



CITY OF CHICAGO
OFFICE OF INSPECTOR GENERAL

Office of Inspector General 2025 Language Access Compliance Plan

April 8, 2026

To the Mayor, City Council, City Clerk, City Treasurer, and Community Members of the City of Chicago

Enclosed for your review is the public report on the language access policy and implementation plan of the City of Chicago Office of Inspector General (OIG), documenting activities for 2025 and plans for 2026, filed with the Mayor's Office of Immigrant, Migrant, and Refugee Rights, pursuant to Section 2-40-040 of the Municipal Code of Chicago (MCC).

I | Mission of the Office of Inspector General

OIG's mission is to promote economy, effectiveness, efficiency, and integrity by identifying corruption, waste, and mismanagement in City government.¹ OIG accomplishes its mission through administrative and criminal investigations; program and policy work on effectiveness, efficiency, and equity; and transparency initiatives.

OIG achieves its mission through:

- Administrative and criminal investigations;
- Program and policy work on effectiveness, efficiency, and equity; and
- Transparency initiatives.

II | OIG's Language Access Policy

The City of Chicago Office of Inspector General (OIG) will make reasonable efforts to provide language assistance for Limited English Proficiency (LEP) persons. The threshold for the provision of language access services is an LEP population speaking a language that constitutes five percent of the City of Chicago's population or 10,000 individuals, whichever is less.

Under these standards, as determined by the Mayor's Office of Immigrant, Migrant, and Refugee Rights (IMRR), certain City departments are required to provide services in Spanish, Mandarin, Polish, Arabic, Hindi, and Urdu (in 2025).

OIG will assess the LEP population it serves using the four-factor analysis issued by the U.S. Department of Justice (DOJ) in 2002*. For LEP persons whose primary language is not Spanish, Mandarin, Polish, Arabic, Hindi, or Urdu, OIG will consider translation or interpretation services on a case-by-case basis.

Language assistance OIG may provide to LEP persons includes, but is not limited to:

- Telephonic interpretation line
- Written translation services
- Oral interpretation services

For more information, see OIG’s [Language Access Policy](#) or contact OIG’s access coordinator at oigaccess@igchicago.org.

* The four factors are: the services the recipient offers, the community the recipient serves, the resources the recipient possesses, and the costs of various language service options.

III | Translation of Essential Public Documents

The majority of OIG’s organizational information and essential documents are available digitally on OIG’s website, at igchicago.org. Via a drop down menu on all pages, content provided directly on the website is available for immediate translation into Arabic, Chinese (Simplified), English, French, German, Hindi, Italian, Polish, Russian, Spanish, Ukrainian, and Urdu. This includes information about OIG’s mission, jurisdiction, leadership, the work of OIG’s sections, and executive summaries of OIG inquiry reports.

OIG may also translate public messaging and printed materials in support of public awareness, used for community engagement at outreach events and for community input and feedback, generally and to support specific inquiry projects including,

- flyers and surveys,
- palm cards, and
- informational postcards.

For the time period of January 1 to December 31, 2025, OIG produced the following translated items;

Table 1: Translated Public Documents

Date	Cost	Item
4/1/2025	\$0 (facilitated using website translation function)	Translated flyer and survey for 311 Service Request Process feedback into Spanish, Polish and Arabic
5/20/2025	\$704 (\$176 x 4)	Translated flyer and survey to solicited lived experiences of City debt, into Spanish, Polish, Arabic, and Chinese (Simplified)
8/5/2025	\$352 (\$176 x 2)	Provided translation into Spanish for informational postcards about OIG generally and another specific to OIG’s Public Safety section, for community outreach at 11 Chicago Police Department Districts for National Night Out
11/3/2025	\$300	Translated survey for feedback on OIG’s DRAFT Annual Plan and DRAFT Annual Outlook into Spanish, Polish, Arabic, and Chinese (Simplified)

IV | Interpretation Services

A | Intakes

OIG receives thousands of intakes each year via our centralized intake function, reached by an online contact form, by email at talk2ig@igchicago.org, and by phone at 833-TALK-2-IG (833-825-5244). The intake contact form is able to be translated into all languages available on the website. Emails will receive translation as needed. For calls into intake, OIG has two Spanish-speaking intake specialists who provide direct service to callers to OIG's intake line. OIG also uses the LanguageLine to process intakes. The LanguageLine provides real-time interpretation via an operator in over 240 languages.

