



December 31, 2013

The Honorable Michael J. Madigan
Speaker of the House of Representatives
Capitol Building Room 300
Springfield, IL 62706-1150

Dear Speaker Madigan:

The Personnel Code, 20 ILCS 415/9(6), requires that the Department of Central Management Services (CMS) conduct an annual assessment of all agencies regarding their need for employees with bilingual capabilities to serve significant numbers of non-English speaking or culturally distinct persons. Furthermore, to increase the diversity of the State's workforce, the State Hispanic Employment Plan, enacted in 2006, calls for each State agency to include in its annual report its activities in implementing the State Hispanic Employment Plan and the bilingual employment plan.

To comply with these mandates, we have surveyed the personnel offices of State agencies under the jurisdiction of the Personnel Code regarding their work with non-English speaking or culturally distinct persons who require the assistance of an employee with bilingual skills to benefit fully from the services available. State agencies reported more than 340,000 cases in which bilingual staff was used. Twenty-eight agencies reported a need for bilingual services, while 13 agencies reported they did not have a need for bilingual services. Based on this survey, the number of State employees receiving the bilingual pay supplement for language skills, other than manual communication skills or Braille transcription skills, in a language other than English is: 1,062 Hispanic and 593 Non-Hispanic. There were 14 agencies that used the telephone interpreters.

As a way of supplementing the diversity recruitment needs of each State agency, CMS works with all State agencies' personnel staff to review specific areas of underutilization and identify recruitment strategies for various occupational areas. Establishing positions with multilingual options and incorporating multilingual skills into existing positions are valuable tools in improving access to State services for communities with significant culturally distinct populations and groups with special communication requirements.

The Honorable Michael J. Madigan
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We have enclosed the survey results as reported by each agency. We hope this information is useful to you. If the Division of Statewide Services at CMS can be of further assistance, please contact Carlos Charneco at 312-814-0922.

Sincerely,

A handwritten signature in black ink that reads "Simone McNeil". The signature is written in a cursive, flowing style.

Simone McNeil
Acting Director

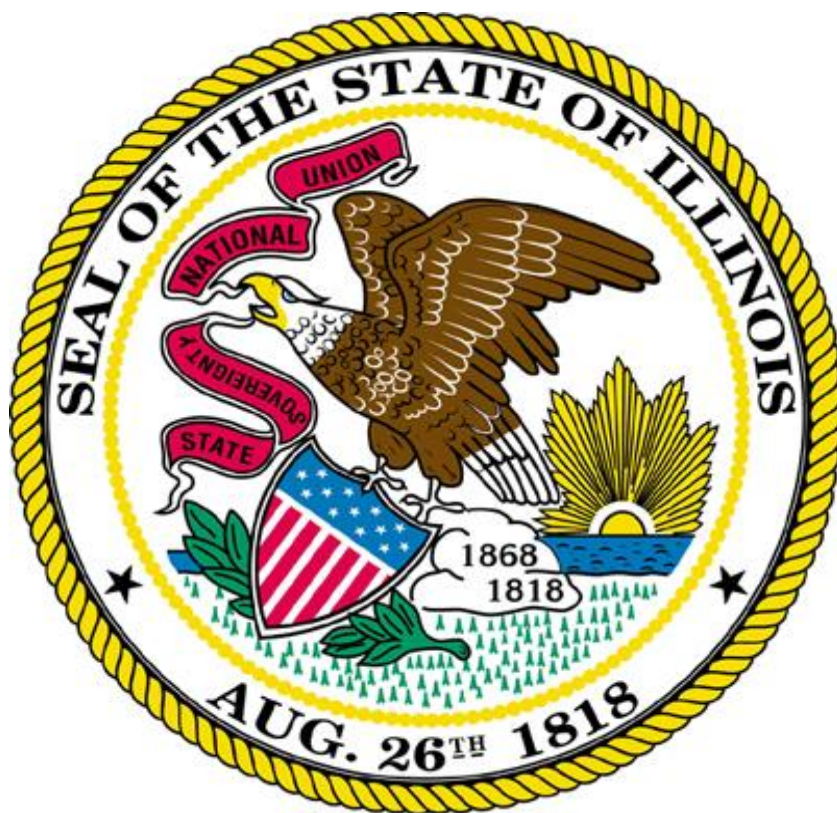
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cc: Carlos Charneco, CMS Division of Statewide Services

