

**THE BILINGUAL NEEDS AND BILINGUAL PAY SURVEY  
REPORT FOR FISCAL YEAR  
July 1, 2014 – June 30, 2015**



**In accordance with Personnel Code, the Director of the Department of  
Central Management Services submits this report to the members of the  
Illinois General Assembly  
December 31, 2015**

**Tom Tyrrell**  
DIRECTOR

**CMS** ILLINOIS  
DEPARTMENT OF CENTRAL  
MANAGEMENT SERVICES

### FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY15 are shaded in grey.	Number of instances for which bilingual skills were required **	TIME COMMITMENT				How much of the assistance was in-depth?	Did agency use Master Contract? ***
		0 - 15 Min	16 - 60 Min	61 Min - 1/2 day	1/2 day or more		
Aging	1,760	10%	90%	0%	0%	75%	Yes
Agriculture	60	50%	25%	25%	0%	25%	No
Arts Council	10	100%	0%	0%	0%	2%	No
Capital Development Board	0	100%	0%	0%	0%	0%	No
Central Management Services	1,038	30%	51%	17%	2%	40%	Yes
Children and Family Services	2,340	0%	0%	0%	100%	100%	Yes
Civil Service Commission	0	100%	0%	0%	0%	0%	No
Commerce and Economic Opportunity	763	52%	27%	7%	14%	77%	Yes
Corrections	4,914	35%	30%	20%	15%	35%	Yes
Criminal Justice Information Authority	0	0%	0%	0%	100%	0%	No
Deaf and Hard of Hearing Commission	0	0%	0%	0%	100%	100%	No
Developmental Disabilities Council	0	100%	0%	0%	0%	0%	No
Emergency Management Agency	4	100%	0%	0%	0%	0%	Yes
Employment Security	10,627	64%	34%	2%	0%	0%	Yes
Environmental Protection Agency	12	100%	0%	0%	0%	20%	No
Executive Ethics Commission *	0	100%	0%	0%	0%	0%	No
Financial and Professional Regulation	1,700	65%	30%	4%	1%	30%	Yes
Gaming Board	86	40%	60%	0%	0%	0%	No
Guardianship and Advocacy Commission	293	20%	50%	25%	5%	51%	No
Healthcare and Family Services	107,694	49%	34%	12%	5%	39%	Yes
Historic Preservation	12	45%	35%	20%	0%	0%	No
Human Rights Commission	5	60%	10%	20%	10%	5%	Yes
Human Rights Department	2,438	65%	20%	7%	8%	15%	Yes
Human Services	204,153	47%	30%	20%	3%	33%	Yes
Illinois Board of Higher Education *	0	100%	0%	0%	0%	0%	No
Illinois Commerce Commission	505	50%	50%	0%	0%	100%	No
Illinois Health Information Exchange Authority *	0	100%	0%	0%	0%	0%	No
Insurance	1,411	60%	14%	23%	3%	37%	Yes
Investment Board	0	0%	0%	0%	100%	0%	No
Juvenile Justice	1,076	0%	80%	20%	0%	80%	No
Labor Department	1,473	75%	25%	0%	0%	45%	No
Labor Relations Board	50	50%	50%	0%	0%	40%	No
Labor Relations Board - Educational	0	100%	0%	0%	0%	0%	No
Law Enforcement Training and Standards Board	0	100%	0%	0%	0%	0%	No
Lottery	21,008	85%	15%	0%	0%	25%	No
Military Affairs	0	0%	0%	0%	100%	0%	No
Natural Resources	300	65%	20%	15%	0%	0%	No
Office of Executive Inspector General *	175	80%	20%	0%	0%	10%	No
Pollution Control Board	0	100%	0%	0%	0%	0%	No
Prisoner Review Board	0	100%	0%	0%	0%	0%	No
Property Tax Appeal Board	0	0%	0%	0%	100%	0%	No
Public Health	7,692	87%	10%	2%	1%	64%	Yes
Racing Board	0	100%	0%	0%	0%	0%	No
Revenue	8,979	45%	36%	12%	7%	54%	Yes
Sentencing Policy Advisory Council *	0	100%	0%	0%	0%	0%	No
State Fire Marshal	27	90%	10%	0%	0%	0%	No
State Police	109	98%	2%	0%	0%	0%	Yes
State Police Merit Board	0	0%	0%	0%	100%	0%	No

### FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY15 are shaded in grey.	Number of instances for which bilingual skills were required **	TIME COMMITMENT				How much of the assistance was in-depth?	Did agency use Master Contract? ***
		0 - 15 Min	16 - 60 Min	61 Min - 1/2 day	1/2 day or more		
State Retirement Systems	0	100%	0%	0%	0%	0%	Yes
Tax Tribunal	0	100%	0%	0%	0%	0%	No
Transportation	50	95%	5%	0%	0%	0%	No
Veterans Affairs	175	0%	100%	0%	0%	20%	No
Workers Compensation Commission	786	82%	18%	0%	0%	5%	No
<b>Statewide Totals:</b>	<b>381,725</b>						<b>Yes: 17 No: 36</b>

\* Denotes non-code agencies which requested to participate in the survey but are not required to.

\*\* An "Instance" is anytime a state employee communicates with a customer using bilingual skills.

\*\*\* "Master Contract" refers to a service thru which state employees can contact a bilingual telephone operator to assist with communication.

