

State of Illinois

Rod R. Blagojevich, Governor

Illinois Department of Central Management Services

Maureen T. O'Donnell, Acting Director



STATE OF ILLINOIS 2008

HISPANIC Employment Plan



Respectfully submitted to the Illinois General Assembly
February 1, 2008, by Central Management Services



OFFICE OF THE GOVERNOR
SPRINGFIELD, ILLINOIS 62706

ROD R. BLAGOJEVICH
GOVERNOR

February 1, 2008

Dear General Assembly Member:

I am pleased to present to you the following annual report of the State Hispanic Employment Plan, which is helping us build a governmental workforce that reflects the impressive diversity of Illinois.

Today Illinois is home to more than one million Hispanics. Their growing contributions enrich the culture and diversity of our state, as well as help make our economy a vibrant and competitive one. Consequently, we owe it to them to see that they receive the help and assistance they need by improving their access to state services and programs, and one of the ways we do that is by improving their access to state employment.

As you may know, Illinois is only the second state in the nation to institute additional pay for bilingual skills, and the new pay scale has helped state agencies greatly increase the number of bilingual employees among their ranks. In so doing, that has enabled state agencies to better serve the public, especially in communities with significant Hispanic populations.

However, we still have a long ways to go to ensure that Hispanics are fully represented in state government, which is why CMS, in consultation with the Hispanic Employment Plan Advisory Council, will continue to coordinate ongoing activities to meet the goals and objectives stated in the State Hispanic Employment Plan.

Regards,

A handwritten signature in black ink, reading "Rod Blagojevich". The signature is written in a cursive style with a large, stylized "R" and "B".

Rod R. Blagojevich
Governor



ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Maureen T. O'Donnell, Acting Director

February 1, 2008

Dear General Assembly Member:

On August 15, 2005, Governor Blagojevich signed into law Public Act 094-0597, legislation calling for each state agency to include in its annual report its progress toward implementing the State Hispanic Employment Plan. The legislation is part of the Governor's ongoing commitment to diversity in our workforce, including the hiring, training, retention, and promotion of Latino employees.

As you know, the law requires CMS to prepare and submit to the General Assembly an annual Hispanic Employment Plan reporting each agency's activities that implement the plan. The 2007 report follows.

I am happy to report that, in terms of agency compliance with this mandate, the Hispanic Employment Plan is beginning to make significant progress. As we complete the second year of the Plan, I would like to share with you some of the state's accomplishments during 2007:

- The number of Hispanic employees in state agencies increased 3% – to a record 2,007
- Of the 4,967 hires in FY07, 203 were Hispanics, equaling a hiring rate of more than 4%
- More than 6% of all State agency promotions last year went to Hispanic employees

As the state's primary recruiting and employment agency, CMS helped agencies make that progress:

- CMS completed one of the Plan's major goals – to restructure the eligibility list to include EEO data, enabling agencies to identify an underutilized pool of candidates to interview
- The Plan coordinator has developed a Model Recruitment Plan and a Model Hispanic Employment Plan to assist agencies to meet their affirmative action goals
- CMS regularly helps agencies to identify bilingual positions to better serve their clients – as a result, the state now has 1,679 positions established as Spanish Speaking option: a gain of 590 bilingual positions since the program's inception on January 1, 2006, for an increase of 54%

Further, we expect that the new Web-based hiring system we launched last month will encourage many qualified individuals to identify and apply for open positions. This will also enable the State to better track and monitor applicants, while offering applicants the ability to track their candidate status online. The resulting electronic database will also help State agencies quickly identify appropriate candidates to help them reach their hiring goals – including bilingual employees.

Of course, there are many benefits of having a diverse workforce, but perhaps the most significant is to enable State agencies to provide better services more efficiently to the public. By continuing to work together on this vital initiative, we intend to achieve this goal and better serve the residents of Illinois.

Sincerely,



Maureen T. O'Donnell



Table of Contents

- I. Executive Summary
- II. Introduction
- III. Current Demographics
- IV. 2007 Hispanic Employment Plan Objectives Status Report
- V. Summary of Surveys
 - A. Statewide Hispanic Employment Plan Survey 2007 Highlights
 - B. Bilingual Needs and Bilingual Pay Survey Highlights
- VI. 2008 Hispanic Employment Action Plan and Objectives
- VII. Conclusion



I. **Executive Summary**

The State Hispanic Employment Plan has created and implemented a comprehensive process to increase the number of Hispanics that the State of Illinois recruits, hires, trains and promotes.

As the State's main recruiting and employment agency, CMS has helped agencies make progress towards that goal in 2007, the second full year of the Plan. Achievements so far include:

- **Helping agencies achieve their affirmative action goals**
 - The State's Hispanic Employment Program (HEP) coordinator developed a model recruitment plan to help agencies better plan for recruitment of Hispanics
 - CMS created a Diversity Enrichment Program database to enhance agencies' targeted recruitment efforts
 - The HEP coordinator developed a model Hispanic employment plan to assist agencies to meet their affirmative action goals
- **Better tracking of hiring and promotions of Hispanic employees**
 - CMS mandates that agencies complete the Department of Human Rights Hiring and Promotion Monitor form for all hires and promotions
 - All executive agencies are complying with this new process, advised by the HEP coordinator and the Hispanic Advisory Council
 - CMS restructured the open competitive eligibility list to include EEO data, enabling agencies to identify a pool of candidates from underutilized categories to interview
- **Increasing number of Hispanics hired and promoted**
 - In 2007, while the total employment numbers in state executive agencies declined, the number of Hispanic employees increased – to a record 2,007
 - In 2007, Latino employees earned 4.8% of all promotions
- **Increasing Spanish-speaking employees throughout State government**
 - CMS requires agencies to review their positions every year to identify those in which bilingual skills can enable agencies to better serve their constituents, especially positions that service communities with significant Latino populations
 - With Illinois being the second state in the U.S. to institute additional pay for bilingual skills, agencies created many new bilingual positions and also modified existing jobs to reflect the Spanish-speaking option
 - Since the inception of the State Hispanic Employment Plan, the state has added 590 Spanish-speaking option positions – up 54%