Enclosure

**THE BILINGUAL NEEDS AND BILINGUAL PAY SURVEY
REPORT FOR FISCAL YEAR 2013**

July 1, 2012 – June 30, 2013



**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, 2013**

Simone McNeil
ACTING DIRECTOR

CMS ILLINOIS
DEPARTMENT OF CENTRAL
MANAGEMENT SERVICES

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY13 are shaded in grey. <i>Note: The Law Enforcement Training and Standards Board, Medical District Commission, Property Tax Appeal Board, State Retirement Systems, Sentencing Policy Advisory Council, and Workers' Compensation Commission did not respond to the survey.</i>	Number of cases 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	4,928	10%	90%	0%	0%	75%	No
Agriculture	120	50%	25%	25%	0%	0%	Yes
Arts Council	15	100%	0%	0%	0%	2%	No
Capital Development Board	0	0%	0%	0%	100%	0%	No
Central Management Services	2,385	55%	26%	16%	3%	49%	No
Children and Family Services	2,613	100%	0%	0%	0%	100%	Yes
Civil Service Commission	0	100%	0%	0%	0%	0%	No
Commerce and Economic Opportunity	1,067	31%	48%	7%	14%	64%	No
Corrections	9,152	25%	25%	25%	25%	50%	Yes
Criminal Justice Information Authority	0	100%	0%	0%	0%	0%	No
Deaf and Hard of Hearing Commission	0	100%	0%	0%	0%	0%	No
Developmental Disabilities Council	0	100%	0%	0%	0%	0%	No
Emergency Management Agency	0	100%	0%	0%	0%	0%	No
Employment Security	8,733	59%	38%	3%	0%	0%	Yes
Environmental Protection Agency	0	60%	20%	0%	20%	0%	No
Financial and Professional Regulation	1,800	65%	30%	4%	1%	30%	Yes
Gaming Board	96	93%	7%	0%	0%	16%	Yes
Guardianship and Advocacy Commission	400	25%	40%	30%	5%	15%	Yes
Healthcare and Family Services	10,337	92%	8%	0%	0%	0%	Yes
Historic Preservation	0	100%	0%	0%	0%	0%	No
Human Rights Commission	5	99%	1%	0%	0%	1%	No
Human Rights Department	612	54%	20%	11%	15%	29%	Yes
Human Services	251,358	48%	25%	17%	10%	38%	Yes
Illinois Commerce Commission	409	50%	50%	0%	0%	100%	Yes
Inspector General	200	80%	20%	0%	0%	20%	No
Insurance	628	85%	15%	0%	0%	28%	No
Investment Board	0	100%	0%	0%	0%	0%	No
Juvenile Justice	4,552	50%	50%	0%	0%	50%	Yes
Labor Department	1,367	20%	60%	20%	0%	10%	Yes
Labor Relations Board	50	50%	50%	0%	0%	50%	No
Labor Relations Board - Educational	0	100%	0%	0%	0%	0%	No
Lottery	1,200	85%	15%	0%	0%	25%	No
Military Affairs	0	100%	0%	0%	0%	0%	No
Natural Resources	412	50%	30%	10%	10%	10%	No
Office of Executive Inspector General							
Pollution Control Board	0	100%	0%	0%	0%	0%	No
Prisoner Review Board	450	45%	35%	15%	5%	50%	No
Public Health	6,374	69%	26%	4%	1%	7%	Yes
Racing Board	0	90%	5%	5%	0%	0%	No
Revenue	30,360	29%	65%	5%	1%	71%	No
State Fire Marshal	31	100%	0%	0%	0%	0%	No
State Police	450	100%	0%	0%	0%	0%	No
State Police Merit Board	0	100%	0%	0%	0%	0%	No
Transportation	50	94%	6%	0%	0%	0%	No
Veterans Affairs	0	100%	0%	0%	0%	10%	No
Statewide Totals:	340,154						Yes: 14 No: 30

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY13 are shaded in grey.</i>	Employees paid bilingual supplement in FY13	Employees that used skills in FY13	FREQUENCY OF USE				Employees NOT paid supplement for use of bilingual skills?	Employees paid temp. assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Aging	10	10		100%			No	No
Agriculture	1	1	100%				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	6	6	50%	50%			Yes	No
Children and Family Services	167	167	100%				Yes	Yes
Civil Service Commission	0	0	0%	0%	0%	100%	No	No
Commerce and Economic Opportunity	7	7	30%	41%	13%	16%	No	No
Corrections	30	30	70%	25%	4%	1%	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					No	No
Emergency Management Agency	0	0	0%	0%	0%	100%	No	No
Employment Security	159	159	98%	0%	2%	0%	No	Yes
Environmental Protection Agency	2	2	100%				Yes	No
Financial and Professional Regulation	15	15	65%	30%	4%	1%	No	No
Gaming Board	0	0					Yes	No
Guardianship and Advocacy Commission	6	6	32%	68%	0%	0%	No	No
Healthcare and Family Services	112	98	78%	21%	1%	0%	No	No
Historic Preservation	0	0	0%	0%	0%	100%	No	No
Human Rights Commission	3	3	25%	25%	25%	25%	No	No
Human Rights Department	29	28	2%	50%	25%	23%	Yes	No
Human Services	1,013	1,013	60%	33%	6%	1%	Yes	Yes
Illinois Commerce Commission	3	3	100%				No	No
Inspector General	1	1		100%			No	No
Insurance	2	2	50%	50%	0%	0%	No	No
Investment Board	0	0					No	No
Juvenile Justice	3	3	100%	0%	0%	0%	Yes	Yes
Labor Department	13	13	90%	10%	0%	0%	Yes	No
Labor Relations Board	1	1	5%	40%	50%	5%	No	No
Labor Relations Board - Educational	0	0	0%	0%	0%	100%	No	No
Lottery	3	3	90%	10%			Yes	No
Military Affairs	0	0	0%	0%	0%	100%	No	No
Natural Resources	3	2	0%	66%	0%	34%	Yes	No
Office of Executive Inspector General								
Pollution Control Board	0	0	0%	0%	0%	100%	No	No
Prisoner Review Board	1	1	0%	50%	50%	0%	No	No
Public Health	21	21	62%	27%	2%	9%	No	No
Racing Board	0	0	0%	0%	0%	100%	Yes	No
Revenue	18	18	40%	15%	30%	15%	No	No
State Fire Marshal	2	2	0%	0%	50%	50%	No	No
State Police	1	0		100%			No	No
State Police Merit Board	0	0	0%	0%	0%	100%	No	No
Transportation	14	14	0%	0%	99%	1%	No	No
Veterans Affairs	0	0	0%	0%	0%	100%	Yes	No
	1,653	1,636					Yes: 14 No: 30	Yes: 5 No: 39

