Illinois Department of Central Management Services

Paul J. Campbell, Acting Director



STATE OF ILLINOIS 2006



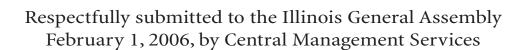




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I. State Hispanic Employment Plan Background

The State Hispanic Employment Plan, effective January 1, 2006, was a result of Senate Bill 2043, which was signed into law by Governor Rod R. Blagojevich on August 15, 2005, becoming Public Act 094-0597. Chief sponsors State Senator Iris Y. Martinez and State Representative Edward J. Acevedo, as well as Senate co-sponsors Miguel del Valle, Martin A. Sandoval, Antonio Munoz, and Jacqueline Y. Collins and House co-sponsors William Delgado, Cynthia Soto, Richard T. Bradley, Daniel J. Burke, Linda Chapa LaVia, Michelle Chavez and Maria Antonia Berrios amended the State Employment Records Act and provided that each State agency shall include in its annual report a description of the agency's activities in implementing the State Hispanic Employment Plan and the bilingual employment plan in accord with CMS requirements.

The legislation also amended the Department of Central Management Services Law and provided that in consultation with knowledgeable persons and organizations, the Department of Central Management Services shall each year prepare an Hispanic Employment Plan and report to the General Assembly each State agency's activities that implement the plan. Furthermore, each State agency is required to implement strategies and programs in accord with the State Hispanic Employment Plan to increase the number of State employees who are Hispanic or bilingual in supervisory, technical, professional and managerial positions.

Each year, the Department of Central Management Services will update this plan with the current demographics and employment statistics for the State of Illinois relating to the Hispanic population as compared to the Illinois Hispanic workforce.

II. Current Demographics

Based on 2000 U.S. Census data and state employment workforce statistics as of December 2005, approximately 3.7% of the State's 53,000 employees in coded State positions are Hispanic. The five Illinois counties with the highest percentage Hispanic population are listed below with the corresponding percentage of Hispanic State employees.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Kane	23.7%	9.4%
Cook	19.9%	9.1%
Lake	14.4%	9.2%
Boone	12.5%	17.6%
DuPage	9.0%	9.9%



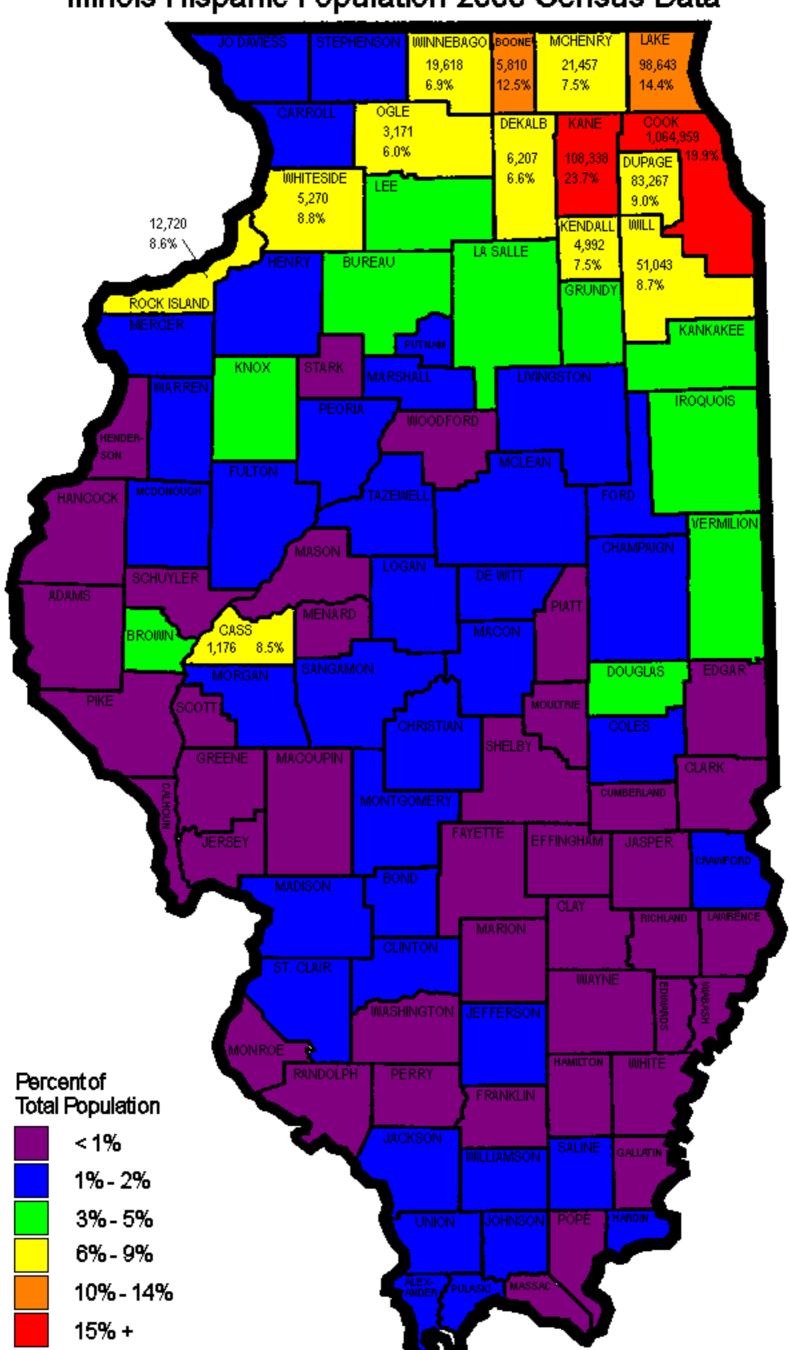
There are 1,942 Hispanic employees statewide in coded positions. The five State agencies with the largest number of Hispanic employees in coded state positions are indicated below.

