

Multilingual Resource Guide

Access Project

www.accessproject.org
(617) 654-9911

The Access Project & the National Health Law Program have developed a Language Services Action Kit for advocates and others working to ensure that people with limited English proficiency in their state get appropriate language assistance services in medical settings.

To place an order, e-mail billing information to:

Lepactionkit@accessproject.org

Asian Affairs

(312) 814-2565

Arte Sana

www.arte-sana.com

Arte Sana is a nonprofit agency for undeserved survivors of gender violence that promotes healing and empowerment through arts & community education.

Community Health Training Center

www.chtc.org

Provides maternal/child health and nutrition related programmatic and computer-based instruction to all local and state human service employees to help their clients achieve maximum self-sufficiency through integrated family oriented services. Funded by IDHS.

Cross-Cultural Communication (Free Internet Course)

<http://www.nynj-phtc.org/cc>

"Communicate to Make a Difference: Exploring Cross-Cultural Communication." This course introduces different facets of culture & communication in real-world public health scenarios.

Cross-Cultural Interpreting Services (CCIS) of Heartland Alliance of Heartland Alliance

<http://www.heartlandalliance.org/ccis/>

Provides interpretation services in Chicago, the western and southern suburbs, and north shore suburbs.

Diversity RX

www.diversityrx.org

This website provides links on Cross Cultural Health Care, Immigration, Interpreting and Language Issues, Legal, Minority Health, & cultural competency.

English-Spanish Dictionary of Health Related Terms.

3rd Edition, July 2005

<http://www.cdpr.ca.gov/docs/enforce/usmexbrd/bpdocs/engspdict.pdf>

Healthy Roads Media

www.healthyroadsmedia.org

This site contains free health education materials in a number of languages and a variety of formats, seeking to overcome barriers related to literacy, health-literacy, illness, aging, disability and language when obtaining basic health information.

Heartland Alliance: National Immigrant Justice Center (NIJC)

<http://www.immigrantjustice.org/>
www.heartlandalliance.org
(312) 660-1370

NIJC provides immigration legal services to low-income immigrants, refugees, and asylum seekers. Aside from the direct service it provides, NIJC also advocates through policy reform, impact litigation, and public education.

Illinois Coalition Against Sexual Assault (ICASA)

www.icasa.org
(217)753-4117

A not-for-profit corporation of 33 community based sexual assault crisis centers. Each provides 24 hour crisis intervention services, counseling, and advocacy for victims and their significant others. Brochures are available on website.

Illinois Coalition for Immigration and Refugee Rights (ICIRR): Outreach and Interpretation Program(O&I)

www.icirr.org
(312) 332-7360

Email: Info@icirr.org

O&I Project Director: Ahlam Jbara, ajbara@icirr.org

This project is a partnership between IDHS and the Illinois Coalition for Immigrant and Refugee Rights. This site provides a list of helpful directories and materials on refugee and immigrant laws, citizenship, and ESL information. Resources Available Online: Fact Sheets on Public Benefits for Immigrants & WIC brochures about outreach and nutrition. These are available in nine different languages. Translated WIC materials include foods and nutritional guidelines, ethnic cook books for WIC foods, and brochures translated into 13 different languages. For more information and to access these handouts visit <http://icirr.org/en/oi>.

IDHS/Automated Office Locator for WIC and Early Intervention Programs - (FKA- Help Me Grow Help Line)

1-800-323-(4769) GROW

Help Line provides information in Spanish regarding the location & telephone numbers of WIC and Early Intervention programs statewide. Help line available 24 hours a day, 7 days a week.

IDHS/Bureau of Customer & Provider Assistance

1-800-447-6404

This Help Line provides translation services for IDHS customers with questions about TANF, WIC, Kid Care& other IDHS programs.

IDHS/Bureau of Customer & Provider Assistance and Correspondence

1-800-843-6154 & 1-800-252-8635

Created by IDHS Bureau of Family Nutrition and Illinois Coalition for Immigrant and Refugee Rights for mainstream social service providers
Last updated 2009

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IDHS Hispanic and Latino Affairs

Agueda Corona, Director
(312) 793-4306

Provides translation services in 41 languages without charge to other DHS agencies & also assists DHS-funded providers in emergency situations without charge.

IDHS Refugee and Immigrant Services

Dr. Edwin Silverman, Bureau Chief
(312) 793-7120

Dr. Silverman oversees the administration of refugee and immigrant services for IDHS. This division administers a network of Outreach and Interpretation Projects Statewide through The Outreach and Interpretation Project (O&I) of the Illinois Coalition for Immigrant and Refugee Rights (ICIRR).

Illinois Migrant Council

Eloy Salazar
info@illinoismigrant.org
<http://www.illinoismigrant.org/locations.html>

The Illinois Migrant Council (IMC) has field offices in key areas of Illinois where there are concentrations of migrant & seasonal farm workers. The field offices provide interpretation assistance to the migrant farm worker & their families with IDHS benefits. Go to the website for location of the field sites & other satellite locations.