For the time period of January 1, to December 31, 2025, OIG processed 34 non-English intakes.¹

Table 2: Number of LEP callers to OIG's intake line where the LanguageLine was used

Year	Number of LEP Callers
2025	34

B | Community Engagement

OIG uses community engagement to raise awareness about OIG's mission and deepen relationships with community members. This may be at in-person events or via public awareness campaigns.

In 2025, OIG had three in-person events where translation services were provided and ran two public service campaigns available in English and Spanish.

Table 3: In-person events

Date	Language	Description
March 25, 2025	Mandarin	Mandarin-speaking OIG staff provided interpretation at a world café community feedback event with the Coalition for a Better Chinese American Community.
August 5, 2025	Spanish	Spanish-speaking OIG staff volunteered to provide interpretation at District 25 in the Belmont Cragin neighborhood, for National Night Out.

¹ Pursuant to MCC section 2-40-020(a), City departments that "provide direct public services...shall implement this Chapter to the degree practicable." Out of an abundance of caution, this report does not contain details such as the date and language associated with individual callers to OIG's intake line and does not disclose language services provided in OIG's investigative work. See MCC § 2-56-110 (requiring that OIG protect the confidentiality of its investigatory files).

Table 4: Public Awareness Campaigns

Date	Cost	Language	Item
4/1/2025	\$2,000	Spanish	25% of car cards were translated into Spanish for OIG's spring campaign on Chicago Transit Authority (CTA) buses and trains that ran through red, blue, and green line trains and Forest Glen bus routes.
7/20/2025	\$2,666	Spanish	Two of six public awareness billboards were translated into Spanish and posted in two predominantly Spanish speaking areas in Chicago, Hermosa and Belmont Cragin

C | Dedicated Email for LEP Persons

OIG maintains an email address, at OIGAccess@igchicago.org, for LEP persons to request support, available on the [Language Access page](#) on OIG's website.

V | Training on Language Access Policy

All employees receive annual training on OIG's language access policy. Communications and Intake teams, or any others who may interact with the public and provide accommodations for LEP persons, may receive additional training on using the LanguageLine and documenting language services, as relevant to their position.

VI | Signage

OIG offices are considered a secure location and do not receive the public in person on-site.

VII | Monitoring

OIG has created an internal tracking system, led by the communications team, to record language access efforts across the office. The communications team maintains consistent touch points with the intake team and other sections of the office to document their efforts and provide assistance in serving LEP persons.

VIII | Language Access Goals for 2026

OIG is consistently working to public awareness by reaching as many communities as possible in Chicago. OIG plans to increase its number of non-English intakes in 2026, by

- creating a dedicated, multi-lingual social media campaign for organic growth;
- continuing to distribute “You Know Your City” and “Public Safety” information postcards currently available in Spanish, Polish, Arabic and Simplified Chinese, in addition to English; and
- leveraging language abilities from among OIG staff members for volunteer outreach at events in primarily Spanish-speaking communities.



The City of Chicago Office of Inspector General is an independent, nonpartisan oversight agency whose mission is to promote economy, efficiency, effectiveness, and integrity in the administration of programs and operations of City government.

OIG's authority to produce reports of its findings and recommendations is established in the City of Chicago Municipal Code §§ 2-56-030(d), -035(c), -110, -230, and -240.

For further information about this report, please contact the City of Chicago Office of Inspector General, 231 S. LaSalle Street, 12th Floor, Chicago, IL 60604, or visit our website at igchicago.org.

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Alternate formats available upon request.