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY15 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 15	Employees that used bilingual skills in FY15	FREQUENCY OF USE				Employees using bilingual skills but not in positions with bilingual skills requirement or supplement pay?	Employees paid temporary assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Aging	11	11	100%	0%	0%	0%	No	No
Agriculture	1	1	100%	0%	0%	0%	No	No
Arts Council	0	0	0%	0%	0%	100%	Yes	No
Capital Development Board	0	0	0%	0%	0%	100%	No	No
Central Management Services	7	7	100%	0%	0%	0%	No	No
Children and Family Services	156	156	100%	0%	0%	0%	No	Yes
Civil Service Commission	0	0	0%	0%	0%	100%	No	No
Commerce and Economic Opportunity	8	8	31%	29%	19%	21%	No	No
Corrections	24	24	55%	35%	5%	5%	Yes	Yes
Criminal Justice Information Authority	0	0	0%	0%	0%	100%	No	No
Deaf and Hard of Hearing Commission	7	7	100%	0%	0%	0%	No	No
Developmental Disabilities Council	0	0	0%	0%	0%	100%	No	No
Emergency Management Agency	0	0	0%	0%	0%	100%	No	No
Employment Security	154	154	98%	0%	2%	0%	Yes	No
Environmental Protection Agency	3	3	100%	0%	0%	0%	Yes	No
Executive Ethics Commission	0	0	0%	0%	0%	100%	No	No
Financial and Professional Regulation	11	11	65%	30%	4%	1%	No	No
Gaming Board	0	0	100%	0%	0%	0%	Yes	No
Guardianship and Advocacy Commission	7	7	30%	50%	20%	0%	No	No
Healthcare and Family Services	104	80	70%	20%	9%	1%	No	Yes
Historic Preservation	1	1	0%	0%	100%	0%	Yes	No
Human Rights Commission	3	3	20%	30%	30%	20%	No	No
Human Rights Department	30	30	54%	32%	7%	7%	No	No
Human Services	1,232	1,232	54%	16%	27%	3%	Yes	Yes
Illinois Board of Higher Education	0	0	0%	0%	0%	100%	No	No
Illinois Commerce Commission	4	3	100%	0%	0%	0%	No	No
Illinois Health Information Exchange Authority	0	0	0%	0%	0%	100%	No	No
Insurance	4	4	50%	0%	25%	25%	No	No
Investment Board	0	0	0%	0%	0%	100%	No	No
Juvenile Justice	5	5	100%	0%	0%	0%	Yes	No
Labor Department	12	12	92%	8%	0%	0%	Yes	No
Labor Relations Board	0	0	0%	0%	50%	50%	Yes	No
Labor Relations Board - Educational	0	1	0%	0%	0%	100%	Yes	No
Law Enforcement Training and Standards Board	0	0	0%	0%	0%	100%	No	No
Lottery	3	3	90%	10%	0%	0%	Yes	No
Military Affairs	0	0	0%	0%	0%	100%	No	No
Natural Resources	2	2	0%	0%	50%	50%	No	No
Office of Executive Inspector General	1	1	0%	100%	0%	0%	Yes	No
Pollution Control Board	0	0	0%	0%	0%	100%	No	No
Prisoner Review Board	2	2	50%	50%	0%	0%	No	No
Property Tax Appeal Board	0	0	0%	0%	0%	100%	No	No
Public Health	29	29	57%	40%	2%	1%	No	No
Racing Board	0	0	0%	0%	0%	100%	Yes	No
Revenue	15	15	47%	27%	17%	9%	No	No
Sentencing Policy Advisory Council	0	0	0%	0%	0%	100%	No	No
State Fire Marshal	2	2	0%	0%	50%	50%	No	No
State Police	1	0	0%	0%	100%	0%	No	No
State Police Merit Board	0	0	0%	0%	0%	100%	No	No
State Retirement Systems	0	0	0%	0%	0%	100%	No	No

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY15 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 15	Employees that used bilingual skills in FY15	FREQUENCY OF USE				Employees using bilingual skills but not in positions with bilingual skills requirement or supplement pay?	Employees paid temporary assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Tax Tribunal	0	0	0%	0%	0%	100%	No	No
Transportation	15	11	0%	0%	100%	0%	No	No
Veterans Affairs	1	1	0%	100%	0%	0%	No	No
Workers Compensation Commission	3	3	82%	18%	0%	0%	No	No
	<b>1,858</b>	<b>1,829</b>					<b>Yes: 14</b> <b>No: 39</b>	<b>Yes: 4</b> <b>No: 49</b>

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Filled Personnel Code positions with language codes	Vacant Personnel Code positions with language codes	Non-Personnel Code positions requiring bilingual skills	Posted bilingual vacancies with language code assigned	Posted bilingual vacancies with language code assigned that were filled	Positions with language codes assigned that were vacated	Positions revised to remove language code	Positions revised to add language code
<i>Agencies that reported no bilingual staff for FY15 are shaded in grey.</i>								
Aging	6	2	0	1	1	0	0	0
Agriculture	1	6	0	0	0	0	0	0
Arts Council	0	1	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0
Central Management Services	7	8	0	3	3	0	0	0
Children and Family Services	156	33	0	52	30	58	5	0
Civil Service Commission	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	7	10	0	0	0	1	0	0
Corrections	26	4	0	8	5	3	0	11
Criminal Justice Information Authority	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	7	1	0	0	0	0	0	0
Developmental Disabilities Council	0	0	0	0	0	0	0	0
Emergency Management Agency	0	0	0	0	0	0	0	0
Employment Security	85	56	0	12	10	22	0	0
Environmental Protection Agency	3	0	0	0	0	0	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0
Financial and Professional Regulation	11	17	0	0	0	2	0	0
Gaming Board	0	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	0	0	0	0	0	1	1	1
Healthcare and Family Services	72	92	0	17	8	13	2	1
Historic Preservation	1	0	0	1	1	0	0	0
Human Rights Commission	0	0	0	0	0	0	0	0
Human Rights Department	30	12	0	3	3	2	0	0
Human Services	1,271	768	5	257	162	193	3	5
Illinois Board of Higher Education	0	0	0	0	0	0	0	0
Illinois Commerce Commission	1	0	3	1	0	0	0	0
Illinois Health Information Exchange Authority	0	0	0	0	0	0	0	0
Insurance	4	3	0	0	0	0	1	1
Investment Board	0	0	0	0	0	0	0	0
Juvenile Justice	2	1	0	1	0	0	0	4
Labor Department	12	5	0	3	1	1	0	0
Labor Relations Board	0	1	0	0	0	1	0	0
Labor Relations Board - Educational	0	0	0	0	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0	0	0
Lottery	3	0	0	1	1	0	0	0
Military Affairs	0	0	0	0	0	0	0	0
Natural Resources	0	4	0	0	0	0	0	0
Office of Executive Inspector General	0	0	0	0	0	0	0	0
Pollution Control Board	0	0	0	0	0	0	0	0
Prisoner Review Board	2	0	0	1	1	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0	0	0
Public Health	19	34	2	14	4	3	1	3
Racing Board	0	0	0	0	0	0	0	0
Revenue	15	67	0	2	2	1	1	0
Sentencing Policy Advisory Council	0	0	0	0	0	0	0	0
State Fire Marshal	2	4	0	0	0	0	0	0
State Police	1	3	0	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0	0	0
Tax Tribunal	0	0	0	0	0	0	0	0
Transportation	2	5	3	0	0	1	0	0
Veterans Affairs	1	1	0	0	0	0	0	1
Workers Compensation Commission	3	4	0	2	1	0	0	0
<b>Statewide Totals:</b>	<b>1,750</b>	<b>1,142</b>	<b>13</b>	<b>379</b>	<b>233</b>	<b>302</b>	<b>14</b>	<b>27</b>