As we enter the third year of the State Hispanic Employment Plan, CMS is working to build on this success – aided by the Hispanic Advisory Council, which meets regularly, reviews the HEP and bilingual survey tools annually, and helps monitor agencies' compliance with the Plan.

While the focus of the Plan is on Latinos, it has served to strengthen Illinois government's commitment to diversity in general. As demonstrated by their actions, State agencies are increasingly committed to the Plan and to building a diverse workforce for the State of Illinois.



II. Introduction

As you will see in the following pages, over the past year the State of Illinois has made significant progress in the hiring and promotion of Hispanics in State agencies.

This 2008 annual report on the State Hispanic Employment Program includes the total number of Hispanic employees in the State (including Spanish-speaking bilingual employees) by agency, updated data detailing how Hispanics perform on State personnel tests and the most recent statistics on how many Hispanics applied for promotions and how many were promoted.

State agencies hired 176 Hispanics. As a matter of record, state agencies have been successful in hiring Hispanics in substantial numbers each year that the State Hispanic Employment Plan has been in effect. However, when we compare last year's total number of Hispanic employees – 2,004 – to this year's 2,007, we show only a net gain of 3 additional employees. It is clearly evident that the true challenge to the issue of increasing the number of Hispanics in the state workforce is not as simple as hiring additional Hispanic employees. The difference in the number of hires and the minimal net gain clearly points to an issue of retention. While a certain level of turnover is to be expected and even encouraged to help new workers gain entry to the workforce, a number of state agencies identified retention as a critical issue in their response to the State Hispanic Employment Plan Survey. In response, the CMS Hispanic Advisory Council will address this issue through 2 objectives to be met by next year's Plan. The first objective is to conduct research in partnership with a university to identify why Hispanics are leaving the state workforce, such as retirement, better opportunity elsewhere, lack of upward mobility or need for culturally sensitive training, for example. Northeastern University has agreed to conduct this research with a graduate student whose stipend will be paid by the university. The other objective is to work jointly with the Illinois Department of Human Rights to make Exit Interviews mandatory for all state agencies. Having a clearer picture as to why Hispanics are leaving the workforce will help agencies develop better strategies to correct this and make it a more attractive work environment for all future state employees.

Overall, the statewide percentage of Hispanics in the state workforce did not change significantly from the previous year. However, in counties where Hispanics reside and represent a larger proportion of the population, their employment figures are reflected in larger numbers in the state workforce. For example, statewide the percentage of Hispanics in the state workforce is 3.9%, but in Cook County they comprise 19.9% of the general population and 10% of the state workforce. Hispanics comprise 9% of the general population in DuPage County and 11.2% of the state workforce. And in Boone County Hispanics comprise 12.5% of the general population and 16.7% of the state workforce. However, the fact that there are large pockets of the state where Hispanics represent only a miniscule percentage of the overall population serves to lower their overall statewide workforce number. Agencies need to examine these population challenges within their recruitment plans if they are to be successful in meeting their commitment to the State Hispanic Employment Plan and to better serve the Hispanic public.



III. Current Demographics

Based on 2000 U.S. Census data and state employment workforce statistics as of December 31, 2007, approximately 3.9% of the State's 51,696 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. Cook, Lake, Boone and DuPage counties all showed an increase in the percentage of Hispanic state workforce from last year, while Kane County had a decrease in the percentage of Hispanics in the state workforce.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Kane	23.7%	9.5%
Cook	19.9%	10.0%
Lake	14.4%	9.9%
Boone	12.5%	16.7%
DuPage	9.0%	11.2%

There are 2,007 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	828
Department of Corrections	229
Department of Children & Family Services	206
Department of Employment Security	158
Department of Healthcare & Family Services	116

The Departments of Human Services and the Department of Healthcare and Family Services each show an increase over last year's data. The Department of Corrections, Department of Children and Family Services, and the Department of Employment Security all experienced a decrease in the number of Hispanic employees employed by their agency as compared to last year's numbers.



