

ILLINOIS DEPARTMENT OF VETERANS AFFAIRS
Language Access Plan



Approved by Terry Prince, Director of the Illinois Department of Veterans Affairs (IDVA), on 3/14/2026

Rescinds: New

Revised: New

Related documents:



Director, Illinois Department of Veterans Affairs

I. POLICY

I.A. It is the policy of the Illinois Department of Veterans' Affairs ("IDVA" or "Department") that veterans, their families, and others that may qualify for IDVA services have a right to access those services and information on those services regardless of their ability to use the English language or any physical or mental disability.

I.B. It is the policy of the Department that no individual be excluded from IDVA services or information on IDVA services on the grounds of that person's race, color, national origin, or gender.

I.C. As a branch of the State of Illinois and recipient of federal funds, IDVA is required to accommodate this right of access to services and information by providing translation and other services upon request and without cost to the requestor.

I.D. IDVA recognizes that, while nearly all veterans served by the Department are English-proficient due to the English-language requirements of the branches of the United States Military, many family members of veterans may possess limited-English proficiency. IDVA is committed to providing services to any veteran, family member, and other service applicant/recipient regardless of that person's ability to speak, understand, read, or write English.

II. AUTHORITY

II.A. Title VI of the Civil Rights Act of 1964 – 42 USC 2000d et seq.

II.B. Americans with Disabilities Act – 42 USC 12101 et seq.

II.C. 28 CFR part 35 et seq. (ADA Title II regulations)

II.D. United States Executive Order 13166

II.E. Illinois Civil Rights Act of 2003 – 740 ILCS 23/5

II.F. Illinois Information Technology Accessibility Act ("IITAA") – 30 ILCS 587 et seq.

- II.G. Language Assistance Services Code- 77 IL ADM 340.1645; *see also* 77 IL ADM 940
- II.H. Language Equity and Access Act, 15 ILCS 56/1 et. seq.

III. FORMS USED

- III.A. IDVA will review informational documents and applications that may require translation into Spanish, Polish, and Mandarin Chinese, the three most common non-English languages spoken in Illinois.
- III.B. IDVA is in the process of developing a language access document to be disseminated with IDVA documents and applications. The language access document is a multi-language form that would inform service recipients and applicants of their right to receive information in the language of their choice at the Department's expense.
- III.C. IDVA will also translate vital documents into Spanish, Polish, and Mandarin Chinese to ensure access for the people of Illinois. For the purpose of this policy, 'vital documents' shall include the policies of the Department, program applications and informative documents utilized by the public, the language access complaint form, and all benefit (financial or otherwise) application forms, along with such further documents as the language access coordinator identifies going forward. Those documents are identified in the attached Appendix #1. These documents will be translated textually. Contracted services or bilingual staff may be utilized further if the LEP individual is illiterate or visually impaired.

IV. DEFINITIONS

- IV.A. "Limited English Proficient ('LEP') Individuals" – Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. LEP individuals may have an ability to communicate in English for certain types of communication (e.g., speaking or oral understanding) but have limited English proficiency for other types of communication (e.g., reading or writing.)
- IV.B. "Department" – The Illinois Department of Veterans' Affairs. Also referred to herein as "IDVA."
- IV.C. "Client" – Any veteran, family member of a living or deceased veteran, or member of the public that is actively receiving services from the Department, is applying to receive services from the Department, or is requesting information from the Department that IDVA is legally required to provide.
- IV.D. "Effective Communication" – Communication that is sufficient to provide the LEP individual with substantially the same level of access to services or information that would be received by individuals who are not LEP. This covers all media of communication.
- IV.E. "Language Assistance Services" – Oral and written language services needed to provide LEP individuals with meaningful access to services and information as well as an equal opportunity to participate fully in the services, activities, and programs administered by the Department.
- IV.F. "Meaningful Access" – Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. The access provided to the LEP individual should be substantially similar to access provided to English-proficient individuals.

IV.G. "Point of Contact" – Instances where IDVA staff and volunteers provide services or service-related information to veterans, their families, or other members of the public, who would be entitled to access said services or information.