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY15 are shaded in grey.</i>	Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Non-Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Aging	10	10	0	0
Agriculture	1	0	0	0
Arts Council	0	0	0	0
Capital Development Board	0	0	0	0
Central Management Services	7	0	0	0
Children and Family Services	148	8	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity	5	2	0	0
Corrections	18	6	2	0
Criminal Justice Information Authority	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	7	0
Developmental Disabilities Council	0	0	0	0
Emergency Management Agency	0	0	0	0
Employment Security	135	18	1	0
Environmental Protection Agency	3	0	0	0
Executive Ethics Commission	0	0	0	0
Financial and Professional Regulation	11	0	0	0
Gaming Board	0	0	0	0
Guardianship and Advocacy Commission	4	3	0	0
Healthcare and Family Services	89	15	0	0
Historic Preservation	0	1	0	0
Human Rights Commission	3	0	0	0
Human Rights Department	23	7	0	0
Human Services	763	94	386	14
Illinois Board of Higher Education	1	0	0	0
Illinois Commerce Commission	4	0	0	0
Illinois Health Information Exchange Authority	0	0	0	0
Insurance	2	2	0	0
Investment Board	0	0	0	0
Juvenile Justice	5	0	0	0
Labor Department	9	3	0	0
Labor Relations Board	0	1	0	0
Labor Relations Board - Educational	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0
Lottery	3	0	0	0
Military Affairs	0	0	0	0
Natural Resources	1	0	0	0
Office of Executive Inspector General	1	0	0	0
Pollution Control Board	0	0	0	0
Prisoner Review Board	2	0	0	0
Property Tax Appeal Board	0	0	0	0
Public Health	27	2	0	0
Racing Board	0	0	0	0
Revenue	10	5	0	0
Sentencing Policy Advisory Council	0	0	0	0
State Fire Marshal	2	0	0	0
State Police	1	0	0	0
State Police Merit Board	0	0	0	0
State Retirement Systems	0	0	0	0

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY15 are shaded in grey.</i>	Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Non-Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Tax Tribunal	0	0	0	0
Transportation	15	0	0	0
Veterans Affairs	1	0	0	0
Workers Compensation Commission	3	0	0	0
<b>Statewide Totals:</b>	<b>1,307</b>	<b>177</b>	<b>397</b>	<b>14</b>



## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?
Aging	The Department monitors calls on an on-going basis to evaluate the need to hire more staff that speaks additional languages such as Polish and Chinese.
Arts Council	Judgement is made by the Agency based on the number of grant applications and phone inquiries received each year. In addition, by the number of grants submitted to the Agency receiving technical assistance pertaining to their own grant applications. The Illinois Arts Council Agency is a very small agency and has utilized the language translation a handful of times.
Central Management Services	Surveys such as this and recommendations of staff.
Children and Family Services	The number of calls to the hotline and information lines, child protection cases, open cases in placement, day care and foster care licensing and when a caller request to speak with a person in Spanish or another language.
Commerce and Economic Opportunity	Management assessment when filling vacancies; determination of needed language skills based on a vacant position's potential client base and need to provide bilingual services.
Corrections	Inmate population
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	All positions require the use of sign language in order to communicate effectively with individuals with a hearing loss. This includes the community we serve as well as staff.
Employment Security	IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves.
Environmental Protection Agency	The Agency uses feedback from employees and the public to ensure effective public service.
Executive Ethics Commission	NA
Financial and Professional Regulation	Determination is made by the number of telephone inquiries and complaints received by the Department that requires translators; and, the number of licensees who require translators during the investigative and examination process.
Guardianship and Advocacy Commission	The number of positions of need are determined based upon client needs after requirements are determined by way of the intake process.
Healthcare and Family Services	The numbers are generated by geographical need based on customer/client makeup and population demand.
Historic Preservation	None
Human Rights Commission	0
Human Rights Department	The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals. The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as Investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual option positions. Additionally, the Department has its "Filing A Charge of Discrimination" brochure in 15 different languages.
Human Services	calls/emails received from the public with the need; bi-annual analysis of client cases/applications and divided by a case load ratio to determine the bilingual staff need; customer requests; use of contract interpreters; census and community needs; leadership needs assessment; speech/language assessments; historical data; admission data;
Illinois Board of Higher Education	N/A
Illinois Commerce Commission	To the extent that there was an influx of calls to the Consumer Services Division requesting service in a specific language, it would be necessary to collect data on the number of such requests and perform research to determine if there is an under served demographic.
Illinois Health Information Exchange Authority	N/A. The Agency has limited direct engagement with external clients.
Insurance	Bilingual needs and positions are determined by Senior Management based on demand within each geographical area.
Juvenile Justice	Bilingual needs of clientele vary based on average commitment of 6 months or less. Union contractual provisions allow for temporary assignment pay when existing staff may be requires to assist with bilingual need on an intermittent basis. Also, time logs were kept this year by staff to determine if bilingual skills were used for at least 10% of an employees day.
Labor Department	Management continually analyzes information from our Intranet SharePoint spreadsheet as well as daily office activities to determine all types of bilingual staffing necessary to provide effective client services.
Labor Relations Board	The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred this past year.
Labor Relations Board - Educational	Annual needs assessment survey is sent to all staff.
Lottery	NA
Natural Resources	Same as #3

## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	<p><b>For agencies with bilingual staff:</b>            What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?</p>
Office of Executive Inspector General	The OEIG is exempt from the Personnel Code and does not designate language requirements in job descriptions. However, we do provide our Spanish-speaking clients with translation services.
Prisoner Review Board	Bilingual needs are assessed by the management on a periodic basis throughout the year based on the demand, agency needs, and day to day work.
Property Tax Appeal Board	Property Tax Appeal Board (PTAB) employees have been given the information needed to utilize the interpretation and translation master contract; to date, PTAB has had no need for this service.
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English proficient population.
Racing Board	Feedback from licensees and employees has typically determined whether or not bilingual services are necessary.
Revenue	Bilingual needs are periodically assessed by direct observation of the supervisor based on demands in the walk-ins area where bilingual services are provided.
State Police	The agency relies on personnel in the field to request the need for bilingual skills.
Transportation	Organization entities notify the central office of the need based upon work unit functions and public interaction needs. The central office reviews the need and works with the entity to establish positions.
Veterans Affairs	Veterans' Affairs Senior Management Staff consists of two bilingual staff members. In addition, there are other staff members who are bilingual.
Workers Compensation Commission	SPECIAL SERVICE REQUESTS