Of the 2,007 coded Hispanic State employees, 1,185 are currently receiving bilingual pay for the use of the Spanish language – approximately 59%. 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	617
Department of Children & Family Services	181
Department of Employment Security	112
Department of Healthcare & Family Services	103
Department of Corrections	41

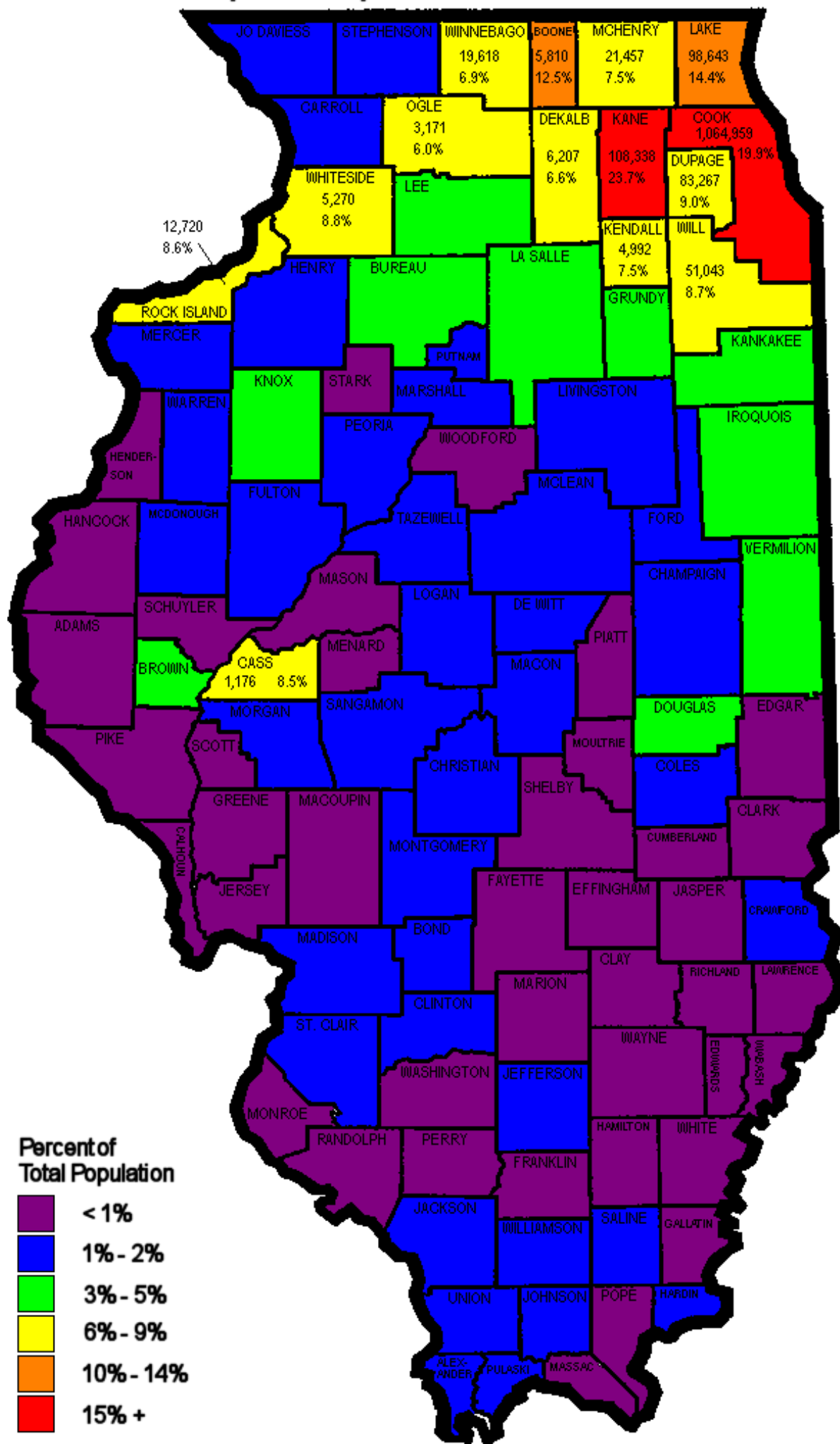
The Department of Human Services and the Department of Healthcare and Family Services each show an increase over last year's data. The Departments of Children and Family Services, Employment Security and Corrections saw their numbers decrease from the previous year.

In calendar year 2007, 99,432 open competitive exams were administered. Of those, Hispanic applicants received 11,495 civil service grades. The graph below illustrates how Hispanics fared when compared to all applicants.