IV.G.1 The Department's points of contact include, but are not limited to, the IDVA website (<https://www2.illinois.gov/veterans/Pages/default.aspx>) and all associated pages; any and all documents (including applications, forms, brochures, medical documents, and business cards) that may be provided to clients in the course of treatment, applications, outreach, education, or the provision of any of the Department's services; oral and written communications with residents or prospective residents of the veterans' homes and their authorized family members/representatives; oral and written communications with persons receiving or applying for educational services and their authorized family members/representatives; oral and written communications with persons receiving or applying for grants and their authorized family members/relatives; oral and written communications with persons seeking access to veterans' cemeteries; and oral or written communications between Veteran Service Officers and their clients or their authorized representatives. The Language Access Coordinator may also be reached as specified below.

IV.H. "Language Access Coordinator" – An IDVA employee, who has been designated by the IDVA Director or Chief of Staff to field questions by Departmental staff regarding this plan, to train staff on the use of this plan, to regularly update and revise this plan, and to receive and investigate complaints associated with violations of this plan. Currently, the Language Access Coordinator is Jay Johnson, who can be reached via email at jay.johnson2@illinois.gov. Whenever the LAC will change, the information will be changed on this policy and the IDVA website.

IV.I. "Interpretation" – The act of listening to a communication in one language, converting the communication into another language, and orally transmitting the meaning of the communication in the second language.

IV.J. "Translation" – The replacement of written text in one language into text of an equivalent meaning in a second language. The oral conveyance of the translated text is considered a type of translation.

V. RESPONSIBILITIES

V.A. It is the responsibility of the Department to ensure that all clients have meaningful access to services and information regardless of national origin.

V.B. It is the responsibility of the Department to provide language translation services to any LEP veterans, their families, and members of the public that receive IDVA services, are applying for IDVA services, or need information related to IDVA services. Due to the strong possibility of miscommunication, the Department should not rely upon informal translation or interpretation services, such as a family member of the client or unapproved internet translation services. Due to the need to adhere to privacy laws, the Department should not rely on unauthorized third parties to provide translation or interpretation services. When the communication is related to medical treatment, Department staff shall not rely on unauthorized third parties to provide translation or interpretation services unless it is an emergency situation, which is defined below in VI.C.4. The Department will maintain its website in multiple languages, and that website is currently so available. The website may be accessed in its different languages by virtue of a language tab which is clearly marked.

V.C. It is the responsibility of the Department to actively identify any LEP clients and record that information in an accessible format so as to avoid the need to re-identify LEP clients upon subsequent visits.

V.D. It is the responsibility of the Department to actively identify any staff members that are able to provide translation or interpretation services for clients. A list of bilingual staff will be maintained.

V.E. It is the responsibility of the Department to track the numbers and types of LEP clients as well as their utilization of language assistance services. The Department shall incorporate the tracking of LEP clients into existing tracking, monitoring, or record-keeping mechanisms.

V.F. It is the responsibility of the Department to let LEP clients know that they are entitled to receive language assistance services (def. IV.E.) The Department shall ensure that any outreach or education, including its website, includes information that appraises LEP clients of their right to receive language assistance services from the Department. The Department shall prominently display a language access document (def. III.B) or poster at each administrative and field office location. This document or poster shall be visible to any member of the public that enters an IDVA office.

V.G. It is the responsibility of the Department to enter into a contract with a vendor to provide in-person, telephonic, or internet translation and interpretation services. The Department may attempt to obtain short-term translation or interpretation services through use of a temporary contract or an inter-governmental agreement.

V.H. It is the responsibility of the Department to maintain on staff a language access coordinator. The language access coordinator shall, at least once per calendar year, update and revise this plan. This process involves assessing all points of contact IDVA has or may have with LEP clients, determining the number or frequency of LEP client contact with the Department, determining the predominant non-English languages used by LEP clients, identifying the language assistance services being utilized by the Department and whether additional such services are needed to facilitate effective communication for LEP clients, identify all of IDVA's points of contact with clients or prospective clients, and any other tasks that would be reasonably necessary to maintain this plan's compliance with applicable State and Federal laws. The language access coordinator may create a language access working group to assist her or him with updating and revising this plan. The language access coordinator shall investigate any complaints associated with violations of this plan and recommend to the IDVA Director or Chief of Staff any actions that would be needed to reasonably address the complaint.