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY13 are shaded in grey.</i>	Personnel Code positions with language codes	Non-Personnel Code positions requiring bilingual skills	Posted vacancies with language code assigned	Posted 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
Aging	15	0	1	1	1	0	0
Agriculture	6	0	0	0	0	0	0
Arts Council	1	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0
Central Management Services	14	1	3	2	1	0	0
Children and Family Services	185	0	35	17	35	0	0
Civil Service Commission	0	0	0	0	0	0	0
Commerce and Economic Opportunity	15	0	0	0	1	0	0
Corrections	30	0	3	3	0	0	2
Criminal Justice Information Authority	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	8	0	1	1	1	0	0
Developmental Disabilities Council	0	0	0	0	0	0	0
Emergency Management Agency	0	0	0	0	0	0	0
Employment Security	159	0	1	0	16	0	0
Environmental Protection Agency	2	0	0	0	0	0	0
Financial and Professional Regulation	26	0	1	0	5	1	2
Gaming Board	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	6	0	0	0	0	0	0
Healthcare and Family Services	156	0	15	15	8	0	5
Historic Preservation	0	0	0	0	0	0	1
Human Rights Commission	1	0	1	1	0	0	1
Human Rights Department	41	0	9	8	2	0	1
Human Services	1,778	6	1,018	1,018	119	3	5
Illinois Commerce Commission	1	2	0	0	0	0	0
Inspector General	0	0	0	0	0	0	0
Insurance	6	0	3	1	6	1	3
Investment Board	0	0	0	0	0	0	0
Juvenile Justice	3	0	4	2	0	0	0
Labor Department	9	1	3	3	0	0	1
Labor Relations Board	1	0	1	1	0	0	1
Labor Relations Board - Educational	0	0	0	0	0	0	0
Lottery	3	0	1	1	0	0	1
Military Affairs	0	0	0	0	0	0	0
Natural Resources	3	0	3	1	0	0	0
Office of Executive Inspector General							
Pollution Control Board	0	0	0	0	0	0	0
Prisoner Review Board	1	0	0	0	0	0	0
Public Health	40	0	9	6	2	3	2
Racing Board	0	0	0	0	0	0	0
Revenue	75	0	5	5	3	0	2
State Fire Marshal	6	0	0	0	0	0	0
State Police	2	0	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0	0
Transportation	7	3	2	2	0	0	0
Veterans Affairs	0	0	0	0	0	0	2
Statewide Totals:	2,600	13	1,119	1,088	200	8	29

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY13 are shaded in grey.</i>	Hispanic ethnic category (excluding Signing and Braille)	Non-Hispanic ethnic category (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Aging	9	1	0	0
Agriculture	0	0	0	0
Arts Council	0	0	0	0
Capital Development Board	0	0	0	0
Central Management Services	6	0	0	0
Children and Family Services	149	18	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity	5	2	0	0
Corrections	16	0	3	1
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	140	18	1	0
Environmental Protection Agency	2	0	0	0
Financial and Professional Regulation	13	2	0	0
Gaming Board	0	0	0	0
Guardianship and Advocacy Commission	4	2	0	0
Healthcare and Family Services	97	15	0	0
Historic Preservation	0	0	0	0
Human Rights Commission	3	0	0	0
Human Rights Department	23	4	0	0
Human Services	520	520	366	14
Illinois Commerce Commission	3	0	0	0
Inspector General	1	0	0	0
Insurance	1	1	0	0
Investment Board	0	0	0	0
Juvenile Justice	3	0	0	0
Labor Department	11	2	0	0
Labor Relations Board	0	1	1	0
Labor Relations Board - Educational	0	0	0	0
Lottery	3	0	0	0
Military Affairs	0	0	0	0
Natural Resources	2	1	0	0
Office of Executive Inspector General				
Pollution Control Board	0	0	0	0
Prisoner Review Board	1	0	0	0
Public Health	18	3	0	0
Racing Board	0	0	0	0
Revenue	15	3	1	0
State Fire Marshal	2	0	0	0
State Police	1	0	0	0
State Police Merit Board	0	0	0	0
Transportation	14	0	0	0
Veterans Affairs	0	0	0	0
Statewide Totals:	1,062	593	380	15