Illinois Primary Health Care Association

(312) 461-0263

The Immigration Project

<http://www.immigrationproject.org/>
(800) 298-3235

Provides free or low cost legal assistance in English & Spanish to refugees and immigrants. Operates across the State, specifically in Central and Downstate Illinois.

Jewish Federation of Metropolitan Chicago Government Programs & Resettlement Services

Deborah Covington
(312) 346-6700

Language Access Resource Center (LARC) of the DuPage Federation of Human Services Reform

<http://www.dupagefederation.org/larc.htm>
(630) 782-4782

LARC offers interpreter services in over 11 languages, interpreter training, technical assistance, Resource guides, translation of documents, and Educational programs for healthcare organizations, schools, and community based organizations.

Language Line Services

800-528-5888
www.languageline.com

Professional interpreters available in 150 languages.

National Domestic Violence Hotline

1-800-799-SAFE (7233)/ TTY 800-787-3224
(Equipped to provide information in Spanish).

National Immigration Project of the National Lawyers Guild

(617) 227-9727

National Women's Health Information Center Breastfeeding Helpline

800-994-WOMAN (9662)

General Breastfeeding Information available in English, Spanish, and Chinese.

Office of Minority Health (OMH)

<http://www.omhrc.gov/>
1-800-444-6472

OMH aims to improve and protect the health of racial and ethnic minority populations through the development of health policies and programs that will eliminate health inequalities.

The National Hispanic Family Health Helpline

(Spanish Helpline)
1-866-783-2645

Su Familia is a national helpline that offers free, reliable, and confidential health information in Spanish and English.

Tapestri

www.tapestri.org

Refugee and Immigrant Battered Women Program Information such as legal status options for battered refugee and immigrant women.

U.S. Food and Drug Administration

www.fda.gov/opacom/lowlit/7lowlit.html

Spanish Language Brochures, available for download on website. Sample topics: Feeding Baby with Breastmilk for Formula, Keep Your Food Safe, Losing Weight Safely. 50 free copies by writing to:
FDA, HFI-40, Rockville MD 20857

United States Department of Health and Human Services

www.hhs.gov
www.lep.gov

United States Department of Health and Human Services-Region V.

James Galloway, Director
(312) 353-5160/5132
www.hhs.gov/region5

The United States Department of Health and Human Service has the Midwest Region V. office in Chicago, Illinois. Call office for information on Civil Rights for Non-English Speaking or limited English-speaking clients.

WIC Works Online Training

<http://wiclearning.skillport.com/SkillPortFE/login/login.cfm>

Lessons include: Communicating with Participants, Communicating with Low Literacy Audiences, and Working in a Multicultural Environment.

IMMIGRANT COMMUNITIES ACROSS ILLINOIS



- Nearly one of every seven Illinoisans is an immigrant (1.77 million out of 12.8 million)¹
- Immigrant children are 25% of all children in Illinois, about 90% of these children are US citizens.
- An estimated 55% of Illinois' foreign born are limited English speaking.
- While immigrants make up 13% of the IL population, they represent 27% of IL workers with doctoral degrees and 26% of low-skill workers.²

IMMIGRANTS IN ILLINOIS BY COUNTY¹

County	% Foreign Born
Cook	19.8%
Kane	15.7%
DuPage	15.3%
Lake	14.8%
Champaign	8.0%
Cass	7.8%
Boone	7.5%
McHenry	7.2%
Will	7.1%
Winnebago	6.1%

Many immigrants are now putting down roots directly in suburbs and rural areas. Cass County alone (between Springfield and Miss. River) saw an 1141% jump in new immigrants arriving between 1990 and 2000. **In 2005, downstate Illinois was home to 121,053 immigrants**, but this number has likely increased significantly.

IMMIGRANTS' ECONOMIC CONTRIBUTION

- Nationally, immigrants contribute roughly \$37 billion to the U.S. GDP³.
- As of 2006, undocumented workers alone have paid \$586 into Social Security³.
- Immigrants make considerable contributions to the general tax base.

LARGEST IMMIGRANT GROUPS IN ILLINOIS⁴

1. Mexican (40.9%)
2. Polish (10%)
3. Indian
4. Filipino
5. Chinese

FASTEST GROWING IMMIGRANT COMMUNITIES⁴

1. Ghana (182%)
2. Nigerian (168%)
3. Pakistani (122%)
4. Vietnamese (114%)
5. Indian (108%)

¹ Immigrants by the Numbers. <http://icirr.org/en/issue/demographics/immigrants-numbers>

² For the Benefit of All, Strategic Recommendations to Enhance the State's Role in the Integration of Immigrants in Illinois (2006).

³ The Economics of Immigration Reform: Legalizing Undocumented Immigrant Would benefit all U.S. Workers and Businesses (March, 2009). Immigration Policy Center.

⁴ The Metro Chicago Immigrant Fact Book (2003). Rob Paral.