V.I. It is the responsibility of the language access coordinator to maintain a list of IDVA staff that are able to provide translation and/or interpretation services for IDVA clients. HR will certify to the LAC that the staff members are in fact proficient in the languages cited. The list should, at minimum, contain the name, contact information, specific language proficiencies, availability, and types of services the staff member can provide.

V.J. It is the responsibility of the language access coordinator to compile a list of IDVA vital forms, applications, and other documents that are commonly utilized by IDVA staff for the public. The language access coordinator shall, after identifying said documents, take reasonable steps to ensure the list documents are on the IDVA Sharepoint server. The language access coordinator will update this list when additions or changes to the list are necessary. See Appendix 1 for the current list.

V.K. It is the responsibility of the language access coordinator to document and track all requests for and uses of language assistance services by IDVA staff and volunteers. The language access coordinator shall also document and track all complaints associated with alleged violations of this plan, and any actions taken to address the alleged violations.

V.L. It is the responsibility of the language access coordinator to identify any shortcomings with IDVA's identification of LEP individuals or with the language assistance services being utilized by the Department. The language access coordinator shall, promptly upon identifying any shortcomings, appraise the IDVA Director and Chief of Staff of these and make recommendations on how the Department can address the problems.

V.M. It is the responsibility of the language access coordinator to train IDVA staff on the use of this plan, including identifying LEP individuals and the language assistance services being utilized by the Department. The language access coordinator shall conduct formal trainings at least once per calendar year. Additional training topics may include techniques on identifying language needs of LEP individuals, working with interpreters, reminders of Departmental resources for language assistance, and any other technique that the language access coordinator reasonably determines would be beneficial for staff utilization of this plan. Trainings will be at least yearly, and new employees will be given training as part of the onboarding process. The training will consist of education on how to identify LEP individuals, how to direct those individuals to adequate services, and how to document the interaction.

V.N. Any staff member providing translation or interpretation services on behalf of the Department shall be certified by IDVA's Human Resources Division ("HR") as being proficient in both English and the client's identified language. This certification shall encompass a proficiency in translating written texts between English and identified language as well as a proficiency in interpreting oral statements between English and the identified language. These requirements mirror IDVA's standards for indicating that an employee is able to perform job duties requiring the use of a second language.

VI. GUIDELINES:

Identifying LEP Individuals

VI.A. IDVA rarely encounters LEP individuals, as a result of the inherent nature of IDVA's client base (veterans and their families). Any LEP individuals met and contacted by IDVA staff would likely be family members, often older, of veterans. At first contact with a LEP-possible client, staff, or volunteers, who would normally be responsible for responding to said contact ("staff member"), shall take all reasonable steps to assess whether the client needs language assistance services. These steps include the following:

- VI.A.1. The staff member shall ask professional, open-ended questions of the LEP-possible client to determine the individual's ability to speak or understand English. Open-ended questions are those that require a complex, non-static response; these are typically of the "who," "what", "when," "where," and "why" variety. Examples of open-ended questions include: "what kind of assistance do you need from IDVA," "why do you need this assistance," and "what is your understanding of this program."
- VI.A.2. If the staff member determines that the LEP-possible client is proficient in understanding and speaking English, he or she shall ask the LEP-possible client whether he or she needs assistance in reading or writing English.
- VI.A.3. If the LEP-possible client makes an oral or written request for translation or interpretation services in a specific language, the client should be considered as LEP.
- VI.A.4. Once the client is determined to be LEP, the staff member shall assess the type and nature of language assistance services required. This includes a determination of the language or languages in which the client is proficient, and

whether the client needs translation services, interpretation services, or both. The staff member should utilize an "I speak ... [language]" identification card, document, or poster, if available. The staff member may also utilize the language access document, if available. A sample "I speak..." form can be found at: <http://justice.gov/crt/lep/resources/ISpeakCards2004.pdf>