AGENCY	COUNT OF HISPANIC EMPLOYEES
Department of Human Services	796
Department of Corrections	324
Department of Children & Family Services	197
Department of Employment Security	168
Department of Healthcare & Family Services	100

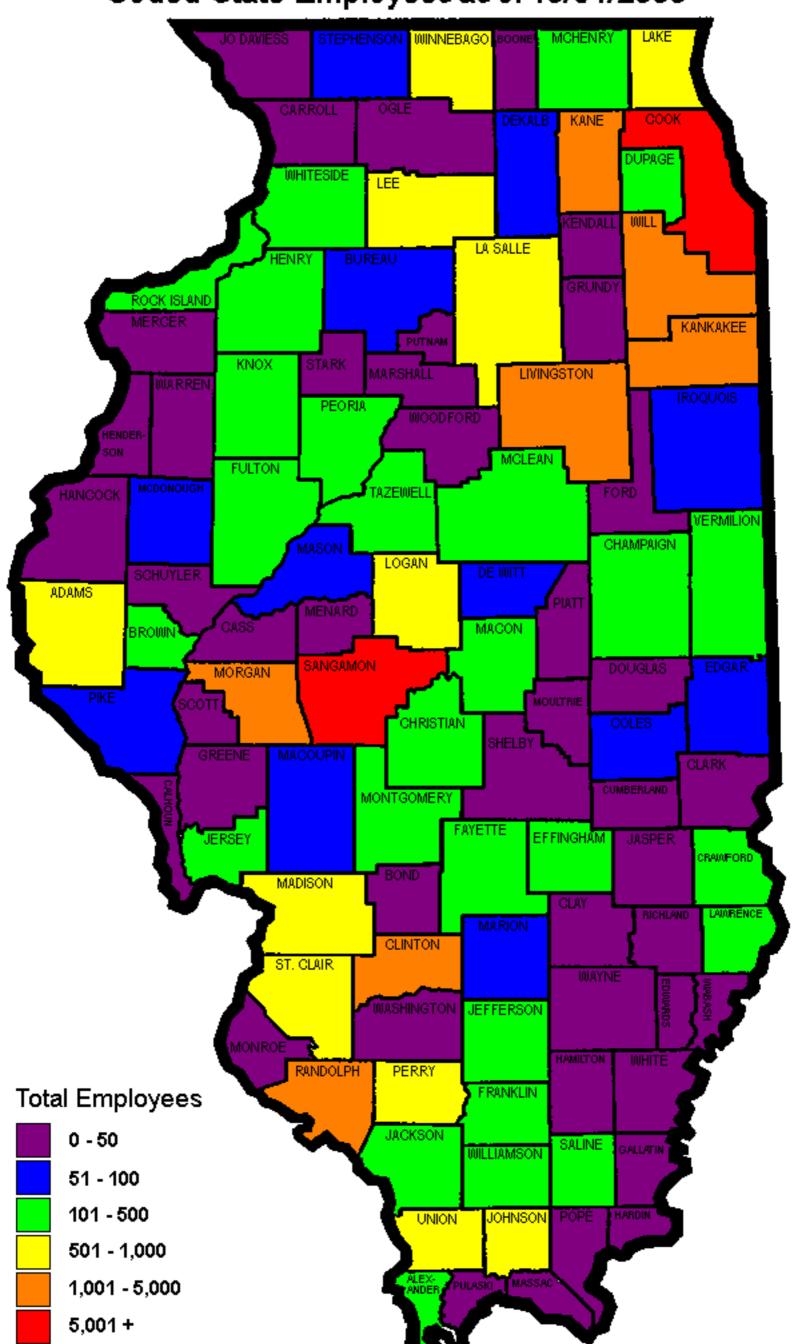
Of the approximately 53,000 coded State employees, 1,089 are currently receiving bilingual pay for the use of the Spanish language. The five State agencies that have the highest number of employees receiving bilingual pay for the use of the Spanish language are shown below.