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?
Aging	The Senior Helpline logs all bilingual calls and assistance through a client tracking system. The Department constantly monitors operations to ensure staffing is adequate to render effective service to Spanish speaking clients.
Arts Council	The Agency has 11 full-time employees and one position has the Spanish language option for the Agency.
Central Management Services	Surveys such as this and recommendations of staff.
Children and Family Services	The number of calls to the hotline and information lines, child protection cases, open cases in placement, day care and foster care licensing and when a caller request to speak with a person in Spanish.
Commerce and Economic Opportunity	Management assessment when filling vacancies. Agency established a new unit in Regional Economic Development to service and assist Latino Business Development. A 4d3 exempt position was filled in FY15 in this unit from 12/1/2014 - 1/31/2015. Please note on Question 7, this information is not reflected in response to this question because it was not a posted vacancy notice due to it being 4d3 exempt/Rutan exempt.
Corrections	Inmate Spanish population
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	If we do provide services to spanish speaking individuals, we hire interpreters with spanish speaking sign language knowledge.
Employment Security	IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves.
Environmental Protection Agency	The Agency reviews call volume - AVAYA, the volume of work that requires translation and uses feedback from employees and the public to ensure effective service is provided to the Spanish speaking public.
Executive Ethics Commission	NA
Financial and Professional Regulation	See 14a above.
Guardianship and Advocacy Commission	Same as (a).
Healthcare and Family Services	The numbers are generated by geographical need based on customer/client makeup and population demand.
Historic Preservation	None
Human Rights Commission	0
Human Rights Department	The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on the charges filed annually by limited English speaking individuals. The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as Investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual option positions. Additionally, the Department has its "Filing A Charge of Discrimination" brochure in 15 different languages.
Human Services	From the calls/inquiries by phone or email received from Spanish speaking customers; from management observation based on frequency of need for interpreters; review of underserved areas; customer/community/student needs; census data; annual survey of patient needs;
Illinois Board of Higher Education	N/A
Illinois Commerce Commission	The Consumer Services Division tracks data on the number of requests for service in Spanish via call center software. The number of Spanish language calls received justify the need for bilingual staffing of our call center. The percentage of calls that we are able to answer with our current staffing level guides us in the determination of how many positions are needed.
Illinois Health Information Exchange Authority	N/A. The Agency has limited direct engagement with external clients.
Insurance	Bilingual needs and positions are determined by Senior Management based on demand within each geographical area.
Juvenile Justice	Bilingual needs of clientele vary based on average commitment of 6 months or less. Union contractual provisions allow for temporary assignment pay when existing staff may be requires to assist with bilingual need on an intermittent basis. Also, time logs were kept this year by staff to determine if bilingual skills were used for at least 10% of an employees day.
Labor Department	Management continually analyzes information from our Intranet SharePoint spreadsheet as well as daily office activities to determine Spanish-speaking staffing necessary to provide effective client services.
Labor Relations Board	The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred this past year.
Labor Relations Board - Educational	Annual needs assessment survey is sent to all staff
Lottery	NA
Natural Resources	Same as #3

## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?
Office of Executive Inspector General	The OEIG is exempt from the Personnel Code and does not designate language requirements in job descriptions. However, we do provide our Spanish-speaking clients with translation services.
Prisoner Review Board	Review of the day to day operations, bilingual requests, and incoming/outgoing phone calls.
Property Tax Appeal Board	Two employees in our Des Plaines office, one clerical and one Administrative Law Judge, have the ability to respond to Spanish speaking clients; to date this option has not been needed.
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English proficient population.
Racing Board	Feedback from licensees and employees has typically determined whether or not bilingual services are necessary.
Revenue	Bilingual needs are periodically assessed by direct observation of the supervisor based on demands in the walk-ins area where bilingual services are provided.
State Police	The agency relies on supervisors to evaluate the need for bilingual positions
Transportation	See above.
Veterans Affairs	Most of the Agency's needs for spanish speaking positions are within the Veterans' Service Officer positions since they're in direct contact with Veterans and their families. Their needs are tracked and managed through Cyber Vet.
Workers Compensation Commission	SPECIAL SERVICE REQUESTS

## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with no bilingual staff:</b> How does the agency determine that it does not require any bilingual staff?
Agriculture	N/A
Capital Development Board	There have been no instances in which bilingual staff has been necessary to communicate with any of our industry partners.
Civil Service Commission	The Civil Service Commission has jurisdiction over employees of the State of Illinois. The Commission has never encountered a need to service an employee who was unable to speak english.
Developmental Disabilities Council	The Illinois Council on Developmental Disabilities does not provide direct services and therefore has experienced no need for bilingual employees. The Council currently utilizes the master contract to assist people who speak Spanish or other languages when necessary.
Emergency Management Agency	NA
Gaming Board	the IGB has not experienced a demand from the public that would the requirement of bilingual staff. We will re-evaluate as needed.
Investment Board	Illinois State Board of Investment has extremely minimal contact with the general public. Most inquiries go directly to the State Retirement Systems in Springfield for disposition.
Law Enforcement Training and Standards Board	We are a law enforcement board that communicates almost entirely with law enforcement and government agencies.
Military Affairs	By determining whether the employees can understand the language used at the work site.
Pollution Control Board	Review of logs
Sentencing Policy Advisory Council	SPAC is a research entity that reports to the three branches of government. We do not provide direct services to individuals.
State Fire Marshal	The Agency determines the number of bilingual positions needed to render effective services throughout the state of Illinois based on translations needed for our filed staff and phone calls received in our offices. We have bilingual positions located in our Springfield and Chicago Offices and in areas of the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions.
State Police Merit Board	our act requires all applicants to be Illinois state troopers speak English. We have never had to utilize anyone to translate a conversation.
State Retirement Systems	SRS serves its members and retirees who either are or were State of Illinois employees. There have been extremely few instances in years past that have required interpretation services for deaf or hard of hearing customers and no customers who required bilingual services due to a language barrier. Unlike many other agencies, SRS does not serve the general public who may require interpretation services.
Tax Tribunal	The docket system tracks the need for bilingual services. As there has been no need for bilingual services, it was determined there was no need for bilingual staff.

## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	How are the instances in which interpretation or translation of a source language into English was necessary to assist non-English-speaking tracked? Call log, case management software, LEP tracking etc.
Aging	Senior Helpline Client Tracking System
Agriculture	Call log
Arts Council	Our agency does not track translation inquiries.
Capital Development Board	N/A
Central Management Services	Telephone calls, call logs, email notes, case management software, online applications, direct contact through public presentations and seminars, and limited English proficiency (LEP) tracking practices.
Children and Family Services	Budget and Finance billing of calls and database of families requiring services in Spanish, SACWIS data system indicating the language of preference, case management software.
Civil Service Commission	not applicable
Commerce and Economic Opportunity	Translation/interpretation services are tracked in various ways, some by case management software, individual notes on meetings, events, phone calls/conferences, company visits, trade shows and trade missions.
Corrections	Facility call logs and Case Management software.
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	Employees report usage to the Accountant & the Fiscal & Operations Director. In addition, they are tracked with the review of invoices for payment.
Emergency Management Agency	Master contract usage
Employment Security	Master contractor, LEP tracking, software, IBIS
Environmental Protection Agency	AVAYA reporting for contact center software
Executive Ethics Commission	Generally noted if ever were to occur
Financial and Professional Regulation	The above number is an estimate. It is impossible to accurately track daily interactions with the public. The most consistent tracking system is through pre-approved translations for legal hearings.
Gaming Board	Email
Guardianship and Advocacy Commission	The Office of State Guardian tracks with case management software called CompuTrust. The Legal Advocacy and Human Rights programs use paper logs.
Healthcare and Family Services	Survey sent to all employees receiving bilingual pay. The total is from the received survey responses.
Historic Preservation	Not formally tracked. Have had a few instances at Historic Sites of non-English visitors or hard of hearing visitors.
Human Rights Commission	call log
Human Rights Department	It depends on the Division/Unit within the Department. The Department utilizes its internal case management system and federal case management systems to track cases. Calls are tracked in a number of ways (logs, calendars, production reports, etc.) and in accordance with the Department's Division/Unit policies and procedures.
Human Services	Call logs; Information Systems databases; emails; payment invoices to Chicago Area Interpreter Referral services and Propio Language Line; interview statements; individual service plans; assessment/sign-in sheets; case notes; requests for provisions of interpreters and/or Computer Aided Real-Time (CART) services; billing invoices
Illinois Board of Higher Education	0
Illinois Commerce Commission	Call center software- Spanish callers are tracked in queues that go only to Spanish speaking counselors.
Illinois Health Information Exchange Authority	Client calls requiring additional assistance are escalated internally - no such instances have occurred.
Insurance	Calls are logged on call sheets and we have a walk-in log, which separates English and non-English speaking consumers. The Department also tracks Spanish calls placed on our call center through the VOIP system.
Investment Board	N/A
Juvenile Justice	Case management cumulative summaries, employee time sheets and automated management systems.
Labor Department	This information is tracked by employees as received through the IDOL Intranet application for LEP
Labor Relations Board	log
Labor Relations Board - Educational	Call log
Law Enforcement Training and Standards Board	0
Lottery	N/A
Military Affairs	N/A

## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	How are the instances in which interpretation or translation of a source language into English was necessary to assist non-English-speaking tracked? Call log, case management software, LEP tracking etc.
Natural Resources	Although the DNR does have bilingual staff, there currently is not process in place to track or monitor bilingual needs or service provided to the public. The Department recognizes the to and will work with the internal technology staff to develop a tracking system on a statewide basis.
Office of Executive Inspector General	The number is derived from tallies of phone contacts from people who requested translation services and of interviews with state employees and others who requested translation services.
Pollution Control Board	Logged by Clerk's Office
Prisoner Review Board	n/a
Property Tax Appeal Board	Employees were notified to utilize the master contract for interpretation and translation services -- PTAB was not identified as having utilized those services.
Public Health	Interactions are tracked through databases, call logs and calendars.
Racing Board	The Board has no formal tracking mechanism in place as historically the number of instances has been insignificant.
Revenue	Interactions are tracked utilizing call logs and case management software.
Sentencing Policy Advisory Council	N/A
State Fire Marshal	Other
State Police	Estimated
State Police Merit Board	we would track them on a log if we ever had any to log
State Retirement Systems	N/A
Tax Tribunal	If there were a need, instances would be tracked in the Tribunal's docket system
Transportation	Estimated with the Emergency Traffic Patrol. BPM maintains interview files which require language translation. No interviews required this in FY'15.
Veterans Affairs	No current tracking method in place
Workers Compensation Commission	DAILY LOG

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate the number of instances and the source language(s) for which those services were required. (Agencies should review the Master Contract Invoices).
Aging	7 Proprio Polish
Agriculture	N/A
Arts Council	0
Capital Development Board	N/A
Central Management Services	4
Children and Family Services	2340 requests made for Spanish, Vietnamese, Swahili, Arabic, Chinese, Hindi, Polish, French.
Civil Service Commission	not applicable
Commerce and Economic Opportunity	Six
Corrections	1-French; 1- Gujarati; 4- Polish; 1-Russian; 33- Spanish
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	NA
Emergency Management Agency	4, Spanish
Employment Security	10,627. The top 10 language requests were Spanish, Polish, Chinese (Cantonese & Mandarin), Arabic, French, Russian, Vietnamese, Hindi and Korean. Also used were Albanian, Burmese, Farsi, Italian, Lao, Lithuanian, Portuguese, Swahili, Urdu & others.
Environmental Protection Agency	N/A
Executive Ethics Commission	NA
Financial and Professional Regulation	One - Spanish
Gaming Board	n/a
Guardianship and Advocacy Commission	NA
Healthcare and Family Services	16482
Historic Preservation	N/A
Human Rights Commission	2
Human Rights Department	The CMS summary indicates that the Department used the service (46) times for a total of 2,310 minutes. The primary source language was Spanish but Polish was also required.
Human Services	Arabic - 35; Assyrian - 5; Bosnian - 10; Polish - 53; Swahili - 1; Spanish - 41; Vietnamese - 23; Korean 20; Albanian - 7; Hindi - 14; Japanese - 7; Urdu - 4; Lithuanian - 4; Russian - 8; Bulgarian - 19; Amharic - 7; Haitian Creole - 1; Mandarin - 1; Tigrinya - 3; Sign Language - 1
Illinois Board of Higher Education	N/A
Illinois Commerce Commission	N/A
Illinois Health Information Exchange Authority	0
Insurance	19 instances total (Chinese-1, Tagalog-3, Korean-5, Mandarin-1, Persian-1, Polish-5, Portuguese-1, Russian-1, Vietnamese-1)
Investment Board	N/A
Juvenile Justice	N/A
Labor Department	n/a
Labor Relations Board	N/A
Labor Relations Board - Educational	N/A
Law Enforcement Training and Standards Board	NA
Lottery	NA
Military Affairs	N/A
Natural Resources	N/A
Office of Executive Inspector General	N/A
Pollution Control Board	N/A
Prisoner Review Board	n/a
Property Tax Appeal Board	NA
Public Health	202; 200 Spanish and 2 Polish
Racing Board	NA
Revenue	Albanian- 3 Arabic-7 Bengali-1 Burmese-5 Cantonese-2 Chin-1 Chin (Lai)-1 Filipino-1 French-12 German-1 Japanese-1 Korean-4 Mandarin-7 Polish-14 Russian-4 Spanish- 7772 Swahili-3 Ukrainian-2 Urdu-1 Vietnamese-3
Sentencing Policy Advisory Council	N/A
State Fire Marshal	N/A
State Police	Albanian 1 Arabic 1 Armenian 1 Cantonese 3 French 2 Korean 1 Polish 1 Portuguese 1 Spanish 20 Swahili 1



### FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate the number of instances and the source language(s) for which those services were required. (Agencies should review the Master Contract Invoices).
State Police Merit Board	na
State Retirement Systems	N/A
Tax Tribunal	N/A
Transportation	NA
Veterans Affairs	There were no requests
Workers Compensation Commission	N/A

## FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? Please include the number of all language interpretation service requests, and the source language(s) for which these services were required.
Aging	N/A
Agriculture	A sign language interpreter is hired during the Illinois State Fair and DuQuoin State Fair.
Arts Council	0
Capital Development Board	N/A
Central Management Services	None
Children and Family Services	Agency staff use community agencies. A total of 2340 request were made for interpreter services.
Civil Service Commission	not applicable
Commerce and Economic Opportunity	No other services were utilized.
Corrections	Google Translate and IDOC Staff- Number unknown.
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	Independent Sign Language Interpreters are utilized on an as needed basis for staff who are hearing impaired to attend meetings, trainings, etc.
Developmental Disabilities Council	NA
Emergency Management Agency	None
Employment Security	Deaf Communication by Innovation and Chicago Area Interpreters were utilized several times during the FY for sign language interpreter services. Bishop Jill Kushner provided translation services into Spanish for an IJL brochure.
Environmental Protection Agency	N/A
Executive Ethics Commission	NA
Financial and Professional Regulation	None
Gaming Board	n/a
Guardianship and Advocacy Commission	Illinois Relay is used for the hearing impaired
Healthcare and Family Services	N/A
Historic Preservation	Occasionally we may contact the Illinois School for the Deaf or an employee with language skills for a large group of visitors.
Human Rights Commission	2
Human Rights Department	In addition to the language interpretation services phone line, the Department used Translation Smart to translate its brochures into various languages. Over the years, the Department's "Filing a Charge of Discrimination" brochure has been translated into 15 languages. The Department also utilizes its bilingual staff who receive the bilingual pay option and sign language interpreters (five for sign language interpreters).
Human Services	Current DHS bilingual employees; Polish Interpreters; Hispanic/Latino hotline; Spoken Language Interpreter Network; Center for sign and hearing; Change & Innovation; Chicago Hearing Society; Deaf Communication by Innovation; Language Access Metro Project; Multilingual Connections LLC; Computer Aided Real-Time Services
Illinois Board of Higher Education	N/A
Illinois Commerce Commission	None
Illinois Health Information Exchange Authority	The Agency makes available certain client resources in Spanish. The Agency used the State's Master contract for translation services, MultiLingual Servicws, LLC.
Insurance	N/A
Investment Board	N/A
Juvenile Justice	N/A
Labor Department	Bengali - 2 Bulgarian - 5 Lithuanian - 1 Mandarin - 3 Polish - 19 Russian - 2 Spanish - 61 Swahili - 2 Ukrainian - 4 Vietnamese - 2
Labor Relations Board	N/A
Labor Relations Board - Educational	N/A
Law Enforcement Training and Standards Board	NA
Lottery	NA
Military Affairs	NONE
Natural Resources	N/A
Office of Executive Inspector General	The OEIG did not utilize interpreter services. OEIG staff provided translation services to members of the public who contacted our office to lodge complaints, and to State employees in the context of investigative interviews.
Pollution Control Board	None
Prisoner Review Board	n/a

### FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? Please include the number of all language interpretation service requests, and the source language(s) for which these services were required.
Property Tax Appeal Board	NA
Public Health	NA
Racing Board	Client-provided interpreter.
Revenue	In-house bilingual staff.
Sentencing Policy Advisory Council	N/A
State Fire Marshal	N/A
State Police	ISP Sworn Officers
State Police Merit Board	none
State Retirement Systems	N/A
Tax Tribunal	N/A
Transportation	None
Veterans Affairs	There were no requests
Workers Compensation Commission	N/A

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency conduct language assessment needs to determine the number of language option positions needed to provide effective services to clients who communicate in a language other than English? If yes, how many bilingual positions were determined to be needed based on that assessment?	Did your agency use census data?	Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?	Did your agency use consent decrees?	Did your agency use data from telephone interpreters?
Aging	10	No	Yes	No	No
Agriculture	1	No	No	No	No
Arts Council	0	No	No	No	No
Capital Development Board	N/A	No	No	No	No
Central Management Services	Yes	Yes	Yes	No	Yes
Children and Family Services	214	Yes	Yes	Yes	Yes
Civil Service Commission	0	No	No	No	No
Commerce and Economic Opportunity	Management assessment when filling vacancies - three new positions were established with bilingual skills to meet business economic needs. One of those positions was filled for a two month period.	No	No	No	No
Corrections	0	No	No	No	No
Criminal Justice Information Authority	0	No	No	No	No
Deaf and Hard of Hearing Commission	7	No	No	No	Yes
Developmental Disabilities Council	0	No	No	No	Yes
Emergency Management Agency	NA	No	No	No	No
Employment Security	At least 127, to be in compliance with the State Services Assurance Act. Furthermore, during EO's review, this office made recommendations to divisions for hiring additional bilingual staff in certain DHR regions. EO asked divisions to perform an in-depth analysis of their bilingual needs, using certain statistical data as support. This process is on-going.	Yes	Yes	No	Yes
Environmental Protection Agency	3	No	No	No	No
Executive Ethics Commission	0	No	No	No	No
Financial and Professional Regulation	0	No	No	No	No
Gaming Board	n/a	No	No	No	No
Guardianship and Advocacy Commission	7	No	Yes	No	Yes
Healthcare and Family Services	N/A	No	No	No	No
Historic Preservation	N/A	No	No	No	No
Human Rights Commission	0	No	No	No	No
Human Rights Department	42	No	No	No	No
Human Services	522	Yes	Yes	Yes	Yes
Illinois Board of Higher Education	N/A	No	No	No	No
Illinois Commerce Commission	There have been no requests for services in languages other than English and Spanish in FY 2015. In determining the number of Spanish positions needed, the Consumer Services Division reviews the number of calls taken and handled in Spanish. In FY 2015, 670 calls were offered to counselors in Spanish but we were only sufficiently staffed to handle 505 of these requests, for a 24.6% failure rate. There are daily unavoidable gaps in phone coverage due to our low staffing level. We have determined that we need an additional Spanish speaking counselor.	No	No	No	No
Illinois Health Information Exchange Authority	0	No	No	No	No
Insurance	N/A	No	No	No	No

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency conduct language assessment needs to determine the number of language option positions needed to provide effective services to clients who communicate in a language other than English? If yes, how many bilingual positions were determined to be needed based on that assessment?	Did your agency use census data?	Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?	Did your agency use consent decrees?	Did your agency use data from telephone interpreters?
Investment Board	N/A	No	No	No	No
Juvenile Justice	3	Yes	No	No	Yes
Labor Department	n/a	No	Yes	No	Yes
Labor Relations Board	N/A	No	No	No	No
Labor Relations Board - Educational	There is not a need for a bilingual employee at this time.	No	No	No	No
Law Enforcement Training and Standards Board	0	No	No	No	No
Lottery	NA	No	No	No	Yes
Military Affairs	N/A	No	No	No	No
Natural Resources	The Department requests information from managers on a statewide basis to provide details on critical hiring needs. Human Resources request analysis on bilingual needs that may have occurred or to identify areas with which specific bilingual needs that have not been met.	No	No	No	No
Office of Executive Inspector General	N/A. While the OEIG provides translation services to clients who request them, no OEIG position descriptions require bilingual proficiency.	No	No	No	No
Pollution Control Board	N/A	No	No	No	No
Prisoner Review Board	2	No	No	No	No
Property Tax Appeal Board	0	No	No	No	No
Public Health	55	No	No	No	No
Racing Board	0	No	No	No	No
Revenue	Bilingual needs are periodically assessed by direct observation of the supervisor based on demands in the walk-ins area where bilingual services are provided.	No	No	No	Yes
Sentencing Policy Advisory Council	0	No	No	No	No
State Fire Marshal	The Agency determines the number of bilingual positions needed to render effective services throughout the state of Illinois based on translations needed for our field staff and phone calls received in our offices. We have bilingual positions located in our Springfield and Chicago Offices.	No	No	No	No
State Police	NA	No	No	No	No
State Police Merit Board	0	No	No	No	No
State Retirement Systems	N/A	No	No	No	No
Tax Tribunal	0	No	No	No	No
Transportation	NA	No	No	No	No
Veterans Affairs	Not applicable	Yes	No	No	No
Workers Compensation Commission	N/A	No	No	No	No