- VI.A.5. If the staff member, or another present, is fluent they may serve as the translator. Although use of informal interpreters, such as family members or the internet, should be avoided, staff members may utilize such for purposes of assessing a client's LEP status or when it is impracticable to obtain professional services in the needed timeframe. Staff members are required to maintain the confidentiality of the LEP client. If there is a need to release resident medical information, the staff member should attempt to get written consent from the resident to release the information to the staff member for interpretation purposes. If written consent cannot be obtained in a timely manner, the staff member should get verbal consent from the resident and document the verbal consent in the resident's record.
- VI.A.6. The staff member should document these steps in the client's file and, if language assistance services are needed, to note the type and nature of services needed. The staff member shall send an e-mail notification to the language access coordinator if it was determined that language assistance services were needed. The notification shall include the LEP client's name, IDVA service requested or utilized, the client's language of choice, and the specific language assistance services needed/utilized. This notification will then be processed and added to a database cataloguing LEP interactions. This information will be accessible to all frontline personnel.

VII. OBTAINING LANGUAGE ASSISTANCE SERVICES

- VII.A. Once the staff member determines that a veteran, family member, or other potential client has limited-English proficiency and has determined which types of translation or interpretation services are needed, the staff member shall obtain appropriate language assistance services for the client.
- VII.B. If interpretation services are needed, the staff member shall take the following steps:
 - VII.B.1. Contact a certified staff member that is proficient in the LEP client's identified language and schedule a time where all parties would be available to discuss matters related to the service or prospective service to be provided by IDVA.
 - VII.B.2. If no staff members are proficient in the client's language or available in the next three (3) business days to provide interpretation, the staff member shall contact the telephonic or internet language interpretation service provider with whom IDVA has contracted for this purpose.
 - VII.B.3. If the Department has not yet entered into such a contract, then the staff member should contact his or her supervisor and relay client's need for interpretation services. The supervisor shall utilize the chain-of-command to ensure that temporary interpretation services can be obtained for the client.
 - VII.B.4. In the event of an emergency, the staff member may utilize a client's family member or unauthorized internet interpretation software to provide temporary interpretation services. An emergency is defined as a situation where the client's person or property are in imminent risk of harm. A medical emergency is considered one where the staff member, in good faith, believes the disclosure of

medical information will prevent or lessen a "serious or imminent threat to the health or safety of a person or the public", and the disclosure is made to "a person or persons that could prevent or lessen the threat, including the target of the threat." (45 CFR 164.512(j)) The staff member should only utilize the family member or unauthorized internet interpretation software until the emergency has been addressed. If the emergency requires the release of resident medical information, the staff member should attempt to get verbal consent from the resident to release the information to resolve the emergency and document the verbal consent in the resident's record.

- VII.B.5. The staff member or supervisor should direct any questions in utilizing these steps to IDVA's language access coordinator.
- VII.C. If translation services are needed, the staff member shall take the following steps:
 - VII.C.1. Contact a certified staff member that is proficient in the LEP client's identified language and request that they translate the document into the identified language. Unless the document to be translated is more than ten (10) pages in length, the translating staff member shall provide a translated version of the document to the requesting staff member within seven (7) days of the request.
 - VII.C.2. If no staff members are proficient in the client's language, are available in the next three (3) business days to initiate translation services, or the document is more than ten (10) pages in length, the staff member shall contact the translation service provider with whom IDVA has contracted for this purpose.
 - VII.C.3. If the Department has not yet entered into such a contract, then the staff member should contact his or her supervisor and relay the client's need for translation services. The supervisor shall utilize the chain-of-command to ensure that temporary translation services can be obtained for the client.
 - VII.C.4. In the event of an emergency (def. VI.C.4), the staff member may utilize a client's family member or unauthorized internet translation software to provide temporary translation services. The staff member should only utilize the family member or unauthorized internet translation software until the emergency has been addressed. If there is a need to release resident medical information, the staff member should attempt to get written consent from the resident to release the information to the staff member for interpretation purposes. If written consent cannot be obtained in a timely manner, the staff member should get verbal consent from the resident and document the verbal consent in the resident's record.
 - VII.C.5. The staff member or supervisor should direct any questions in utilizing these steps to IDVA's language access coordinator.
 - VII.C.6. The use of services must then be reported to the Language Access Coordinator. The LEP database maintained by the LAC will catalogue any contracted services used, such as print or speech translation. It will include the number and type of language services requested and the number actually provided. The same database will also catalogue any contracted services used, such as print or speech translation. It will include the number and type of language services requested and actually provided.
 - VII.C.7. When it comes to vital documents and written correspondence, employees should avail themselves of the DOIT translation tool and then store both an original and translated copy of the document.