AGENCY	EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE
Department of Human Services	547
Department of Children & Family Services	181
Department of Employment Security	127
Department of Healthcare & Family Services	85
Department of Corrections	45

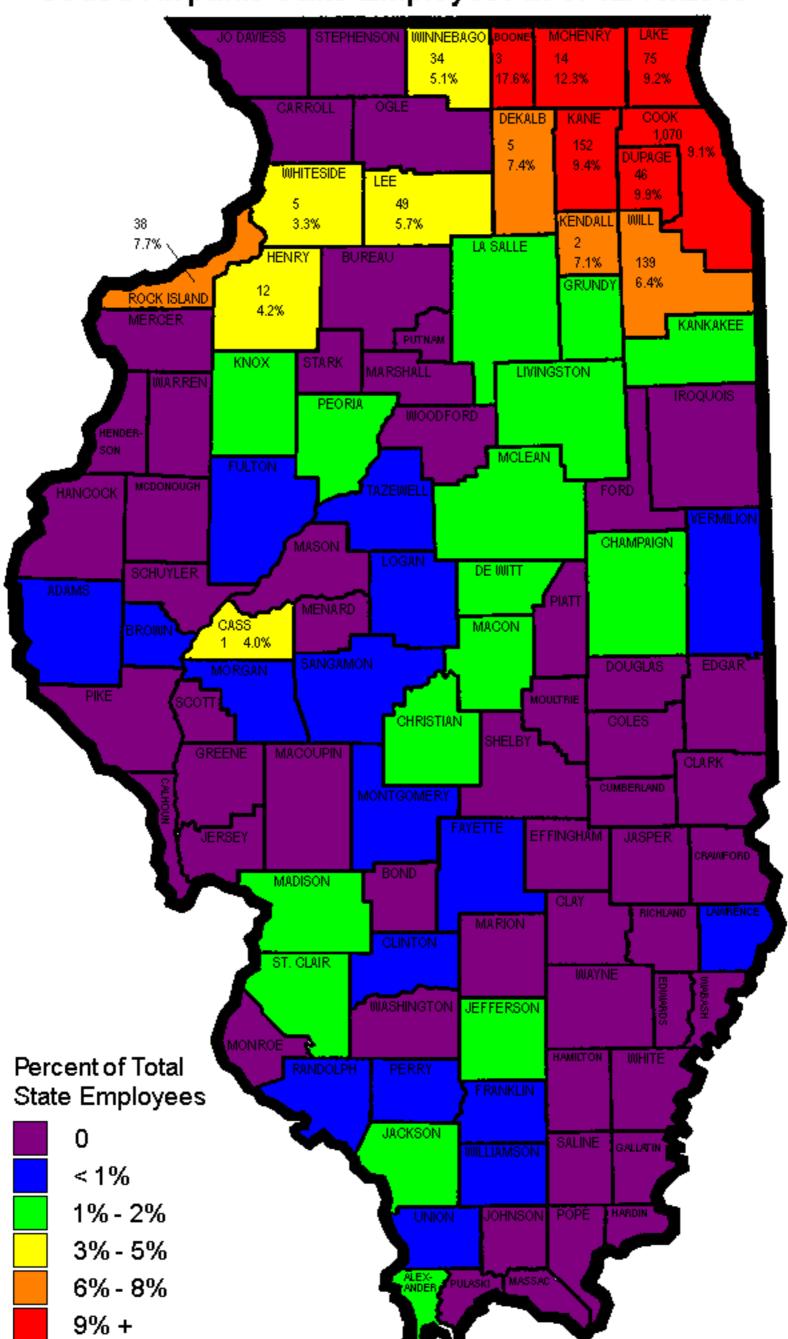
Illinois Hispanic Population 2000 Census Data