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used.	Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please list the number of employees, the employees' position titles, the duration of the temporary assignment pay and the language skills that were used.
Aging	N/A	N/A
Agriculture	N/A	N/A
Arts Council	2 employees - PSA and Arts Council Coordinator - Spanish	0
Capital Development Board	N/A	N/A
Central Management Services	NA	NA
Children and Family Services	NA	- 6 Employees - Titles are Office Associate, Child Welfare Specialist, Child Welfare Advanced Specialist, and Public Service Administrator - An employee receives TA pay for the portion of the day he/she is providing bilingual services
Civil Service Commission	na	na
Commerce and Economic Opportunity	N/A	N/A
Corrections	7-Correctional Officers- Spanish 1- Correctional Officers- Polish 3- Correctional Residence Counselors- Spanish 1- Correctional Counselor- Spanish 1- Center Supervisor- Spanish 1- Executive 3- Spanish 1- Assistant Warden of Programs- Spanish	2- Correctional Officers- Spanish 2- Correctional Counselors II- Spanish
Criminal Justice Information Authority	NA	NA
Deaf and Hard of Hearing Commission	N/A	N/A
Developmental Disabilities Council	NA	NA
Emergency Management Agency	NA	NA
Employment Security	Information is not tracked. Above answer is a "guesstimate", because information sought is not tracked. Additionally, it is not possible to survey employees who are not identified. We're assuming by diverse workforce & diverse clientele that at least some of these used another language at one point or another. However, not enough to receive bilingual pay.	There were none that we are aware of.
Environmental Protection Agency	5 Employees: 1 PSA, 2 Environmental Protection Engineers, 2 Vehicle Emission Compliance Inspectors. All 5 employees used Spanish.	N/A
Executive Ethics Commission	NA	NA
Financial and Professional Regulation	N/A	N/A
Gaming Board	Lucy Bautista-Office Coordinator-Spanish Bernardo Guillen-Gaming Special Agent-Spanish Fernando Cepada-Gaming Special Agent-Spanish	n/a
Guardianship and Advocacy Commission	NA	NA
Healthcare and Family Services	N/A	1 Paralegal Assistant (Spanish) (7/8/2014 - 9/30/2014)
Historic Preservation	One employee - Site Interpreter - French	N/A
Human Rights Commission	n/a	n/a
Human Rights Department	N/A	N/A
Human Services	3 Mental Health Techs - Spanish 1 Physician - Spanish 2 Residential Services Supervisor - Spanish 2 Social Worker - Spanish PSA - Sign language 2 Mental Health Techs - sign language 1 psychiatrist - Spanish 1 Medical Director - Spanish 1 Managed Care Coordinator - Polish 1 Nurse Educator - Spanish 1 Speech Therapist - Sign Language	1 Office Coordinator 14 Human Service Caseworkers 2 Public Aid Eligibility Assistant 5 Human Services Casework Manager 1 Public Aid Quality Control Reviewer 2 Office Clerks 1 Switchboard Operator All above were for Spanish speaking skills and were utilized on an as-needed basis ranging from a 1/2 day to a couple of months - all depending on staffing and client needs at the time.
Illinois Board of Higher Education	N/A	N/A
Illinois Commerce Commission	N/A	N/A
Illinois Health Information Exchange Authority	N/A	N/A
Insurance	N/A	N/A
Investment Board	N/A	N/A
Juvenile Justice	5 Juvenile Justice specialist - Provides Spanish translation, written and oral 1 Administrative Assistant I - Provides Spanish translation, written and oral	N/A

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used.	Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please list the number of employees, the employees' position titles, the duration of the temporary assignment pay and the language skills that were used.
Labor Department	Director - Spanish Assistant Director - Mandarin Chinese FLS Division Manager - Spanish CIO - Spanish Private Secretary II - Spanish Office Associate - Spanish	n/a
Labor Relations Board	One employee, PSA, Spanish	N/A
Labor Relations Board - Educational	1 Employee: SPSA, Spanish	N/A
Law Enforcement Training and Standards Board	NA	NA
Lottery	2, Lottery Sales Representatives and Spanish.	0
Military Affairs	N/A	N/A
Natural Resources	N/A	N/A
Office of Executive Inspector General	One Investigator and one Executive Assistant provided Spanish translation services.	N/A
Pollution Control Board	N/A	N/A
Prisoner Review Board	n/a	n/a
Property Tax Appeal Board	NA	NA
Public Health	NA	NA
Racing Board	(2) Veterinary Technicians - Spanish (1) License Clerk - Spanis	NA
Revenue	N/A	NA
Sentencing Policy Advisory Council	N/A	N/A
State Fire Marshal	N/A	N/A
State Police	NA	NA
State Police Merit Board	na	na
State Retirement Systems	N/A	N/A
Tax Tribunal	N/A	N/A
Transportation	NA	NA
Veterans Affairs	N/A	N/A
Workers Compensation Commission	N/A	N/A

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option?
Aging	N/A
Agriculture	N/A
Arts Council	0
Capital Development Board	N/A
Central Management Services	NA
Children and Family Services	Bilingual designation not needed for these positions
Civil Service Commission	0
Commerce and Economic Opportunity	N/A
Corrections	n/a
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	NA
Emergency Management Agency	NA
Employment Security	Not applicable.
Environmental Protection Agency	N/A
Executive Ethics Commission	NA
Financial and Professional Regulation	N/A
Gaming Board	n/a
Guardianship and Advocacy Commission	The position is a director position and the language option was not necessary for the interim position.
Healthcare and Family Services	Changes due to a reorganization.
Historic Preservation	N/A
Human Rights Commission	n/a
Human Rights Department	N/A
Human Services	skills were no longer needed for the position
Illinois Board of Higher Education	N/A
Illinois Commerce Commission	N/A
Illinois Health Information Exchange Authority	N/A
Insurance	It was determined by the Agency that the employee no longer used Polish in performing the duties of his position.
Investment Board	N/A
Juvenile Justice	N/A
Labor Department	n/a
Labor Relations Board	N/A
Labor Relations Board - Educational	N/A
Law Enforcement Training and Standards Board	NA
Lottery	N/A
Military Affairs	N/A
Natural Resources	N/A
Office of Executive Inspector General	N/A
Pollution Control Board	N/A
Prisoner Review Board	n/a
Property Tax Appeal Board	NA
Public Health	The position was revised to remove the bilingual skill which was added to a higher level position instead. The area required only one bilingual position.
Racing Board	NA
Revenue	The rest of the series had already been abolished, and this position was no longer needed.
Sentencing Policy Advisory Council	N/A
State Fire Marshal	N/A
State Police	NA
State Police Merit Board	na
State Retirement Systems	N/A
Tax Tribunal	0
Transportation	NA
Veterans Affairs	N/A
Workers Compensation Commission	N/A



FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY15 are shaded in grey.</i>	<i>Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.</i>									
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10
Aging	6	0	0	0	0	0	4	0	0	0
Agriculture	1	0	0	0	0	0	0	0	0	0
Arts Council	0	0	0	0	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0	0	0
Central Management Services	7	0	0	0	0	0	0	0	0	0
Children and Family Services	142	4	3	1	0	0	6	0	0	0
Civil Service Commission	0	0	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	5	0	0	0	0	0	2	0	0	0
Corrections	7	2	0	2	5	0	5	1	1	1
Criminal Justice Information Authority	0	0	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	0	0	0	0	7	0	0	0
Developmental Disabilities Council	0	0	0	0	0	0	0	0	0	0
Emergency Management Agency	0	0	0	0	0	0	0	0	0	0
Employment Security	136	5	4	0	6	2	1	0	0	0
Environmental Protection Agency	3	0	0	0	0	0	0	0	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0	0	0
Financial and Professional Regulation	11	0	0	0	0	0	0	0	0	0
Gaming Board	0	0	0	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	6	0	0	0	0	0	1	0	0	0
Healthcare and Family Services	98	6	5	0	1	2	51	0	0	0
Historic Preservation	0	0	0	0	0	0	1	0	0	0
Human Rights Commission	3	0	0	0	0	0	0	0	0	0
Human Rights Department	30	0	0	0	0	0	0	0	0	0
Human Services	835	21	182	0	11	5	208	3	3	2
Illinois Board of Higher Education	0	0	0	0	0	0	0	0	0	0
Illinois Commerce Commission	4	0	0	0	0	0	0	0	0	0
Illinois Health Information Exchange Authority	0	0	0	0	0	0	0	0	0	0
Insurance	4	0	0	0	0	0	0	0	0	0
Investment Board	0	0	0	0	0	0	0	0	0	0
Juvenile Justice	5	0	0	0	0	0	0	0	0	0
Labor Department	12	0	0	0	0	0	0	0	0	0
Labor Relations Board	0	0	0	0	0	0	0	0	0	0
Labor Relations Board - Educational	0	0	0	0	0	0	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0	0	0	0	0
Lottery	3	0	0	0	0	0	0	0	0	0
Military Affairs	0	0	0	0	0	0	0	0	0	0
Natural Resources	0	0	0	0	0	0	2	0	0	0
Office of Executive Inspector General	1	0	0	0	0	0	0	0	0	0
Pollution Control Board	0	0	0	0	0	0	0	0	0	0
Prisoner Review Board	0	0	0	0	0	0	2	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0	0	0	0	0
Public Health	11	0	0	0	0	0	18	0	0	0
Racing Board	0	0	0	0	0	0	0	0	0	0
Revenue	12	0	0	0	0	0	3	0	0	0
Sentencing Policy Advisory Council	0	0	0	0	0	0	0	0	0	0
State Fire Marshal	1	0	0	0	0	0	1	0	0	0
State Police	1	0	0	0	0	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0	0	0	0	0
Tax Tribunal	0	0	0	0	0	0	0	0	0	0
Transportation	11	0	0	1	0	0	3	0	0	0
Veterans Affairs	1	0	0	0	0	0	0	0	0	0
Workers Compensation Commission	3	0	0	0	0	0	0	0	0	0
<b>Statewide Totals:</b>	<b>1,359</b>	<b>38</b>	<b>194</b>	<b>4</b>	<b>23</b>	<b>9</b>	<b>315</b>	<b>4</b>	<b>4</b>	<b>3</b>

FY 2015 Bilingual Needs and Bilingual Pay Survey

Agency Name	Is the Agency compliant with the State Services Assurance Act?	Bilingual union staff as of June 30, 2007	Bilingual union staff as of June 30, 2015
Aging	Yes	4	10
Agriculture	Yes	1	1
Arts Council	Yes	0	0
Capital Development Board	Yes	105	0
Central Management Services	Yes	0	7
Children and Family Services	No	154	148
Civil Service Commission	Yes	0	0
Commerce and Economic Opportunity	Yes	6	5
Corrections	No	45	35
Criminal Justice Information Authority	Yes	0	0
Deaf and Hard of Hearing Commission	Yes	3	7
Developmental Disabilities Council	Yes	0	0
Emergency Management Agency	Yes	0	0
Employment Security	Yes	117	146
Environmental Protection Agency	No	14	15
Executive Ethics Commission	Yes	0	0
Financial and Professional Regulation	No	21	10
Gaming Board	Yes	0	3
Guardianship and Advocacy Commission	Yes	7	5
Healthcare and Family Services	Yes	86	102
Historic Preservation	Yes	1	1
Human Rights Commission	Yes	3	3
Human Rights Department	No	21	26
Human Services	Yes	1,052	1,239
Illinois Board of Higher Education	Yes	0	0
Illinois Commerce Commission	Yes	4	3
Illinois Health Information Exchange Authority	Yes	0	0
Insurance	Yes	0	3
Investment Board	No	0	0
Juvenile Justice	No	11	20
Labor Department	Yes	7	13
Labor Relations Board	Yes	0	0
Labor Relations Board - Educational	Yes	0	0
Law Enforcement Training and Standards Board	Yes	0	0
Lottery	Yes	1	3
Military Affairs	Yes	0	0
Natural Resources	Yes	0	2
Office of Executive Inspector General	Yes	0	0
Pollution Control Board	Yes	0	0
Prisoner Review Board	Yes	1	2
Property Tax Appeal Board	Yes	0	2
Public Health	Yes	12	24
Racing Board	Yes	4	4
Revenue	Yes	0	13
Sentencing Policy Advisory Council	No	0	0
State Fire Marshal	Yes	0	2
State Police	Yes	1	1
State Police Merit Board	Yes	0	0
State Retirement Systems	Yes	0	0
Tax Tribunal	Yes	0	0
Transportation	Yes	6	15
Veterans Affairs	Yes	1	1
Workers Compensation Commission	Yes	2	2
<b>Statewide Totals:</b>		<b>1,690</b>	<b>1,873</b>