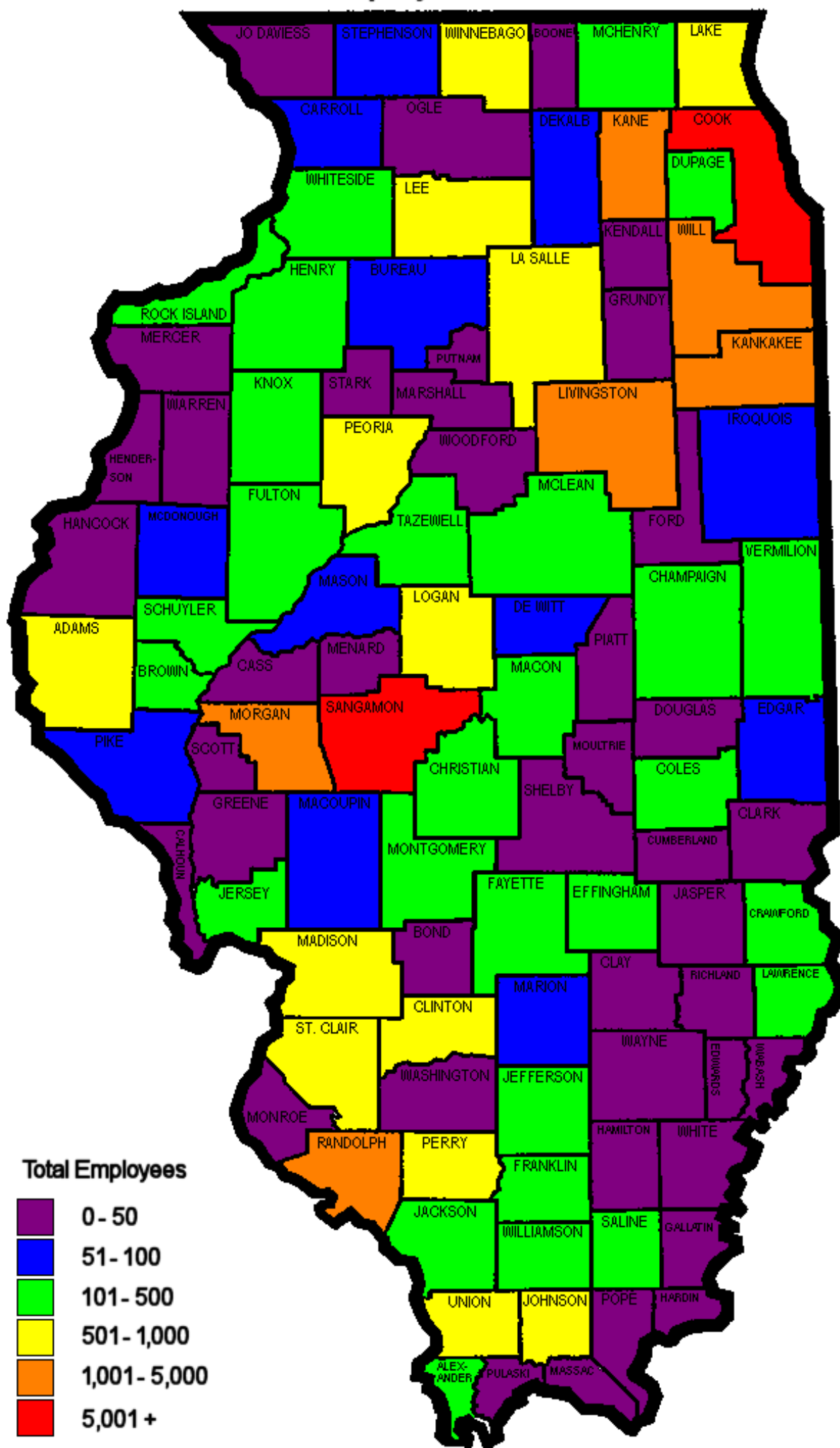
CY 2006	HISPANICS	NON-HISPANICS	TOTAL
Open Competitive Total Grades	11,495	87,937	99,432
A Grade	1,914	27,984	29,898
B Grade	4,076	30,178	34,254
C Grade	2,684	11,740	14,424
Failed Grade	2,821	18,035	20,856

Promotional transactions inclusive of all venues (Upward Mobility Program, promotion, Merit System Transfer with promotion and Promotion to Term) indicate a total of 1,163 employees were promoted in calendar year 2007; of those 56 are Hispanic employees, comprising a promotion rate of 4.1%, down 2% from the previous year.

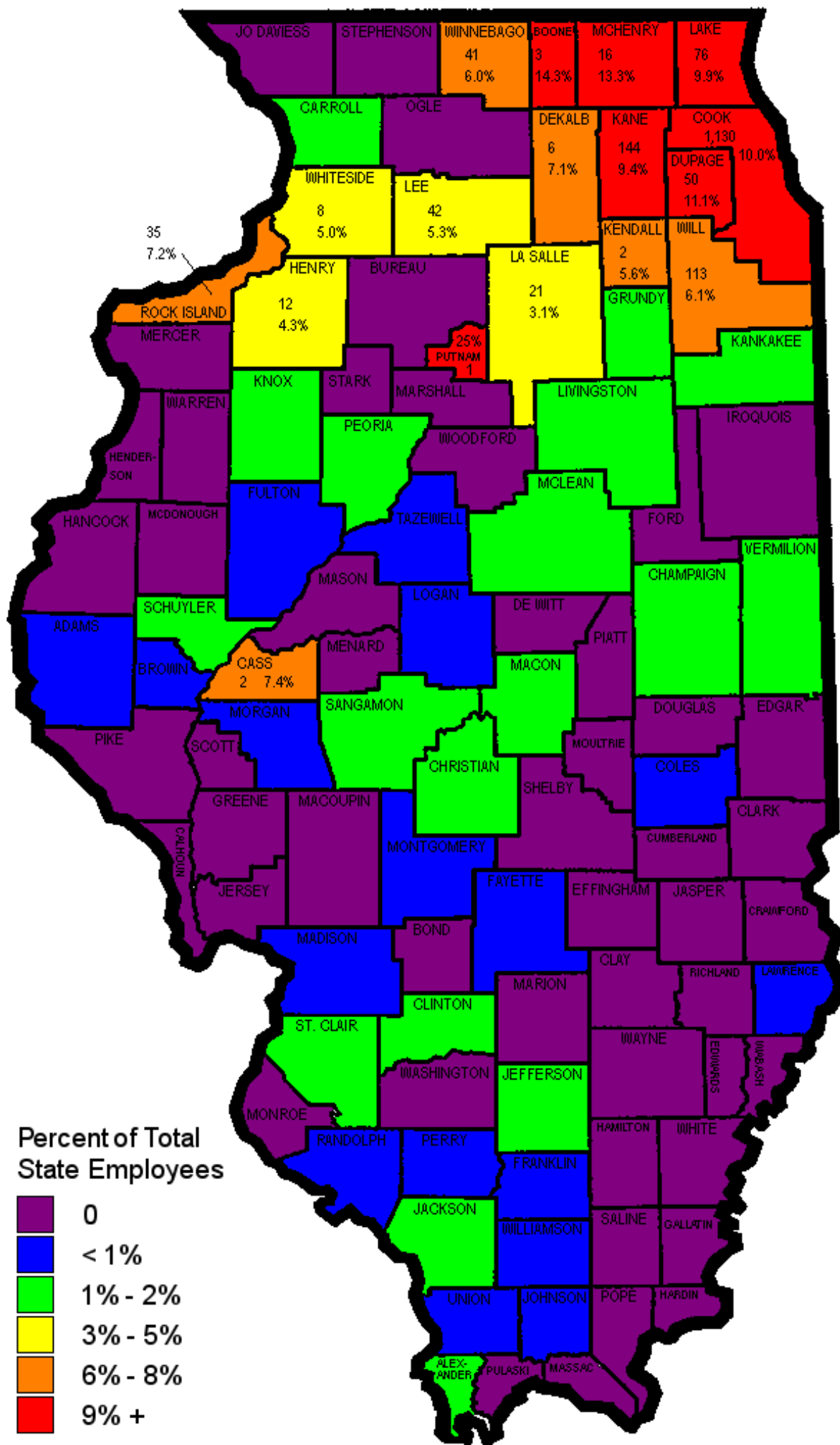
Illinois Hispanic Population 2000 Census Data