Coded State Employees as of 10/31/2005



Coded Hispanic State Employees as of 12/16/2005



Population vs. Workforce *

				S1	ATE EMPLO	YEES
COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	All	% HISPANIC	TOTAL HISPANIC **
Adams	67,582	0.8%	541	653	0.2%	1
Alexander	9,327	1.4%	131	396	1.5%	6
Bond	17,941	1.4%	251	18	0.0%	0
Boone	46,477	12.5%	5,810	17	17.6%	3
Brown	6,879	3.9%	268	410	0.7%	3
Bureau	35,221	4.9%	1,726	65	0.0%	0
Calhoun	5,069	0.6%	30	21	0.0%	0
Carroll	16,242	2.0%	325	31	0.0%	0
Cass	13,841	8.5%	1,176	25	4.0%	1
Champaign	186,800	2.9%	5,417	350	1.1%	1
Christian	35,127	1.0%	351	289	1.7%	5
Clark	16,998	0.3%	51	27	0.0%	0
Clay	14,316	0.6%	87	15	0.0%	0
Clinton	36,135	1.6%	578	1,027	0.8%	8
Coles	51,880	1.4%	726	99	0.0%	0
Cook	5,351,552	19.9%	1,064,959	11,762	9.1%	1,070
Crawford						
Cumberland	19,899 11,063	1.7% 0.6%	338 66	291 19	0.0% 0.0%	0
						0
De Kalb	94,041	6.6%	6,207	68	7.4%	5
De Witt	16,679	1.3%	217	63	1.6%	1
Douglas	19,923	3.5%	697	31	0.0%	0
DuPage	925,188	9.0%	83,267	466	9.9%	46
Edgar	19,396	0.8%	155	70	0.0%	0
Edwards	6,850	0.5%	34	12	0.0%	0
Effingham	34,529	0.7%	242	127	0.0%	0
Fayette	21,539	0.8%	172	505	0.6%	3
Ford	14,094	1.2%	169	35	0.0%	0
Franklin	39,117	0.6%	235	140	0.7%	1
Fulton	37,658	1.2%	452	438	0.5%	2
Gallatin	6,220	0.9%	56	4	0.0%	0
Greene	14,708	0.5%	74	17	0.0%	0
Grundy	39,528	4.1%	1,621	39	2.6%	1
Hamilton	8,334	0.6%	50	10	0.0%	0
Hancock	19,393	0.5%	97	23	0.0%	0
Hardin	4,711	1.1%	52	9	0.0%	0
Henderson	8,073	0.9%	73	13	0.0%	0
Henry	5,064	2.9%	147	283	4.2%	12
Iroquois	30,684	3.9%	1,197	62	0.0%	0
Jackson	58,976	2.4%	1,415	356	1.7%	6
Jasper	9,955	0.5%	50	24	0.0%	0
Jefferson	40,334	1.3%	524	481	1.0%	5
Jersey	22,188	0.7%	155	122	0.0%	0
Jo Daviess	22,526	1.5%	338	38	0.0%	0
Johnson	12,951	2.9%	376	804	0.0%	0
Kane	457,122	23.7%	108,338	1,609	9.4%	152
Kankakee	105,625	4.8%	5,070	1,721	1.6%	28
Kendall	66,565	7.5%	4,992	28	7.1%	2
Knox	54,491	3.4%	1,853	455	2.9%	13
La Salle	112,037	5.2%	5,826	714	2.5%	18
Lake	685,019	14.4%	98,643	817	9.2%	75
Lawrence	15,287	0.9%	138	439	0.5%	2
Lee	35,537	3.2%	1,137	863	5.7%	49
Livingston	39,208	2.7%	1,059	1,376	1.5%	21
Logan	30,716	1.6%	491	703	0.7%	5

