized renewal applications)
- Asbestos Instructor Application Form

- Asbestos Training Company Application Form
- Training Class Notification Form
- Training Class Roster Form
- Asbestos School Abatement Notice Form
- Project Manager Report Form
- Asbestos Commercial Public Building Notice Form
- Asbestos Three Year School Reinspection Form

Body Art/Tanning

- Body Art Establishment Registration or Tanning Facility Permit Application
- Instructions for Renewing Your Permit, License, Certificate or Registration

Lead

- Third Party Exam Form
- Contractor Form
- Training Provider Application Form
- Training Class Notification Form
- Training Class Roster Form
- License Application Form
- Lead Abatement Notification Form

Pesticide

- Commercial Structural Pest Control License Business Application
- Non-commercial Structural Pest Control Business Application
- Structural Pest Control General Use Application and Checklist
- Structural Pest Control Restricted Use Application and Checklist
- Change of Ownership Application
- Certificate of Insurance Form
- IPM for Licensed Day Cares Form

- IPM for Public Schools Form

Plumbing

- Application for Examination for Certification of Plumbing Inspector
- Application for Continuing Education Sponsorship and Course Registration
- Application for Apprentice Plumber's License
- Application for Registration as a Plumber's Apprentice Under an Apprenticeship Training Program Approved by U.S. Department of Labor

- Application for Irrigation Employee Registration
- Application for Contractor's Test Certificate Lawn Sprinkler System
- Notice of Cancellation of Employment Registered Irrigation Employee
- Irrigation Contractor Affidavit of No Employees
- Corporation Irrigation Contractor-Lawn Sprinkler Systems Surety Bond
- Limited Liability Irrigation Contractor-Lawn Sprinkler Systems Surety Bond
- Partnership Irrigation Contractor-Lawn Sprinkler Systems Surety Bond
- Sole Proprietor Irrigation Contractor-Lawn Sprinkler Systems Surety Bond
- Plumbing & Water Quality Program Request for Duplicate License
- Notice of Cancellation of Employment/Supervision of Apprentice Plumber
- Application for Examination for Plumber's License
- Application for State of Illinois Plumber's License Reciprocity with the City of Chicago License Without Examination
- State of Illinois Retired Plumber's License Application
- Plumbing Contractor Application for Registration or Renewal
- Corporation Plumbing Contractor-Surety Bond
- Limited Liability Plumbing Contractor-Surety Bond
- Sole Proprietor Plumbing Contractor-Surety Bond
- Plumbing Contractor Affidavit of No Employees
- Workers' Compensation Coverage Opt-Out Form
- Irrigation Contractor Registration Application

Sewage

- Application for Licensure as a Private Sewage Disposal Installation Contractor
- Application for Licensure as a Private Sewage Disposal Pumping Contractor
- Portable Sanitation Business License Application
- Portable Sanitation Certification Application
- Private Sewage Examination Application Information
- Annual Sponsor Application for Providing Continuing Education Credits

- Private Sewage Disposal Program

Well

- Application for Licensed Water Well Contractor's Closed Loop Well Certification
- Application for Permit to Construct, Modify or Abandon a Water Well
- Application for Permit to Construct, Modify or Seal a Closed Loop Well System
- Application for Registration as a State Closed Loop Well Contractor
- Examination Application for State Closed Loop Certification
- Examination Application for Water Well License
- Installation Report for Water Well Pumps

- Water Well Construction Report
- Water Well Sealing Form
- Apprentice & Plumber License Application
- Non-community Public Water System Application for Permit to Construct, alter or extend

Office of Policy, Planning and Statistics

- IRB Application
- Exempt Determination Request
- Research Involving Human Blood, Urine or Tissue Collection for Analytical Testing and/or Storage
- Waiver of Consent Request
- Request for Waiver of Authorization for Use or Disclosure of Identifiable Records or Protected Health Information (PHI)
- Request for Expedited Review of Research
- Study Amendment Request
- Progress Report
- Unanticipated Problems and/or Adverse Events
- Final Study/Closure Report
- Exemption Application Form - Neonatal Intensive Care
- Long-Term Care Facility Application - MS Word - Revised Section E. Flood Plain Information
- RED Cap Data Request Form
- IDPH DPSQ Data Request Form (discharge data)
- UDS Element List (also have specific for researchers)
- Appendix C: Consent Waivers (for retrospective data study/request)
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- Appendix D: Request for Waiver of Authorization for Use or Disclosure of Identifiable Records or Protected Health Information (PHI)
- Appendix E: Request for Expedited Review of Research (for non-clinical trial studies only)
- Appendix F: Study Amendment Request
- Appendix G: Progress Report
- Appendix I: Final Study/Closure Report