VIII. PROCESSING COMPLAINTS

- VIII.A. If any individual seeking or receiving Department services has reason to believe that they have been discriminated against on the basis of their membership in any protected class, including, but not limited to, discrimination based on race, color, national origin, disability, age, sex, religion, ancestry, or inability to speak, understand, write, or read English, he/she shall be able to file a complaint with the Department.
- VIII.A.1. The official Complaint Form shall be available at all times on the Department website and paper copies will be available at all Department offices, which are open to the general public.
- VIII.A.2. The Complaint Form will be available in English, Spanish, Polish, and Chinese and can be made available in other languages if requested.
- VIII.A.3. A complaint may be filed at any time, but the Complaint Form must be filed within one hundred and eighty (180) days of the alleged actions giving rise to the complaint, or it must state why the complainant delayed in bringing the matter to the Department within that timeframe.
- VIII.A.4. If a complainant cannot complete the form unassisted, the Language Access Coordinator will assist any member of the public who appear at any point of contact in completing the form, if such assistance is requested.
- VIII.A.5. The Department will acknowledge receipt of a completed Complaint Form within five (5) business days of the Department's receipt of the completed Complaint Form. That acknowledgment will either acknowledge the timeframe for the Department to issue a final response or will detail any reason that would prevent the Department from complying. This acknowledgment will be sent by mail to the address listed on the completed Complaint Form.
- VIII.A.6. After the acknowledgment has been placed in the mail, the Department will conduct an investigation and make a recommendation within thirty (30) business days. That thirty (30) day period will be deemed to begin starting the day after the mailing of the acknowledgment. If additional investigation is needed or the complaint is of a complex or unusual nature, the response time may be extended an additional 30 calendar days, with a notice to be issued to the complainant informing complainant of the extension.
- VIII.A.7. The recommendation resulting from an investigation will be directed to the appropriate management personnel. The recommendation will detail whether or not there is substantial evidence to support the complaint. If there is a substantial evidence finding, remedial and/or disciplinary action will be recommended. If it is found that there is a lack of substantial evidence, dismissal of the complaint will be recommended.
- VIII.A.8. A written notice will be issued to the complainant via mail at the address included on the completed Complaint Form. The notice will be issued within the thirty (30)-day time period allotted for the issuance of the recommendation, or within the extended 30 days, and will inform the complainant of the result of the investigation.
- VIII.A.9. The Complaint Form may be located at either IDVA central office, or online at <https://www2.illinois.gov/veterans/about-us/communications/Documents/IDVA%20Complaint%20Form.pdf>.

VIII.A.10. The IDVA EEO Officer will serve as the contact person for the complaint process. The EEO Officer may be reached by telephone at 217-782-6641, or by mail at: 833 South Spring Street, P.O. Box 19432 Springfield, IL.

VI.E.11 Any complaints the complainant believes are unresolved or have not been fairly adjudicated by the complaint process may be escalated to the Governor's Office of New Americans, at GOV.NewAmericans@illinois.gov.