Population vs. Workforce *

				ST	ATE EMPLO	YEES
COUNTY	TOTAL	%	TOTAL		%	TOTAL
NAME	POPULATION	HISPANIC	HISPANIC	All	HISPANIC	HISPANIC **
Macon	111,175	1.0%	1,112	450	1.1%	5
Macoupin	49,055	0.6%	294	53	0.0%	0
Madison	261,689	1.5%	3,925	814	1.0%	8
Marion	40,751	0.9%	367	90	0.0%	0
Marshall	13,039	1.0%	130	21	0.0%	0
Mason	15,884	0.5%	79	60	0.0%	0
Massac	15,138	0.8%	121	41	0.0%	0
Mc Donough	32,852	1.5%	493	53	0.0%	0
Mc Henry	286,091	7.5%	21,457	114	12.3%	14
Mc Lean	156,879	2.5%	3,922	162	1.9%	3
Menard	12,593	0.8%	101	42	0.0%	0
Mercer	17,003	1.3%	221	14	0.0%	0
Monroe	29,723	0.7%	208	23	0.0%	0
Montgomery	30,352	1.1%	334	491	0.4%	2
Morgan	35,990	1.4%	504	1,457	0.3%	4
Moultrie	14,469	0.5%	72	20	0.0%	0
Ogle	52,858	6.0%	3,171	56	0.0%	0
Peoria	182,335	2.1%	3,829	504	1.6%	8
Perry	22,684	0.8%	181	593	0.2%	1
Piatt	16,426	0.6%	99	17	0.0%	0
Pike	16,927	0.5%	85	52	0.0%	0
Pope	4,261	0.9%	38	14	0.0%	0
Pulaski	7,077	1.5%	106	19	0.0%	0
Putnam	6,119	2.8%	171	4	0.0%	0
Randolph	33,244	0.8%	266	1,481	0.6%	9
Richland	15,997	0.8%	128	41	0.0%	0
Rock Island	147,912	8.6%	12,720	496	7.7%	38
Saline	26,158	1.0%	262	328	0.0%	0
Sangamon	191,875	1.1%	2,111	11,304	0.9%	101
Schuyler	7,021	0.5%	35	15	0.0%	0
Scott	5,505	0.2%	11	6	0.0%	0
Shelby	22,407	0.5%	112	39	0.0%	0
St. Clair	258,606	2.2%	5,689	769	1.0%	8
Stark	6,198	0.9%	56	14	0.0%	0
Stephenson	48,151	1.5%	722	72	0.0%	0
Tazewell	128,056	1.0%	1,281	142	0.7%	1
Union	18,170	2.6%	472	687	0.7%	5
Vermilion	82,804	3.0%	2,484	480	0.8%	4
Wabash	12,680	0.7%	89	8	0.0%	0
Warren	18,246	2.7%	492	32	0.0%	0
Washington	15,179	0.7%	106	24	0.0%	0
Wayne	16,944	0.6%	102	31	0.0%	0
White	15,106	0.7%	106	42	0.0%	0 5
Whiteside	59,886	8.8%	5,270	150	3.3%	5
Will	586,706	8.7%	51,043	2,182	6.4%	139
Williamson	62,448	1.2%	749	302	0.3%	1
Winnebago	284,313	6.9%	19,618	665	5.1%	34
Woodford	36,367	0.7%	255	27	0.0%	0
Totals	12,607,964	12.3%	1,553,649	52,981	3.7%	1,938

^{*} Reflects Code Employees as of 12/16/2005
** In addition, 4 Hispanics are employed in out of state positions

Hispanic Code Employees by Agency *

Agency	Count
Aging	4
Agriculture	11
Arts Council	5
Capital Development Board	0
Central Management Services	29
Children & Family Services	197
Civil Service Commission	0
Commerce & Economic Opportunity	14
Commerce Commission	1
Corrections	324
Criminal Justice Information Authority	4
Deaf and Hard of Hearing Commission	0
Developmental Disabilities Council	0
Emergency Management Agency	0
Employment Security	168
Environmental Protection	14
Financial & Professional Regulation	40
Guardianship & Advocacy	7
Healthcare & Family Services	100
Historic Preservation	1
Human Rights Commission	2
Human Rights Department	22
Human Services	796
Investment Board	1
Labor	9
Labor Relations Board, Educational	0
Labor Relations Board, Local	0
Labor Relations Board, State	0
Law Enforcement Training and Standards	1
Medical District Commission	0
Military Affairs	2 5
Natural Resources	5
Pollution Control Board	0
Prisoner Review Board	2
Property Tax Appeal Board	0
Public Health	24
Revenue	32 3 44
State Fire Marshal	3
State Police	44
State Police Merit Board	0
State Retirement Systems	
Transportation	57
Veterans' Affairs	9
Workers' Compensation Commission	14
Total	1,942