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name	For agencies with bilingual staff: 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 Illinois Department on Aging utilizes the Nextalk/Textnet units to effectively serve clientele with disabilities. The Nextalk/Textnet services enable PCs to function like a TDD/TTY unit and allow callers to be routed to any user within an agency or a
Agriculture	As IDOA's HR Manager, I keep a close relationship with all other Division managers/bureau chiefs to make sure we can render an effective service in terms of filling bilingual positions.
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 grant submitted to the Agency receiving technical assistance pertaining to their own applications.
Central Management Services	The agency tracks cases for which translation and interpretation skills are required. The historical statistics reported on surveys such as this, and evaluated by management.
Children and Family Services	case load ratio.
Commerce and Economic Opportunity	Determinations are made by management, based on client needs in respective offices. Needs are also primarily assessed with vacancies or work activity changes.
Corrections	Each facility determines what their needs are based on the inmate population
Criminal Justice Information Authority	Has not been necessary as direct client contact is handled by grantees.
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	American Community Survey, Number of non-English speakers filing claims & number of requests for telephone interpreters.
Environmental Protection Agency	The Agency uses a sample of calls to determine adequate service is provided to the public and surveys bilingual staff annually in conjunction with this survey to verify utilization of bilingual skill.
Financial and Professional Regulation	Determination is made by the number of telephone inquiries and complaints received by the Department that require translators; and, the number of licensees who require translators during the investigations and examination process.
Gaming Board	None, as several agency staff and Illinois State Police assigned to the Illinois Gaming Board are bilingual in Spanish and English (or another language) and can provide effective services to our agency's clients. In the event we cannot assist a client di
Guardianship and Advocacy Commission	Based upon need after determining client requirements.
Healthcare and Family Services	Based on geographical need
Human Rights Commission	needs assessment
Human Rights Department	The Departments' Charge Processing, Fair Housing and Legal Divisions process charges of discrimination. A number of these charges are filed by non-English speaking individuals. The number of bilingual positions required to process cases are based on the
Human Services	IDHS has a centralized Recruitment and Selction Unit responsible for hiring. Hiring staff use EEO Monitors and Underutilization Summaries. Additional, IDHS, through its Recruitment, Hiring and Discipline Committee conducts monthly meetings to discuss an
Illinois Commerce Commission	Currently, the agency is only required to handle consumer inquiries in English and Spanish. To the best of it's knowledge, the agency did not receive requests for communications in languages other than English or Spanish in fiscal year 2013.
Inspector General	N/A - The OEIG is a non-code agency exempt from the personnel code. However, we do provide our Spanish-speaking clients with translation services.
Insurance	Agency uses CMS/Shared Services for hiring needs. However, discussion with senior staff and managers during staff meeting, review of job postings/descriptions are done internally.
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 required to assit with bilingual need on an intermittent basis.
Labor Department	LEP Tracking to quantify the number of translations done each day, month, quarter, year. This allows our Agency to determine the operational need for additional bilingual staff.
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.
Lottery	N/A
Natural Resources	Need for bilingual staff is determined by the demand for services according to geographical area.
Prisoner Review Board	The Prisoner Review Board receives a large number of telephone calls from Spanish speaking clientele. Most of the Spanish speaking people calling in are victims registered with our Victim Notification Program. We maintain a database of victims register
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of call and contact with our limited English proficient staff.
Revenue	taxpayer contacts who need or request language assitance
Transportation	Organization entities notify the central office of the need based upon unit work functions and public interaction needs. The central office reviews the need and works with the entity to establish positions.
Veterans Affairs	Feedback from Staff Management Evaluation of Staffing Needs Hispanic Survey Plan Feedback from clients served

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name	For agencies with bilingual staff: 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	In addition to answering the Senior HelpLine, our bilingual staff responds to clients contacting the Department's SHIP program with bilingual Spanish calls, correspondence, translations, and walk-in assistance. The Senior HelpLine logs all bilingual cal
Agriculture	The Chicago area consists of predominately Spanish-speaking state licensed and inspected establishments. Based on the number of plants requiring Spanish-speaking inspectors , IDOA strives to always have at least one Spanish-speaking inspector on staff.
Arts Council	The IACA is a small agency with only 15 full-time employees. One position has the Spanish Language Option for the Agency.
Central Management Services	See 14a.
Children and Family Services	case load ratio.
Commerce and Economic Opportunity	Same process as in 14a. Determinations are made by management, based on client needs in respective offices. Needs are also primarily assessed with vacancies or work activity changes.
Corrections	Each facility determines what their needs are based on the inmate population
Criminal Justice Information Authority	Has not been necessary as direct client contact is hanled by grantees.
Deaf and Hard of Hearing Commission	If we do provide services to Spanish speaking individuals, we hire interpreters with Spanish speaking sign language skills.
Employment Security	American Community Survey, Number of non-English speakers filing claims & number of requests for telephone interpreters.
Environmental Protection Agency	See above.
Financial and Professional Regulation	Please see 14a.
Gaming Board	None, as several agency staff and Illinois State Police assigned to the Illinois Gaming Board are bilingual in Spanish and English and can provide effective services to our agency's clients. In the event we cannot assist a client directly, IGB will utili
Guardianship and Advocacy Commission	Based upon need after determining client requirements.
Healthcare and Family Services	Based on geographical need
Human Rights Commission	need assessment
Human Rights Department	The Departments' Charge Processing, Fair Housing and Legal Divisions process charges of discrimination. A number of these charges are filed by non-English speaking individuals. The number of bilingual positions required to process cases are based on the
Human Services	IDHS has a centralized Recruitment and Selection Unit responsible for hiring. Hiring staff use EEO Monitors and Underutilization Summaries. Additionally, IDHS, through its Recruitment, Hiring and Discipline Committee conducts monthly meetings to discuss
Illinois Commerce Commission	In determining the number of Spanish positions needed, the Consumer Services Division reviews the number of calls taken and handled in Spanish. In FY 2013, 567 calls were offered to counselors in Spanish but we were only sufficiently staffed to handle 40
Inspector General	N/A - The OEIG is a non-code agency exempt from the personnel code. However, we do provide our Spanish-speaking clients with translation services.
Insurance	Agency uses CMS/Shared Services for hiring needs. However, discussion with senior staff and managers during staff meeting, review of job postings/descriptions are done internally.
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 required to assit with bilingual need on an intermittent basis.
Labor Department	LEP Tracking again allows our Agency to gauge the amount of Spanish interpretations in a given time period and if more bilingual Spanish speaking staff is necessary.
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.
Lottery	N/A
Natural Resources	Need for bilingual staff is determined by the demand for services according to geographical area.
Prisoner Review Board	Currently our agency has one bilingual employee and position and at this time it is adequate for our agency
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of call and contact with our limited English proficient staff.
Revenue	taxpayer contacts who need or request spanish language assitance
Transportation	Same as above.
Veterans Affairs	Feedback from Staff Management Evaluation of Staffing Needs Hispanic Survey Plan Feedback from clients served