Coded State Employees as of 1/10/2008



Coded Hispanic State Employees as of 1/10/2008



Population vs. Workforce *

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				ALL	% HISPANIC	TOTAL HISPANIC **
Adams	67,582	0.8%	541	655	0.3%	2
Alexander	9,327	1.4%	131	375	1.3%	5
Bond	17,941	1.4%	251	18	0.0%	0
Boone	46,477	12.5%	5,810	18	16.7%	3
Brown	6,879	3.9%	268	387	0.5%	2
Bureau	35,221	4.9%	1,726	79	0.0%	0
Calhoun	5,069	0.6%	30	21	0.0%	0
Carroll	16,242	2.0%	325	97	2.1%	2
Cass	13,841	8.5%	1,176	26	7.7%	2
Champaign	186,800	2.9%	5,417	376	1.1%	4
Christian	35,127	1.0%	351	290	1.7%	5
Clark	16,998	0.3%	51	25	0.0%	0
Clay	14,316	0.6%	87	17	0.0%	0
Clinton	36,135	1.6%	578	979	1.0%	10
Coles	51,880	1.4%	726	108	0.9%	1
Cook	5,351,552	19.9%	1,064,959	11,287	10.0%	1,131
Crawford	19,899	1.7%	338	273	0.0%	0
Cumberland	11,063	0.6%	66	20	0.0%	0
De Kalb	94,041	6.6%	6,207	84	7.1%	6
De Witt	16,679	1.3%	217	58	0.0%	0
Douglas	19,923	3.5%	697	32	0.0%	0
DuPage	925,188	9.0%	83,267	448	11.2%	50
Edgar	19,396	0.8%	155	59	0.0%	0
Edwards	6,850	0.5%	34	14	0.0%	0
Effingham	34,529	0.7%	242	121	0.0%	0
Fayette	21,539	0.8%	172	458	0.7%	3
Ford	14,094	1.2%	169	36	0.0%	0
Franklin	39,117	0.6%	235	134	0.7%	1
Fulton	37,658	1.2%	452	435	0.5%	2
Gallatin	6,220	0.9%	56	4	0.0%	0
Greene	14,708	0.5%	74	16	0.0%	0
Grundy	39,528	4.1%	1,621	46	2.2%	1
Hamilton	8,334	0.6%	50	10	0.0%	0
Hancock	19,393	0.5%	97	26	0.0%	0
Hardin	4,711	1.1%	52	8	0.0%	0
Henderson	8,073	0.9%	73	20	0.0%	0
Henry	5,064	2.9%	147	261	4.2%	11
Iroquois	30,684	3.9%	1,197	74	0.0%	0
Jackson	58,976	2.4%	1,415	359	1.7%	6
Jasper	9,955	0.5%	50	24	0.0%	0
Jefferson	40,334	1.3%	524	483	1.0%	5
Jersey	22,188	0.7%	155	114	0.0%	0
Jo Daviess	22,526	1.5%	338	25	0.0%	0