^{*} Data as of 12/16/2005

Code Employees in Positions Requiring Use of the Spanish Language *

Agency	Count
Aging	1
Agriculture	2
Arts Council	2
Capital Development Board	0
Central Management Services	3
Children & Family Services	181
Civil Service Commission	0
Commerce & Economic Opportunity	7
Commerce Commission	1
Corrections	45
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Developmental Disabilities Council	0
Emergency Management Agency	0
Employment Security	127
Environmental Protection	2
Financial & Professional Regulation	21
Guardianship & Advocacy	4
Healthcare & Family Services	85
Historic Preservation	0
Human Rights Commission	1
Human Rights Department	18
Human Services	547
Investment Board	0
Labor	6
Labor Relations Board, Educational	0
Labor Relations Board, Local	0
Labor Relations Board, State	0
Law Enforcement Training and Standards	0
Medical District Commission	0
Military Affairs	0
Natural Resources	1
Pollution Control Board	0
Prisoner Review Board	2
Property Tax Appeal Board	0
Public Health	10
Revenue	18
State Fire Marshal	2
State Police	2
State Police Merit Board	0
State Retirement Systems	0
Transportation	0
Veterans' Affairs	0
Workers' Compensation Commission	3
Total	1,089

^{*} Data as of 12/16/2005



III. Activities in Preparation of the Statewide Hispanic Employment Plan

On August 29, 2005, Anne McElroy, Deputy Director of the CMS Bureau of Personnel, sent letters to all agency personnel officers providing them with copies of the newly enacted legislation and advising that the CMS Diversity Enrichment Program Director would be contacting each of them to schedule appointments beginning in September 2005 to review specific areas of underutilization and identify recruitment strategies for various occupational areas.

On September 27, 2005, the monthly Agency Personnel Managers Meeting was devoted to the State Hispanic Employment Plan. In addition to each agency personnel manager, each agency EEO/AA Officer and Recruitment Manager were invited to attend. Senator Miguel del Valle, Co-Chair of the Legislative Latino Caucus, addressed the group regarding the intent of the Caucus and their expectations.

On October 25, 2005, the Department of Human Rights conducted a presentation of the Employment and Promotion Monitor form at the Agency Personnel Managers Meeting. This form is now mandatory for all hires and promotions to ensure EEO/AA compliance for greater diversity in State agencies. *See Appendix #1*.

On November 16, 2005, Acting Director Paul Campbell sent letters to all Agency Directors calling their attention to Senate Bill 2043/Public Act 094-0597. *See Appendix* #2.

In addition to meeting with State Agency Directors and personnel managers to review specific areas of underutilization and identify recruitment strategies for various occupational areas, the Diversity Enrichment Program continues to attend a variety of outreach events and job fairs to recruit Hispanic applicants. Since July 2005, the Diversity Enrichment Program has partnered with Northeastern University, Daley College, Illinois Hispanic Chamber of Commerce, IETC-Pilsen, Westside Technical Institute, Central States SER, and Little Village Community Development Corporation to bring state employment opportunities to the community.

The Diversity Enrichment Program has created a website accessible from either a direct link on the CMS homepage at http://www.state.il.us/cms/ under "Agency Links" or "Employment," available in either English or Spanish. The website includes an overview of the Diversity Enrichment Program and the application process and enables the user to contact the Diversity Enrichment Program directly via an email link at DiversityEnrichment.CMS@Illinois.gov.

Lastly, the Diversity Enrichment Program has developed a database to track Diversity Enrichment program participants and hiring success rates. The database will assist Diversity Enrichment staff in attaining their goal of improving the diversity of the State's



workforce by actively recruiting well-qualified minorities, females and persons with disabilities for employment with agencies, boards and commissions under the jurisdiction of the Governor and making the candidates' information available to the State agencies based on their specific hiring needs.

IV. Statewide Hispanic Employment Plan Survey 2005

Pursuant to Senate Bill 2043/Public Act 094-0597, the Department of Central Management Services...

"...shall report to the General Assembly by February 1 of each year each State agency's activities in implementing the State Hispanic Employment Plan....Each State agency shall report annually to the Department and the Department of Human Rights, in a format prescribed by the Department, all of the agency's activities in implementing the State Hispanic Employment Plan. Each agency's annual report shall include reports or information related to the agency's Hispanic and bilingual employment strategies and programs that the agency has received from the Illinois Department of Human Rights, the Department of Central Management Services, or the Auditor General, pursuant to their periodic review responsibilities; findings made by the Governor in his or her report to the General Assembly; assessments of bilingual service needs based upon the agency's service populations; information on the agency's studies and monitoring success concerning the number of Hispanics and bilingual persons employed by the agency at the supervisory, technical, professional, and managerial levels and any increases in those categories from the prior year; and information concerning the agency's Hispanic and bilingual employment allocations."