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name	For agencies with no bilingual staff: How does the agency determine that it does not require any bilingual staff?
Capital Development Board	The Capital Development Board is committed to providing outstanding service to the public. However, the need for specialized/bilingual staff is not existent at this time. Should such a need arise, the agency will re-evaluate our workforce and make sure th
Civil Service Commission	As stated above, there has never been a need for a bilingual staff.
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 Tele-Interpreters to assist people who speak Spanish or other languages when
Emergency Management Agency	The agency is constantly evaluation staff and determining whether or not services are being met. Currently the agency websites can be translated into several language including Spanish to allow understanding for those citizens of Illinois that speak diff
Historic Preservation	We determined that given our mission at the Abraham Lincoln Presidential Museum, that we would like to have Spanish-speaking staff. That is why we are attempting to create the first bilingual positions IHPA has ever had.
Investment Board	Generally the positions here do not require bilingual skills because there is very limited public exposure for our staff
Labor Relations Board - Educational	Annual needs assessment of staff that have had requests for bilingual services while processing their cases, handling public information calls, etc.
Military Affairs	The Dept of Military Affairs does not have public clients. The agency has one organizational client - the IL National Guard. The IL National Guard meets its own bilingual requirments by/through US Federal Government resources and employees.
Pollution Control Board	The need has not arisen to date. If a need is shown in the future, the Board will proceed with a position in the Clerk's Office that would require a bilingual option.
Racing Board	Population serviced typically has an interpreter available to them.
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
State Police	The agency relies on personnel in the field to request the need for bilingual skills.
State Police Merit Board	State statute.

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency have a designated Liaison who works with the non English speaking community to recruit bilingual staff? If so, please provide the name(s):
Arts Council	Romie Munoz
Central Management Services	Evonne Velasquez
Children and Family Services	Jose Lopez, Chief of Latino Services Teresita Gonzalez, Office of Employee Services,
Employment Security	Betty Torres, Human Resources Manager
Gaming Board	EEO Officer, Karen Weathers
Human Rights Department	Amalia Martinez is the DHR liaison to the Hispanic Employment Plan Advisory Council Hector Villagrana is the DHR liaison for the Governor's Office of New Americans
Human Services	Nelida Smyser-DeLeon, Assistant Secretary, Acting Director of Office of Hispanic/Latino Affairs.
Labor Relations Board - Educational	Victor Blackwell, Executive Director
Public Health	Mireya Hurtado, Community Public Health Outreach Manager
Revenue	Position was recently vacated. We are completing interviews and it should be staffed shortly.

FY 2013 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	Case management software and Microsoft Excel Spreadsheets (only for walk-in clients).
Agriculture	NA
Arts Council	We have walk-ins and constituents call for service. We do not have a tracking system in place.
Capital Development Board	n/a
Central Management Services	Tracked by individuals or immediate supervisor via written logs.
Children and Family Services	not tracked at this time.
Civil Service Commission	NA
Commerce and Economic Opportunity	Notes, estimates.
Corrections	N/A
Criminal Justice Information Authority	Has not been necessary as we do not have direct client contact.
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	Expenditure information
Emergency Management Agency	n/a
Employment Security	Limited English Proficiency tracking
Environmental Protection Agency	N/A
Financial and Professional Regulation	Only contract translation services are monitored; via vouchers.
Gaming Board	IGB will create a policy for FY14 tracking purposes. IGB polled current employees to obtain FY 13 interactions.
Guardianship and Advocacy Commission	Staff interviews.
Healthcare and Family Services	Call log
Historic Preservation	n/a
Human Rights Commission	call log
Human Rights Department	It depends on the Division; however, the Department uses its case management system to track cases. Calls are tracked a number of ways and in accordance with the Department's Division/Unit policies and procedures.
Human Services	Methods of tracking utilized by DHS include: emails, VOIP Reporting System, BAJA Request form and Excel, Web based case management systems, client DB reports capture apps/cases, CARS accounting system, Call Logs, invoices, LEP tracking, Logs, timesheets,
Illinois Commerce Commission	Call center software - Spanish calls are tracked in a queue that goes only to Spanish speaking counselors.
Inspector General	The above number is estimated based on a weekly average of 4 calls per week.
Insurance	Tracked via call log along with walk-in correspondence.
Investment Board	Not necessary as the agency has very limited contact with the public.
Juvenile Justice	case management cumulative summaries, employee time sheets
Labor Department	LEP
Labor Relations Board	N/A
Labor Relations Board - Educational	Employees are asked annually whether or not they have encountered a client who has requested bilingual services during the previous fiscal year and if the need for interpretation was necessary.
Lottery	N/A
Military Affairs	N/A
Natural Resources	Unofficial logs by the bilingual employees have been used to date: however, we are implementing an official bilingual instance log for all bilingual employees immediately
Office of Executive Inspector General	
Pollution Control Board	Case Management Software
Prisoner Review Board	call log in an excel spreadsheet
Public Health	Interactions are tracked through database, call logs and calendars.
Racing Board	0
Revenue	antecdotal reporting from bilingual employees
State Fire Marshal	Other
State Police	Information estimated by supervisor.
State Police Merit Board	N/A
Transportation	Estimated with the Emergency Traffic Patrol. BPM maintains interview files which require language assistance.
Veterans Affairs	N/A