Johnson	12,951	2.9%	376	783	0.1%	1
Kane	457,122	23.7%	108,338	1,530	9.5%	145
Kankakee	105,625	4.8%	5,070	1,636	1.3%	21
Kendall	66,565	7.5%	4,992	33	6.1%	2
Knox	54,491	3.4%	1,853	436	2.8%	12
Lake	685,019	14.4%	98,643	761	9.9%	75
La Salle	112,037	5.2%	5,826	672	3.1%	21
Lawrence	15,287	0.9%	138	413	0.5%	2
Lee	35,537	3.2%	1,137	796	5.4%	43
Livingston	39,208	2.7%	1,059	1,267	1.9%	24
Logan	30,716	1.6%	491	650	0.8%	5
Mc Donough	32,852	1.5%	493	60	0.0%	0
Mc Henry	286,091	7.5%	21,457	119	13.4%	16
Mc Lean	156,879	2.5%	3,922	167	2.4%	4
Macon	111,175	1.0%	1,112	430	1.2%	5
Macoupin	49,055	0.6%	294	61	0.0%	0
Madison	261,689	1.5%	3,925	792	0.5%	4
Marion	40,751	0.9%	367	90	0.0%	0
Marshall	13,039	1.0%	130	32	0.0%	0
Mason	15,884	0.5%	79	68	0.0%	0
Massac	15,138	0.8%	121	42	0.0%	0
Menard	12,593	0.8%	101	23	0.0%	0
Mercer	17,003	1.3%	221	21	0.0%	0
Monroe	29,723	0.7%	208	28	0.0%	0
Montgomery	30,352	1.1%	334	489	0.6%	3
Morgan	35,990	1.4%	504	1,415	0.3%	4
Moultrie	14,469	0.5%	72	20	0.0%	0
Ogle	52,858	6.0%	3,171	40	0.0%	0
Peoria	182,335	2.1%	3,829	514	1.6%	8
Perry	22,684	0.8%	181	520	0.2%	1
Piatt	16,426	0.6%	99	21	0.0%	0
Pike	16,927	0.5%	85	52	0.0%	0
Pope	4,261	0.9%	38	12	0.0%	0
Pulaski	7,077	1.5%	106	19	0.0%	0
Putnam	6,119	2.8%	171	6	16.7%	1
Randolph	33,244	0.8%	266	1,475	0.6%	9
Richland	15,997	0.8%	128	44	0.0%	0
Rock Island	147,912	8.6%	12,720	468	7.3%	34
St. Clair	258,606	2.2%	5,689	749	1.1%	8
Saline	26,158	1.0%	262	313	0.0%	0
Sangamon	191,875	1.1%	2,111	11,221	1.1%	123
Schuyler	7,021	0.5%	35	222	1.8%	4
Scott	5,505	0.2%	11	9	0.0%	0
Shelby	22,407	0.5%	112	32	0.0%	0
Stark	6,198	0.9%	56	23	0.0%	0
Stephenson	48,151	1.5%	722	71	0.0%	0
Tazewell	128,056	1.0%	1,281	159	0.6%	1
Union	18,170	2.6%	472	722	0.7%	5

Vermilion	82,804	3.0%	2,484	455	1.1%	5
Wabash	12,680	0.7%	89	9	0.0%	0
Warren	18,246	2.7%	492	40	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	47	0.0%	0
Whiteside	59,886	8.8%	5,270	148	5.4%	8
Will	586,706	8.7%	51,043	1,860	6.1%	114
Williamson	62,448	1.2%	749	326	0.6%	2
Winnebago	284,313	6.9%	19,618	675	6.1%	41
Woodford	36,367	0.7%	255	35	0.0%	0
Totals	12,607,964	12.3%	1,553,649	51,576	3.9%	2,003

* Reflects Code Employees as of 12/31/2007

** In addition, 4 Hispanics are employed in out of state positions

Numbers and Percentage of Hispanics Among Code Employees - 12/31/2007

Agency	Hispanic Incumbents	All Incumbents	Hispanic %
Aging	5	152	3.29%
Agriculture	10	462	2.16%
Arts Council	5	22	22.73%
Capital Development Board	1	37	2.70%
Central Management Services	32	1,535	2.08%
Children & Family Services	206	3,207	6.42%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	16	418	3.83%
Commerce Commission	1	69	1.45%
Corrections	229	12,012	1.91%
Criminal Justice Information Authority	2	59	3.39%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	9	0.00%
Emergency Management Agency	0	97	0.00%
Employment Security	158	1,666	9.48%
Environmental Protection	15	1,024	1.46%
Financial & Professional Regulation	45	759	5.93%
Guardianship & Advocacy	7	111	6.31%
Healthcare & Family Services	116	2,343	4.95%
Historic Preservation	3	257	1.17%
Human Rights Commission	2	9	22.22%
Human Rights Department	30	156	19.23%
Human Services	828	14,651	5.65%
Investment Board	0	2	0.00%
Juvenile Justice	58	1,233	4.70%
Labor	12	80	15.00%
Labor Relations Board, Educational	0	13	0.00%
Labor Relations Board, Local	0	1	0.00%
Labor Relations Board, State	1	19	5.26%
Law Enforcement Training and Standards	1	20	5.00%
Medical District Commission	0	2	0.00%
Military Affairs	3	120	2.50%
Natural Resources	6	1,500	0.40%
Pollution Control Board	0	21	0.00%
Prisoner Review Board	1	21	4.76%
Property Tax Appeal Board	0	23	0.00%
Public Health	32	1,121	2.85%
Revenue	37	2,087	1.77%
State Fire Marshal	4	160	2.50%
State Police	46	1,458	3.16%
State Police Merit Board	0	5	0.00%
State Retirement Systems	0	80	0.00%
Transportation	71	3,371	2.11%
Veterans' Affairs	8	1,121	0.71%
Workers' Compensation Commission	16	172	9.30%
Totals	2,007	51,696	3.88%

Numbers and Percentage of Code Employees Receiving Bilingual Pay for Spanish
12/31/2007