IX. STAFF TRAINING

IX.A. All public-facing IDVA staff must be aware of and understand how to assist Limited English Proficiency ("LEP") individuals requesting language services to ensure meaningful access to all IDVA programs, services, and activities. IDVA will develop an annual training curriculum for staff. Relevant staff will receive annual training on policies, processes, and resources available for language services, particularly as language access methods evolve. IDVA plans on incorporating the Language Access Training into the OneNet suite of training modules so that staff may easily access the training online. Training will focus on:

The importance of offering language assistance services; how to effectively and respectfully communicate and interact with LEP individuals; IDVA's policies, procedures, and protocols related to providing language assistance services, including the availability of interpretation and translation services at no cost to the requestor; what type of translated information is available to LEP individuals and where it can be found; and how staff can assist in tracking data around requests for language assistance services.

XI.B. Training to be compliant with IDVA's LAP standards will be introduced at orientation for any new employees. Training will be completed within thirty days. For continuing employees, training will be completed yearly, within a 30 day timeframe designated by IDVA.

X. COMMUNITY OUTREACH

X.A. IDVA will work to ensure that Illinoisans, especially veterans and their families, are informed that IDVA offers language services.

X.A.1. IDVA will post fliers, posters, and signage at locations where IDVA may have contact with members of the public.

X.A.2. These signage items will include duplicative text in in English, Spanish, Polish, and Mandarin Chinese to ensure that those who would avail themselves of language services are made aware of the services efficiently.

X.A.3. IDVA will seek to standardize the signage between locations for consistency and ease.

X.A.4. At facilities where IDVA is co-located with other Illinois agencies, IDVA will work with those other agencies to produce signage and other methods of communication while avoiding redundancy.

X.A.5. At job fairs and public-facing events, IDVA will include information about language access in its materials (such as brochures and fliers) that are distributed.

X.A.6. When interacting with members of the public, IDVA employees will affirmatively volunteer the fact that IDVA offers language services so that clients can feel most comfortable with receiving services.

XI. DEMOGRAPHIC BASIS FOR IDVA POLICY

XI.A. In 2026, IDVA is using the following findings from a demographic analysis conducted by the University of Illinois Chicago in partnership with the Office of New Americans on the State's individuals with limited English proficiency and individuals with LEP in order to inform its decisions and policy. IDVA will endeavor to adjust based on new information specific to IDVA client populations. The vital facts of that demographic study were:

- In Illinois, 1.0 million residents speak English less than "very well," and speak a language other than English at home. Both federal and state policies recognize that these individuals have a right to equitable access to government services, which includes information and communication in a language they understand.
- Eleven languages have more than 10,000 limited-English speakers in Illinois, including: Spanish, Polish, Chinese, Tagalog, Arabic, Urdu, Gujarati, Hindi, Russian, Korean, and French.
- The predominant language other than English in many Illinois counties may be Spanish, but closer examination of the most common non-English languages shows that immigrants and migrants come to Illinois from many places. For example, in Champaign County, the top language spoken in limited English households is Mandarin, and in Macon County, it is Tagalog. Additionally, in Cass and Knox counties, the second language is French/Haitian/Cajun. In Madison County, it's Tagalog. In Cook, DuPage, and Kane counties, the second language category is Slavic. In Boone County, "other Asian Pacific Islander" is second to Spanish.
- A statewide map of persons, who don't speak English very well, shows that the largest numbers of such persons are in the metro Chicago area. Nevertheless, significant numbers of up to nine thousand are in townships across the state and are often located near metro areas such as St. Louis, Springfield, Champaign, and Rock Island. There are also notable populations in relatively rural townships in counties such as Cass, Douglas, and Union.
- After years of decline, the number of Illinois residents, who don't speak English very well, 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.

XII. LANGUAGE ACCESS COORDINATOR

XII.A. The Language Access Coordinator ("LAC") will be responsible for maintaining the integrity of the policy. The LAC will be whoever is so designated by the Director, and if no designation has been made, the default LAC will be the EEO Officer.

XII.A.1. The LAC will monitor IDVA's services to LEP individuals.

XII.A.2. The LAC will monitor IDVA's performance in rendering those services and will have the power to enforce those policies through referral for discipline or organizational adaptation.

XII.A.3. The LAC will periodically review the policy and IDVA's performance.

