



Sen. Martin A. Sandoval

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1 AMENDMENT TO SENATE BILL 334

2 AMENDMENT NO. _____. Amend Senate Bill 334, AS AMENDED, by
3 replacing everything after the enacting clause with the
4 following:

5 "Section 1. Short title. This Act may be cited as the
6 Access to Governmental Services Act.

7 Section 5. Definitions.

8 "Equal access" means to be informed of, participate in, and
9 benefit from public services offered by a State agency, circuit
10 court, constitutional office, or a State program at a level
11 equal to individuals who do not have limited English
12 proficiency.

13 "Limited English proficiency" means the inability to
14 adequately understand or express oneself in the spoken or
15 written English language.

16 "Oral language services" includes various methods to
17 provide verbal information and interpretations, such as staff
18 interpreters, bilingual staff, telephone interpreter programs,
19 and private interpreter programs.

20 "Important documents" means application or informational
21 materials, websites, notices, and complaint forms offered by
22 State agencies, constitutional officers, circuit court clerks,
23 and State programs, as defined by rule by the appropriate State
24 agency, constitutional officer, circuit court clerk, or State

1 program. "Important documents" does not include applications
2 and examinations related to the licensure, certification, or
3 registration of businesses and professionals.

4 "State program" means any program administered by a State
5 agency, but does not include any program administered, in whole
6 or in part, by a unit of local government or a school district,
7 regardless of whether State funds are expended under the
8 program.

9 "Sufficient number of qualified bilingual persons in
10 public contact positions" means the number of qualified
11 bilingual persons required in order to provide the same level
12 of service to non-English-speaking persons as is available to
13 English-speaking persons seeking the same service.

14 Section 10. Language access required.

15 (a) Each State agency, constitutional officer, circuit
16 court clerk, and State program shall take reasonable steps to
17 provide equal access to public services for individuals with
18 limited English proficiency.

19 (b) Reasonable steps to provide equal access to public
20 services include, but are not limited to:

21 (1) Having a sufficient number of qualified bilingual
22 persons in public contact positions or as interpreters to
23 assist persons in public contact positions in providing
24 services to individuals with limited English proficiency
25 where there is documented substantial need due to contact
26 between a State agency, constitutional officer, circuit
27 court clerk, or State program and individuals with limited
28 English proficiency.

29 (2) Translating important documents ordinarily
30 provided to the public into any language spoken by any
31 limited English proficient population that constitutes at
32 least 3% of the overall population of the State as measured
33 by the U.S. Census.

1 (c) Each State agency, constitutional officer, circuit
2 court clerk, and State program shall adopt rules regarding the
3 requirements of this Section not less than 6 months after the
4 date that this Act takes effect, or as soon thereafter as
5 possible.

6 (d) The Illinois Human Rights Commission shall implement a
7 process to address disputes arising under this Act, including,
8 but not limited to, disputes concerning the interpretation of
9 "important documents" and "sufficient number of qualified
10 bilingual persons in public contact positions", not less than 6
11 months after the date that this Act takes effect, or as soon
12 thereafter as possible."