Office of Preparedness & Response

Emergency Preparedness

- EMS Independent Renewal
- EMS Authorization Release Information

- EMS License Reinstatement
 - EMS License Renewal Brochure
 - EMS Renewal Notice
 - EMS Military Licensure Request
 - EMS Reactivation Request
 - EMS Inactive Request
 - EMS Reciprocity Application
 - EMS License Fee Waiver Application
 - EMS Duplicate License Request
 - EMS Dispatch Agency Certification Application
 - EMS Dispatch Agency Recertification Application
 - Stretcher Van Provider Application
 - EMS Alternate Rural Staffing Authorization Request
 - EMS Ambulance Staffing Waiver Application
 - EMS Ambulance Inspection
 - EMS Equipment Waiver
 - EMS Non-Transport Inspection Form Provider
 - EMS Non-Transport Provider Application
 - EMS Non-Transport Application for Existing Transport Provider
 - EMS Special Events Request Application
 - EMS Stretcher Van Inspection Form
 - EMS Transport Provider Application
 - EMS System Plan Modification
 - Aircraft Inspection Form - Provider
 - EMS Critical Care Transport Application
 - EMS Authorization Release Information
 - EMS Training Program Application
-
- EMS Examination Application
 - EMS Testing Reasonable Accommodation Request

Office of Racial and Cultural Health Equity

Center for Minority Health Services

- Wellness on Wheels Request Form
- IDPH Language Access Complaint Form

Office of Vital Records

Adoptions

- Illinois Certificate of Adoption
- Birth Parent Request for a Non-Certified Copy of an Original Birth Certificate

- Request for a Non-Certified Copy of Original Birth Certificate
- Illinois Adoption Registry and Medical Information Exchange Brochure

Illinois Adoption Registry and Medical Information Exchange (IARMIE)

- Illinois Adoption Registry and Medical Information Exchange (IARMIE) Application
- Registration Forms Instructions
- Optional Written Statement
- Adopted Person Registration Identification Form
- Adult Surrendered Person Registration Identification Form
- Adoptive Parent Registration Identification Form
- Surviving Relatives of Deceased Adopted or Surrendered Person Registration Identification
- Surviving Relatives of Deceased Birth Parent Registration Identification
- Legal Guardian Registration Identification Form
- Adoption Registry Information Exchange Authorization Form
- Adoption Registry Denial of Information Exchange
- Adoption Registry Medical Information Exchange Questionnaire Form
- Birth Parent Preference Packet
- Birth Parent Request for a Non-Certified Copy of an Original Birth Certificate
- Request for a Non-Certified Copy of Original Birth Certificate

Birth & Death

- Application for Illinois Birth Record
- Application for Birth Record of Deceased Individual
- Application for Search of Birth Record Files of a Deceased Infant
- Commemorative Birth Record Application Request Form
- Affidavit and Certificate of Correction Request
- Application for Illinois Death Record
- Application for Search of Death Record Files of a Deceased individual
- Surviving Relatives of Deceased Birth Parent Registration Identification
- Birth Parent Preference Form
- Fetal Death Disposition Notification Form
- Surviving Relatives of Deceased Adopted or Surrendered Person Registration Identification
- Section 500.ILLUSTRATION A Instructions for Filing a Delayed Record of Birth for a Child Age One to Seven Years
- Section 500.ILLUSTRATION B Delayed Record of Birth
- Section 500.ILLUSTRATION C Filing a Delayed Record of Birth (After the Seventh Birthday)
- Section 500.ILLUSTRATION D Application for Delayed Record of Birth

- Section 500.ILLUSTRATION E Delayed Record of Birth (Registered After Seventh Birthday)
- Section 500.ILLUSTRATION F Affidavit in Support of an Application for a Delayed Registration of Birth (Continued)

Gender Reassignment

- Application for Gender Reassignment Form
- Affidavit and Certificate of Correction Request
- Affidavit by Physician After Completion of Gender Reassignment

Legitimation

- Legitimations Instructions
- Affidavit by Biological Father
- Affidavit by Biological Mother

Surrogacy

- Attorney's Certification Statement
- Gestational Surrogate
- Gestational Surrogate's Husband/Civil Union Partner
- Intended Mother/Co-Parent
- Intended Father/Co-Parent

- Physician's Statement

Marriage/Civil Union

- Application for Verification of Civil Union Record Files
- Application for Verification of Marriage Record Files
- Application for Verification of Dissolution of Marriage
- Application for Verification of Dissolution of Civil Union Record Files
- Affidavit and Certificate of Correction Request

Research Acknowledgment

- Research Acknowledgement Form

Office of Women's Health & Family Services

Family Planning

- #5 SIHF Consents

- Appendix 12 Ahlers Form Illinois CVR
- Family Planning Consent
- Is Your Relationship Healthy
- Physical Exam
- Sample Service Consent

Illinois Breast and Cervical Cancer Program (IBCCP)

- Appendix E – Eligibility Determination Form
- Appendix E – Health Assessment
- Appendix E – Cornerstone Informed Consent
- Appendix E – Client Participation Release
- Appendix E – Authorization to Obtain Info

School Health Program

- Dental Exam Form
- Dental Exam Waiver
- Eye Examination Report
- OWH Child Health Exam
- Religious Exemption Form

- Vision Examination Report

WISEWOMAN Program

- Appendix E – Eligibility Determination Form
- Appendix H IWP Forms Packet



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