In conjunction with the Department of Human Rights, the Department of Central Management Services developed a survey that was sent to each coded State agency under the Governor's jurisdiction. The intent of this first survey was to gather information as required by the legislation to develop benchmarks from which the State Hispanic Employment Plan could be developed and evaluated in subsequent years.

V. Summary of Agency Responses

All coded agencies under the Governor's jurisdiction returned their completed surveys. Responses varied depending on the goals and mission of the particular agency. For example, some of the larger agencies who deal primarily with the public in a direct service capacity have a budget allocation for Hispanic and Spanish-speaking employment programs while the smaller agencies who have little to no contact with the general public



in a direct service capacity do not have a budget allocation. Several agencies maintain a close relationship with the Illinois Association of Hispanic State Employees (IAHSE) with respect to recruitment efforts and distributing job vacancy notices while other agencies have established internal steering committees to focus on Hispanic and Spanish-speaking recruitment issues. Many agencies attend job fairs at academic institutions ranging from high schools and trade schools to colleges and universities as well as community-based and not for profit organizations in predominantly Latino areas. Several agencies expressed concerns regarding limited headcount availability and the lack of qualified candidates for various positions.

These survey results, identifying agencies' best practices and deficiencies, have been utilized to develop the State Hispanic Employment Plan action plan and goals. See Appendix #3 for completed agency surveys.

VI. Bilingual Needs and Bilingual Pay Survey

Pursuant to Public Act 86-1004, CMS...

"...shall require each agency to annually assess the need for employees with appropriate bilingual capabilities to serve the significant numbers of non-English speaking or culturally distinct persons. Additionally, pursuant to Public Act 87-1050, CMS is required to include in its annual report on bilingual needs the number of persons receiving bilingual pay—this report provides "the number of persons, by the categories of Hispanic and non-Hispanic, who are receiving the bilingual pay supplement for language skills, other than signing, in a language other than English."

See Appendix #4 for the full report.

VII. Hispanic Employment Action Plan and Goals

STRATEGY	WHO	WHEN
Leadership		
1.0 Each agency director will be given a copy of this plan with a letter from the Governor highlighting the importance of diversity with a specific section highlighting Hispanic hiring. (To succeed with increasing Hispanic hiring, it is imperative that Agency Directors hold their managers and supervisors accountable for implementing this plan.)	CMS	1 st Quarter 2006



<u>Leadership</u> – continued		
1.1 An overview of the plan will be presented to the Governor's Deputy Chiefs of Staff and their Agency Directors to affirm the Administration's commitment to the plan.	Governor's Office; CMS; Agency Directors	2 nd Quarter 2006
1.2 Fund and fill a full-time position within CMS who will oversee this plan and monitor compliance by all State agencies.	GOMB; CMS	2 nd Quarter 2006
1.3 Establish a Hispanic Advisory Council comprised of a small task force to serve as a gratis council of Hispanic subject matter experts to CMS and the full-time Hispanic Employment Plan administrator to ensure open lines of communication. Meetings will be scheduled semi-annually.	CMS; Hispanic Stakeholders	2 nd Quarter 2006
Recruitment and Selection		
2.0 The Department of Human Rights (DHR) Hiring and Promotion Monitor form is now mandatory for all hires and promotions. See Appendix #1. The agency's EEO officer must sign this form before a position can be offered. The interviewer will need to provide a written justification as to why an underutilized candidate was not selected. CMS will not authorize personnel actions without receipt of the attached monitor signed by the agency's EEO officer. (Mandating this form to be completed for each new hire and promotion will be a constant reminder to the agency HR Directors and interviewers that prior to making an offer of employment, they will need to verify if the position is underutilized with Hispanic employees.)	DHR; all State Agencies under the Governor's jurisdiction	1 st Quarter 2006