FY 2013 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 how many instances by and the source language for which those services were required. (Agencies should review the Master Contract Invoices).
Aging	N/A
Agriculture	1-Temp hire to serve during the Illinois State Fair.
Arts Council	0
Capital Development Board	n/a
Central Management Services	No
Children and Family Services	Only information available is \$238,729.48 spent.
Civil Service Commission	0
Commerce and Economic Opportunity	0
Corrections	18 Facilities use on a weekly basis
Criminal Justice Information Authority	None
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	0
Emergency Management Agency	0
Employment Security	8,733 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	0
Financial and Professional Regulation	One - Spanish. The paperwork for a Korean translator is being worked on.
Gaming Board	2 instances, both Mandarin
Guardianship and Advocacy Commission	7
Healthcare and Family Services	10,337 instances for 53 different languages (Albanian; Amharic; Arabic; Assyrian; Bengali, Bosnian, Bulgarian, Burnese, Cambodian, Chin, Czech, Farsi, Filipino, French, Greek, Gujarati, Hatian Creole, Hindi, Hungarian, Japanese, Karen, Karenni, Kirundi, K
Historic Preservation	0
Human Rights Commission	n/a
Human Rights Department	3
Human Services	646 incidents. Languages include: Spanish, Polish, Russian, Czech, Mandarin, Cantonese, Arabic, Nepali, Albanian, Portuguese, German, Bosnian, Bulgarian, Hungarian, Korean, Swahili, Tigrinya, Urdu, Vietnamese, Spanish/Indio dialect, French and Burmese.
Illinois Commerce Commission	We used interpretation services provided by Global Languages and Cultures, Inc. to translate our call center voice prompts in Spanish during FY13.
Inspector General	N/A
Insurance	N/A
Investment Board	0
Juvenile Justice	once - sign language for a deaf applicant
Labor Department	Polish is used 25-30 times per year and Spanish is used 150-200 times per year.
Labor Relations Board	0
Labor Relations Board - Educational	None
Lottery	N/A
Military Affairs	N/A
Natural Resources	N/A
Office of Executive Inspector General	
Pollution Control Board	N/A
Prisoner Review Board	n/a
Public Health	Spanish and Polish
Racing Board	0
Revenue	0
State Fire Marshal	N/A
State Police	N/A
State Police Merit Board	N/A
Transportation	None.
Veterans Affairs	N/A

FY 2013 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?
Aging	Coalition of Limited English Speaking Elderly (CLESE)
Agriculture	none
Arts Council	0
Capital Development Board	n/a
Central Management Services	N/A
Children and Family Services	In person interpretation, each region also subcontracts with interpreters. In addition interpreter information from the Department of Human Services is distributed as well as caseworkers using local social services agencies that offer free interpretation
Civil Service Commission	na
Commerce and Economic Opportunity	No known services were utilized.
Corrections	Wexford Corrections Staff Lakeland College
Criminal Justice Information Authority	None
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	0
Emergency Management Agency	NA
Employment Security	Chicago Hearing Society; Deaf Communication by Innovation; R. Taccona & Assoc.; C.G. Johnson; B. Evans; A. Gallup
Environmental Protection Agency	N/A
Financial and Professional Regulation	None
Gaming Board	No other services were utilized outside of the Propio Master Contract
Guardianship and Advocacy Commission	We have also relied on DHS bilingual employees at state operated facilities for certain clients who reside there and need our services.
Healthcare and Family Services	None
Historic Preservation	n/a
Human Rights Commission	none
Human Rights Department	In addition to the language interpretation services, the Agency utilized its bilingual staff who receive the bilingual pay option and sign language interpreters.
Human Services	Innovations; Chicago Area Interpreter Referral Service; Chicago Hearing Society; Heartland Alliance and Bridges, Ability Interpreting LLC,; Alternative Communication Services; Center for Sight and Hearing; Cross-cultural Interpreting Services; Language
Illinois Commerce Commission	None
Inspector General	The OEIG used the following for language translation of annual offline ethics training courses: Carolyn's Braille Service for Braille; and Translation Smart for Spanish
Insurance	N/A
Investment Board	0
Juvenile Justice	once - sign language
Labor Department	None, the language interpretation services phone line is used as a last resort.
Labor Relations Board	NA
Labor Relations Board - Educational	none
Lottery	N/A
Military Affairs	N/A
Natural Resources	N/A
Office of Executive Inspector General	
Pollution Control Board	None
Prisoner Review Board	None
Public Health	n/a
Racing Board	0
Revenue	in house bi-lingual employees
State Fire Marshal	N/A
State Police	N/A
State Police Merit Board	N/A
Transportation	None.
Veterans Affairs	N/A

FY 2013 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, what was the agency's assessment in determining the number of positions language options needed to provide effective service to clients who communicate in a language other than English? (Number of bilingual staff needed)
Aging	N/A
Agriculture	0
Arts Council	0
Capital Development Board	n/a
Central Management Services	The agency tracks cases for which translation and interpretation skills are required. Historical statistics reported on surveys such as this.
Children and Family Services	Caseload ratios are used. Each case would have a bilingual indicator.
Civil Service Commission	0
Commerce and Economic Opportunity	Determinations are assessed by management based on client and service needs of programs. Assessment is primarily evaluated with vacancies or work activity changes.
Corrections	The agency is working on conducting a survey of current inmate population of bilingual positions of non-English speaking and writing inmates we have currently to see if it can be determined how many bilingual staff are needed. Currently facilities hire a
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	N/A
Developmental Disabilities Council	0
Emergency Management Agency	0
Employment Security	Community based on EEO monitoring of local offices.
Environmental Protection Agency	N/A
Financial and Professional Regulation	N/A
Gaming Board	N/A
Guardianship and Advocacy Commission	We currently have 6 positions. This is sufficient.
Healthcare and Family Services	0
Historic Preservation	We have not conducted an in depth assessment; however, we are currently attempting to establish two Spanish-speaking Site Interpreters at the Abraham Lincoln Presidential Museum.
Human Rights Commission	not applicabe
Human Rights Department	The Departments' Charge Processing, Fair Housing and Legal Divisions process charges of discrimination. A number of these charges are filed by non-English speaking individuals. The number of bilingual positions required to process cases are based on the
Human Services	A combination of Hospital Census Data/Admissions; phone inquiries and correspondence; and case management numbers are used to determine bilingual headcount needed.
Illinois Commerce Commission	There have been no requests for services in languages other than English and Spanish in FY 2013. In determining the number of Spanish positions needed, the Consumer Services Division reviews the number of calls taken and handled in Spanish. In FY 2013,
Inspector General	N/A - The OEIG is a non-code agency exempt from the personnel code.
Insurance	N/A
Investment Board	Generally there is no need for bilingual skills.
Juvenile Justice	3
Labor Department	We are operating at capacity and are looking to fill several bilingual staff positions per operational needs.
Labor Relations Board	NA
Labor Relations Board - Educational	There is not a need for a bilingual employee at this time.
Lottery	N/A
Military Affairs	0
Natural Resources	n/a
Office of Executive Inspector General	
Pollution Control Board	N/A
Prisoner Review Board	The agency reviews the need for language option positions based on the number of incoming and outgoing calls; requested need for revocation and clemency hearings being conducted each year.
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	0
Revenue	10
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