Agency	Paid Bilinguals: Spanish-speaking	All Incumbents	Spanish - speaking %
Aging	2	152	1.32%
Agriculture	2	462	0.43%
Arts Council	1	22	4.55%
Capital Development Board	0	37	0.00%
Central Management Services	3	1,535	0.20%
Children & Family Services	181	3,207	5.64%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	7	418	1.67%
Commerce Commission	1	69	1.45%
Corrections	41	12,012	0.34%
Criminal Justice Information Authority	0	59	0.00%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	9	0.00%
Emergency Management Agency	0	97	0.00%
Employment Security	112	1,666	6.72%
Environmental Protection	2	1,024	0.20%
Financial & Professional Regulation	18	759	2.37%
Guardianship & Advocacy	4	111	3.60%
Healthcare & Family Services	103	2,343	4.40%
Historic Preservation	0	257	0.00%
Human Rights Commission	1	9	11.11%
Human Rights Department	27	156	17.31%
Human Services	617	14,651	4.21%
Investment Board	0	2	0.00%
Juvenile Justice	4	1,233	0.32%
Labor	8	80	10.00%
Labor Relations Board, Educational	0	13	0.00%
Labor Relations Board, Local	0	1	0.00%
Labor Relations Board, State	1	19	5.26%
Law Enforcement Training and Standards	0	20	0.00%
Medical District Commission	0	2	0.00%
Military Affairs	0	120	0.00%
Natural Resources	1	1,500	0.07%
Pollution Control Board	0	21	0.00%
Prisoner Review Board	0	21	0.00%
Property Tax Appeal Board	0	23	0.00%
Public Health	18	1,121	1.61%
Revenue	18	2,087	0.86%
State Fire Marshal	3	160	1.88%
State Police	1	1,458	0.07%
State Police Merit Board	0	5	0.00%
State Retirement Systems	0	80	0.00%
Transportation	6	3,371	0.18%
Veterans' Affairs	0	1,121	0.00%
Workers' Compensation Commission	3	172	1.74%
Totals	1,185	51,696	2.29%



IV. 2007 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<u>Leadership</u>		
1.0 Each agency director will be given a copy of the 2007 Hispanic Employment Plan with a letter from the Governor highlighting the importance of diversity in general and Hispanic hiring and bilingual needs in particular.	CMS	Letter sent to agencies on 12/29/06. Plan distributed to state agencies on 2/1/07.
1.1 Reconvene the Hispanic Advisory Council to serve as a gratis council of Hispanic subject matter experts to CMS and the Hispanic Employment Plan Administrator. Meetings will be scheduled quarterly.	CMS, Hispanic Advisory Council	Meetings were held quarterly on 2/15, 6/08, 9/27 and 12/14.
1.2 Develop a model Hispanic Employment Plan for state agencies to utilize and to standardize procedures.	CMS, Hispanic Advisory Council	Completed on 6/07. Available electronically to all agency HR Directors on CMS Personnel Workbench.
<u>Recruitment and Selection</u>		
2.0 Mandated Hiring and/or Promotion monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.	DHR, all State Agencies under the Governor's jurisdiction	Ongoing; CMS will not authorize hires without attached, completed form.
2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council	Completed 6/07.
2.2 Restructure the Open Competitive Eligibility List to incorporate agencies' underutilization data to identify candidates in the underutilized category(ies) for interview to further address their EEO/AA goals.	CMS, DHR	Completed on 10/01/07.
2.3 Develop a Model Recruitment Plan and work with recruitment officers to ensure agencies are working toward a planned approach to attract underutilized groups to state government and with particular emphasis on underutilization of Hispanics and bilingual/Spanish positions.	CMS, all State Agencies under the Governor's jurisdiction, Hispanic Advisory Council	Completed. Presented for approval on 9/07. Available electronically to all agency HR Directors on CMS Personnel Workbench.
2.4 Identify and apply for research grant money to complete HEP research on relevant issues, for example; bilingual caseload analysis, mapping of the application and hiring process to target at what point in the employment process Hispanics encounter barriers to state employment or drop out of consideration; conduct civil service test bias study.	CMS, Hispanic Advisory Council	Working with Northeastern Illinois University to identify a research intern to work on issue of retention. Will identify project implementation date by 2/08.



STRATEGY	WHO	WHEN
<u>Education</u> 3.0 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.	CMS	Ongoing
3.1 Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.	CMS, DHR	EEO/AA officers are invited to all monthly meetings.
<u>Accountability</u> 4.0 CMS will survey agencies to assess their activities in implementing the plan.	CMS, all State Agencies under the Governor's jurisdiction	Surveys were sent to all agencies 10/01/07 with return deadline of 11/01/07.
4.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	Completed, summary will be included in 2008 HEP.
4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS, Hispanic Advisory Council	Council met on 12/14 and developed objectives outlined in 2008 Plan.
4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS	Letter from Acting Director O'Donnell sent to all agency heads on 12/31/07.
4.4 Improve the flow of information to the Latino Caucus by setting an annual meeting with the Latino legislators to update them on the Plan and advise them of any potential issues, barriers or problems encountered in the implementation of the plan.	CMS, Hispanic Advisory Council	This objective was not met. Due to extended legislative sessions, legislators were unavailable to meet. Objective will carry over to next year.

V. Summary of Surveys

The CMS State Hispanic Employment Plan Coordinator, in consultation with the Hispanic Employment Plan Advisory Council, updated both the State Hispanic Employment Survey and the Bilingual Needs and Bilingual Pay Survey. These surveys are used to assess each state agency's activities in implementing the State Hispanic Employment Plan and in formulating a plan to determine Bilingual Needs and report data on Bilingual Pay. These surveys are instrumental in compilation of the annual report presented to the General Assembly. The surveys are also used as part of the assessment that the Hispanic Employment Plan Coordinator uses when working with individual agencies to pinpoint deficiencies and recommendations for improvements. These recommendations assist the agency to improve Hispanic underutilization numbers and increase the number of bilingual employees, thereby better serving the Hispanic public.