Recruitment and Selection - continued		
2.1 Two informational training sessions will be held for all Recruitment staff at each agency—one in Springfield and one in Chicago. Our goal is to utilize all of the resources in the field to increase the number of available qualified Hispanic candidates. Training will be provided regarding the EEO/AA reports and titles that are utilized in Hispanic hiring. See Appendix #5. (Our goal is to utilize all agency recruiters, regardless of the agency that they are working for. The training will provide them with the job titles and regions that are underutilized with Hispanic candidates.)	CMS; all State Agency HR Directors	2 nd Quarter 2006
2.2 CMS will work collaboratively with the Hispanic Advisory Council to review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS; Hispanic Advisory Council	3 rd Quarter 2006
2.3 CMS will provide training and education to all Agency Directors and HR Directors regarding the utilization of the bilingual Spanish-speaking option to make state employment more attractive to Hispanic individuals to better serve the monolingual Hispanic clients.	CMS; All State Agency Directors and HR Directors	4 th Quarter 2006
2.4 Restructure the Open Competitive Eligibility List that is provided to agencies to contact qualified applicants for interview. The eligibility list is prepared for a specific position title in a specific county. Veteran applicants in the top grade category appear first alphabetically on the list followed by non-veteran applicants alphabetically. Restructuring the format of the list to incorporate underutilization data will assist the agencies in identifying candidates in the underutilized category(ies) to interview to further their EEO/AA goals. PLEASE NOTE: In order to comply with Absolute Veterans' Preference, Veteran applicants must be afforded the opportunity for interview and employment prior to any non-veteran applicant when hiring from the Open Competitive Eligibility List.	CMS	3 rd Quarter 2006



Recruitment and Selection – continued		
(Changing the format of the eligibility list will be a great opportunity to have more Hispanics invited to interview for positions.)		
2.5 Implement a Diversity Enrichment Program database. Available Hispanic candidates with particular qualifications and career interests will be provided to agencies to meet their specific needs and targeted recruitment efforts will be achieved. (This will be an excellent resource for all State agencies. In the event they are underutilized in a particular position, and there are not any Hispanic candidates on the eligible list, we will be able to contact these individuals to see if they would like to apply for a position.)	CMS	1 st Quarter 2006
Retention and Development		
3.0 During the next enrollment period in May 2006, eligible employees will be encouraged to register for the Upward Mobility Program. (There were approximately 100 Hispanic new hires in 2005 who will be offered the opportunity to participate in the Upward Mobility Program.)	CMS Upward Mobility Program; AFSCME	2 nd Quarter 2006
3.1 There are currently 1,259 eligible Hispanic employees who have opted not to participate in the Upward Mobility Program. The Hispanic Employment Plan coordinator will reach out to them prior to the enrollment period to encourage their participation to increase their potential promotional opportunities.	CMS	2 nd Quarter 2006
3.2 CMS will explore with AFSCME the potential barriers causing Hispanics and other minorities to not enroll in the Upward Mobility Program.	Upward Mobility Program; AFSCME	2 nd Quarter 2006



Education		
4.0 CMS is identifying core competencies for each underutilized job title to enable agency EEO officers to facilitate their partnership with education	CMS	1 st Quarter 2006
providers to enhance the training and recruitment of qualified applicants, thus furthering agency compliance with Section 7-105(h) of the Illinois Human Rights Act.		
4.1 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals. (The CMS Agency Training Section will also notify the Hispanic Employment Plan Coordinator so that they will assure that these agencies are utilizing the resources available.)	CMS	2 nd Quarter 2006
4.2 Quarterly EEO/AA Officer meetings will be initiated in conjunction with the CMS Personnel Managers meetings.	CMS; DHR; all State Agency Personnel and EEO/AA Officers	1 st Quarter 2006
Accountability		
5.0 CMS will survey agencies to assess their activities in implementing the plan.	CMS; all State Agencies under the Governor's jurisdiction	4 th Quarter 2006
5.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 th Quarter 2006
5.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS; Hispanic Advisory Council	4 th Quarter 2006
5.3 The CMS Director will remind all State agencies under the Governor's jurisdiction of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS	4 th Quarter 2006



VIII. Conclusion

The 2006 Hispanic Employment Plan enables the State of Illinois to improve the representation of Hispanic employees in the state workforce by:

- Establishing benchmarks to measure the State's efforts;
- Institutionalizing the Administration's commitment to increasing recruitment, employment and promotional opportunities for Hispanic individuals in the state workforce;
- Incorporating individual agency's best practices into statewide practices;
- Formalizing and strengthening the liaison between the State and the Hispanic community.

Over the course of the next year, the Action Plan and Goals will be further enhanced to incorporate additional short-term goals and objectives as well as more long-term goals and objectives to ensure that the State of Illinois is efficiently providing services to the general public. By working together, we will achieve this goal and better serve the residents of Illinois.