- XII.A.4. The LAC will oversee the process for modifying current language access plans, policies, and procedures.
- XII.A.5. The LAC will append data collected from points of service and will yearly append that to the LAP as stored on Sharepoint, or any other software. That data will consist of (at a minimum): 1) Number and percentage of LEP individuals who use the services, listed by languages other than English; (2) A list of bilingual employees by title at your agency including both languages other than English that employees are able or required to speak and whether employees are certified bilingual in those language; (3) Data on interpretation or translation vendor services, including number and type of language services requested and languages requested; (4) Data on the number of complaints filed and status of complaints, regarding language services.
- XII.A.6. The LAC will update the LAP data and content every fiscal year.
- XII.A.7. The LAC will also periodically review signage for updating and will review the contracts maintained with vendors to ensure their appropriateness in cost and scope.

XIII. CONFIDENTIALITY

- XIII.A.1. Any interpretation involving those seeking IDVA services may involve confidential or otherwise sensitive documents. Those interpreting will be required to keep the information they encounter confidential, and those seeking interpretation or other language services will be required to sign a consent for release of information.

APPENDIX #1

VETERANS' HOMES

- Home Admission application
- Home Admission contract and packet
- Applicant Consent for Release of Information
- Consent for Release of Information-Resident
- Employee Consent for Release of Information
- Authorized Relative Certification to Obtain Deceased's Medical Records

PRINCE HOME

- Intake Form-IDVA-HDP-001

GRANTS

- Notice of Funding Opportunity (NOFO)
- Grant Application
- Veterans' Cash Scratch-Off Lottery Grant sign
- Programmatic Risk Assessment Questionnaire

OPERATIONS

- Application for Veteran's Compensation by Living Veteran
- Veteran's Grave Registration form

- Beneficiary/Survivors compensation-IL 497-0474
- Request and Consent to Release Information for Veteran's Records-IL 497-0565

EEO OFFICE

- Discrimination Complaint form-employees
- Complaint form-website

STATE APPROVING AGENCY (SAA)

- Application For Approval of Educational Programs at Accredited Educational Institutions
- Application For Approval of Accredited Non-College Degree Programs at Public or Non-Profit Educational Institutions (High Schools)
- Application For Approval of Educational Programs at Public and Non-Profit Institutions of Higher Learning Offering Only Standard College Degree Programs
- Application for Approval of Preparatory Classes for Licensure or Certification Exams or National Tests
- Application for approval of Educational Programs at Non-Accredited Educational Institutions
- Branch Locations and Extension Sites Explanation and Forms
- Application for Approval of Educational Programs Cooperative Training Worksheet
- Financial Soundness Worksheet-2021
- Application for the Approval of Tests Offered by Government Organizations
- Branch Campus Approval with Administrative Capability-IL-BCES-1
- Branch Campus Approval Without Administrative Capability-IL-BCES-2
- Combined Approval-Extension Site with Administrative Capability Offering Complete Programs of Education-IL-BCES-3
- Combined Approval-Extension Site with Administrative Capability Offering Partial Programs of Education-IL-BCES-4
- Combined Approval-Extension Site Without Administrative Capability and Complete Programs of Education-IL-BCES-5
- Combined Approval-Extension Site Without Administrative Capability and Partial Programs of Education-IL-BCES-6
- Application for Flight Training Approval for Veterans and Other Individuals
- Flight Training Application Addendum

STATE APPROVING AGENCY (SAA)-continued

- Application for Approval of Postsecondary Educational Programs Offered in a Foreign Country by an Institution of Higher Learning (Non-Medical School) Approved in Illinois to Offer Standard College Degree Programs-IL-SA-1
- Application for Approval of a Contracted Program of Education Offered by an Approved Overseas Institution of Higher Learning-IL-SA-2
- Application for Approval of Certification Tests Offered by Nongovernment Organizations
- Application for Training/Programs for On-the-Job Training or Apprenticeship
- Prohibition on Engaging in Substantial Misrepresentation
- Application for Approval of Educational Programs Remedial/Deficiency Course Worksheet
- Deceased, Disabled, and MIA-POW Veteran's Dependents Opportunity Grant
- Veterans Education and Training Section State Approving Agency-Study Abroad Approval and Forms
- Trademark Terms of Use