FY 2013 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, what was the agency's assessment in determining the number of positions language options needed to provide effective service to clients who communicate in a language other than English? (Number of bilingual staff needed)
State Police	N/A
State Police Merit Board	N/A
Transportation	None.
Veterans Affairs	N/A

FY 2013 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	0	0
Arts Council	3 employees - SPSA, PSA and Arts Council Program Coordinator - Spanish was used.	0
Capital Development Board	N/A	N/A
Central Management Services	2. Executive 1 and Senior Public Service Administrator	None
Children and Family Services	Some employees are asked to interpret when clients walk in off the street or call into an office where the receptionist is not bilingual.	2 Child Protection Specialist 7/1/12 - 6/30/13 1 Child Protection Adv Specialist 7/1/12/ - 6/30/13 1 Child Welfare Specialist 7/16/12 - 5/15/13 1 Child Welfare Specialist 10/1/12 - 6/30/13
Civil Service Commission	na	na
Commerce and Economic Opportunity	N/A	N/A
Corrections	N/A	N/A
Criminal Justice Information Authority	0	0
Deaf and Hard of Hearing Commission	N/A	N/A
Developmental Disabilities Council	0	0
Emergency Management Agency	0	0
Employment Security	N/A	Leo Levin, Ongoing; Stanislav Volkhovsky, Ongoing as needed
Environmental Protection Agency	Senior Public Service Administrator Public Service Administrator Environmental Protection Engineer Environmental Protection Specialist Vehicle Emissions Compliance Inspector	0
Financial and Professional Regulation	N/A	0
Gaming Board	Sandra Flores- Soto (Gaming Special Agent)- Spanish Hina Ashiqali (Gaming Licensing Analyst)-Hindu, Urdu, Panjabi, Gujarati Elena Mheidza (PSA, Opt 8c)- Russian Lucero Bautista (Office Coordinator)- Spanish Bernardo Guillen (Gaming Special Agent)- Spa	N/A
Guardianship and Advocacy Commission	We did not have any agency employees that utilized language translation or interpretation skills to assist clients but did not receive bilingual pay.	We did not have any employees in a temporary assignment required to use bilingual language skills.
Healthcare and Family Services	0	0
Historic Preservation	n/a	n/a
Human Rights Commission	not applicable	not applicable
Human Rights Department	Number of Employees: One Employee Position Title: Senior Public Service Administrator Language Skill: Spanish	There were no agency employees that received temporary assignment pay for utilizing bilingual skills.
Human Services	Reported known instances: One (1) – Residential Services Supervisor – Spanish One (1) – Medical Administrator – Spanish One (1) – RN – Polish One (1) – Physician Specialist - Hindi	Reported known instances: One (1) Office Coordinator – Spanish – as needed One (1) – Rehab Case Coordinator 1 – Spanish – for 10 months Three (3) – Human Services Caseworkers – Spanish – 1 to 3 months One (1) – PAEA – Spanish – 3 months
Illinois Commerce Commission	N/A	N/A
Inspector General	N/A	N/A
Insurance	N/A	N/A
Investment Board	None.	None.
Juvenile Justice	1 Juvenile Justice Youth & Family Specialist provides Spanish translation, written & oral. He receives temporary assignment pay. 1 Executive Secretary 3 provided Spanish translation, oral. 5 other Juvenile Justice Youth & Family Specialists provided	3 - Juvenile Justice Youth & Family Specialist; Spanish translator, receives ongoing Temporary Assignment pay as provided in the respective bargaining unit agreement.
Labor Department	4 SPSA FLS Division Manager SPSA CIO FLS Administrative Assistant II Private Secretary II	N/A
Labor Relations Board	NA	NA
Labor Relations Board - Educational	No.	No
Lottery	2, Lottery Sales Representatives and Spanish.	N/A
Military Affairs	N/A	N/A

FY 2013 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.
Natural Resources	One employee: The Director of the Illinois Conservation Police, on a regular basis, assists with translating Office of Law Enforcement and IDNR letters and forms into Spanish. He also assists the public when calls are received and members of the public w	n/a
Office of Executive Inspector General		
Pollution Control Board	N/A	None
Prisoner Review Board	n/a	n/a
Public Health	n/a	n/a
Racing Board	5-SPANISH License Clerk License Clerk Steward Secretary Steward Assistant to the Director	0
Revenue	0	0
State Fire Marshal	n/a	n/a
State Police	N/A	N/A
State Police Merit Board	N/A	N/A
Transportation	Does not apply.	Does not apply.
Veterans Affairs	3 Employees Titles - Veterans Service Officers Language Skills - Spanish speaking skills	N/A

