Digital On-Demand Interpretation Services in Illinois Early Intervention

2025 Year-In-Review

Illinois Early Intervention Clearinghouse

On April 3, 2025, the Illinois Early Intervention (EI) Clearinghouse officially rolled out the new on-demand interpretation services for the Illinois Early Intervention System. This much needed service for non-English speaking families assists Child & Family Connections staff and early intervention providers when an Illinois Early Intervention enrolled interpreter is not available. As of November 1, 2025, GLOBO Language Solutions is the provider for the digital interpretation program.

In 2025, the EI Clearinghouse created the **Interpretation Services Toolbox,** featuring training materials and key resources for users.

go.illinois.edu/InterpretationToolbox

In 2025, users logged over **428 hours** of call time across **1,224 total calls**.

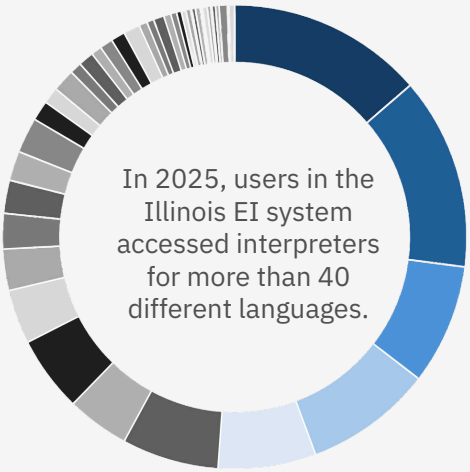
983 Audio Calls
241 Video Calls

"I appreciated Claire's patience as I needed to have her interpret a lot of information. Mother was grateful I was able to connect with someone who spoke her native language. I am grateful for the ease and efficiency of this service and the quality of the people who interpret."

With the digital interpretation service, EI providers have access to over 430 languages for interpretation.

Top Languages of 2025:

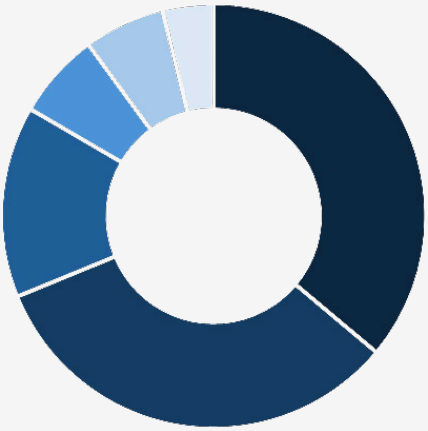
- Pashto (14%)
- Rohingya (13%)
- Swahili (9%)
- Russian (8%)
- American Sign Language (7%)



Users of the digital interpretation platform are required to answer intake questions to help the EI Clearinghouse identify which languages are most needed and monitor how interpretation is being used across referrals, evaluations, and service delivery.

Top Usage in 2025:

- Direct Service (36%)
- Scheduling (33%)
- Evaluation (15%)
- IFSP Meeting (6%)
- Assessment (6%)
- Monthly Contact (4%)



If you are an EI provider or CFC staff member interested in enrolling in the digital interpretation service, scan the QR code below to request access.

go.illinois.edu/Interpretation