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name	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
Agriculture	0
Arts Council	0
Capital Development Board	N/A
Central Management Services	None
Children and Family Services	2 Child Protection Specialist 7/1/12 - 6/30/13 1 Child Protection Adv Specialist 7/1/12/ - 6/30/13 1 Child Welfare Specialist 7/16/12 - 5/15/13 1 Child Welfare Specialist 10/1/12 - 6/30/13
Civil Service Commission	na
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	0
Emergency Management Agency	0
Employment Security	Leo Levin, Ongoing; Stanislav Volkhovsky, Ongoing as needed
Environmental Protection Agency	0
Financial and Professional Regulation	0
Gaming Board	N/A
Guardianship and Advocacy Commission	We did not have any employees in a temporary assignment required to use bilingual language skills.
Healthcare and Family Services	0
Historic Preservation	n/a
Human Rights Commission	not applicable
Human Rights Department	There were no agency employees that received temporary assignment pay for utilizing bilingual skills.
Human Services	Reported known instances: One (1) Office Coordinator – Spanish – as needed One (1) – Rehab Case Coordinator 1 – Spanish – for 10 months Three (3) – Human Services Caseworkers – Spanish – 1 to 3 months One (1) – PAEA – Spanish – 3 months
Illinois Commerce Commission	N/A
Inspector General	N/A
Insurance	N/A
Investment Board	None.
Juvenile Justice	3 - Juvenile Justice Youth & Family Specialist; Spanish translator, receives ongoing Temporary Assignment pay as provided in the respective bargaining unit agreement.
Labor Department	N/A
Labor Relations Board	NA
Labor Relations Board - Educational	No
Lottery	N/A
Military Affairs	N/A
Natural Resources	n/a
Office of Executive Inspector General	
Pollution Control Board	None
Prisoner Review Board	n/a
Public Health	n/a
Racing Board	0
Revenue	0
State Fire Marshal	n/a
State Police	N/A
State Police Merit Board	N/A
Transportation	Does not apply.
Veterans Affairs	N/A

FY 2013 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option? (unable to fill, no longer needed, etc.)	Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.
Aging	N/A	Region 7 - 4 Region 1 - 6
Agriculture	0	Region 1-1 employee
Arts Council	0	0
Capital Development Board	N/A	N/A
Central Management Services	N/A	6 in Region 1
Children and Family Services	N/A	Region 1 162 Region 2 2 Region 3 0 Region 4 0 Region 5 0 Region 6 0 Region 7 3 Region 8 0
Civil Service Commission	na	0
Commerce and Economic Opportunity	There were no changes to bilingual designations.	5 - Region 1 2 - Region 7
Corrections	N/A	N/A
Criminal Justice Information Authority	0	0
Deaf and Hard of Hearing Commission	N/A	7 in Sangamon County
Developmental Disabilities Council	NA	0
Emergency Management Agency	NA	0
Employment Security	N/A	Reg. 1-141; Reg. 2-9; Reg. 3-1; Reg. 4-3; Reg. 5-3; Reg. 6-2
Environmental Protection Agency	N/A	Region 1: 2 All other regions:0
Financial and Professional Regulation	Health Services Investigator 1, Opt. B(SS) abolished after incumbent retired; and, reestablished as HSI 1, Opt. A(SS).	15 - Region 1
Gaming Board	N/A	N/A
Guardianship and Advocacy Commission	N/A	6 - all in cook county
Healthcare and Family Services	0	Region 1 - 73; Region 2 - 4; Region 7 - 35
Historic Preservation	n/a	n/a
Human Rights Commission	not applicable	3
Human Rights Department	N/A	Chicago Cook - Region 1: 29
Human Services	Bilingual skills were no longer required for the position.	Region 1 = 592 Region 2 = 181 Region 3 = 6 Region 4 = 8 Region 5 = 20 Region 6 = 5 Region 7 = 15 Region 8 = 179 Region 9 = 2 Region 10 = 2 Region 11 = 3
Illinois Commerce Commission	N/A	3 employees located in Region 1.
Inspector General	N/A - The OEIG is a non-code agency exempt from the personnel code.	The OEIG has 1 staff member in Region 1 that receives bilingual supplemental pay.
Insurance	No longer needed.	Region 1 - 2 Region 7 - 0
Investment Board	No positions have the language option.	0
Juvenile Justice	NA	0
Labor Department	N/A	Region 1 Cook- 12 Region 7 Sangamon- 1
Labor Relations Board	0	1 in Region 1
Labor Relations Board - Educational	n/a	0
Lottery	N/A	Region 1 - 3 employees.
Military Affairs	N/A	The agency pays no bilingual supplemental pay for any staff in any region.
Natural Resources	0	Region 7 - (2) Region 5 - (1)
Office of Executive Inspector General		
Pollution Control Board	N/A	0
Prisoner Review Board	n/a	Region 7: 1
Public Health	2 no longer needed; 1 unable to fill	Region 1 (Chicago, Bellwood, West Chicago) - 8 Region 7 (Springfield) - 13
Racing Board	N/A	0
Revenue	0	Region 1 12 Region 7 6
State Fire Marshal	n/a	1 - Region 1 1 - Region 7
State Police	N/A	Region 1 - 1
State Police Merit Board	N/A	0
Transportation	Not applicable.	Region 1: 11; Region 2: 1; Region 4: 1; Region 7: 1
Veterans Affairs	N/A	0