A. Statewide Hispanic Employment Plan Survey 2007 Highlights

The revised survey was distributed on October 1, 2007, to all coded agencies under the jurisdiction of the Governor, and responses were to be returned to CMS by October 31st. All agencies responded. Survey highlights include the following:

Hispanic employment strategies undertaken in implementing the State Hispanic Employment Plan:

- 3 agencies responded that they developed an agency Hispanic Employment Plan with objectives, timelines and accountability benchmarks similar to the CMS State Hispanic Employment Plan Model.
- Held monthly Diversity meetings with senior staff to look at underutilization and build strategies to ensure improvement with respect to diversity.
- Agency Latino Advisory Committee created a Latino Recruitment subcommittee to identify strategies and help recruit more Latino applicants.
- Agency increased its Latino hiring four-fold from past year.
- Agency identified retention as an issue impacting the agency Latino workforce resulting in the establishment of a support group to assist new Latino employees as they enter the agency workforce.
- Agency has EEO officer serve on Rutan interview panel to remove any perception of bias from the hiring decision.
- Increased monies into the Latino market to attract more Latinos into agency workforce.
- Targeted Latinos for hiring in the filling of one of every 3 positions.
- When appropriate, the Personnel Manager will use the Affirmative hiring initiative to bypass highest scoring candidate to hire a candidate from an under-utilized category within the same grade category.
- Added special translator feature to agency web page that will translate entire website into Spanish.
- Agency invites all Hispanics identified on eligibility list for interview.

Employment strategies undertaken to increase the number of available bilingual/Spanish employees to service the needs of Spanish-speaking public:

- Creation of "Spanish-Speaking Petition Policy"---allowing for employees to self-petition transfer to a Spanish-Speaking option position to receive bilingual pay.
- Agency re-classified additional titles to include for Spanish Speaking option in underutilized regions.
- Agency E-Blasts job vacancy postings to partner community organizations within the Hispanic community.
- Agency demonstrated a commitment to assisting well-qualified non-resident aliens to secure visas for employment in the U.S.
- Agency stepped up its participation in job fairs and other outreach events within the Hispanic community.
- Based on need, added bilingual pay to current bilingual employees that did not previously receive the pay supplement.
- Agency expanded the types of degrees accepted for work in professional titles within the child welfare field.

Suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed:



- Recognizing that LatPro and other similar web recruiters are a great way of attracting well-qualified Latinos from across the nation, a consortium of agencies should band together to offset the subscription costs.
- Create a Hispanic Leadership Academy to prepare Latinos for advancement into management positions.
- Increase the number of Hispanics within the EEO category of Officials/Managers.
- Increase the number of Hispanics who serve on the Rutan interview panels.
- Continue and expand training on the issues of Underutilization, Recruitment and Cultural Diversity.
- Hire more Hispanics as Affirmative Action Officers in state agencies.

Remaining Challenges:

As mentioned previously in this report, the hiring of Hispanics has been successful in each year of the Plan since its inception. The real challenge has proven to be retention; unless an in-depth study is conducted to ascertain the reasons why Hispanics leave state government employment, no real progress in the number of Hispanics within the state workforce will result. Please note that the Hispanic Advisory Council has set 2 objectives to address this issue in its 2008 Hispanic Employment Action Plan and Objectives, contained in Section VI. of this report.

See Appendix for completed agency surveys.

B. Bilingual Needs and Bilingual Pay Survey Highlights

Survey responses were due to CMS by December 7, 2007. Responses were received from 40 agencies; 13 agencies stated they had no bilingual employees and that based on the mission of their agency, no bilingual positions were needed at this time, down from 17 agencies last year that said they had no bilingual needs. The six agencies below did not comply with survey request:

- Illinois Department of Children and Family Services
- Illinois Department of Corrections
- State Board of Investment
- Juvenile Justice, Department of
- Medical District Commission
- State Police Merit Board

See Appendix for the full report.

VI. 2008 Hispanic Employment Action Plan and Objectives



STRATEGY	WHO	WHEN
<u>Leadership</u>		
1.0 Each agency director will be given a copy of the 2007 Hispanic Employment Plan with a letter from the Governor highlighting the importance of diversity in general and Hispanic hiring and bilingual needs in particular.	CMS	1 st Quarter
1.1 Reconvene the Hispanic Advisory Council to serve as a gratis council of Hispanic subject matter experts to CMS and the Hispanic Employment Plan Administrator. Meetings will be scheduled quarterly.	CMS, Hispanic Advisory Council	Each Quarter
1.2 In collaboration with the Illinois Department of Human Services develop a module on “Leadership and Upward Mobility Training” to enhance promotional opportunity for Hispanic employees.	CMS, Hispanic Advisory Council	3rd Quarter
<u>Recruitment and Selection</u>		
2.0 Mandated Hiring and/or Promotion monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.	DHR, all State Agencies under the Governor’s jurisdiction	Ongoing
2.1 Review and analyze the form and procedures used to assess agencies’ bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council	2 nd Quarter
2.2 Restructure the Open Competitive Eligibility List to incorporate agencies’ underutilization data to identify candidates in the underutilized category(ies) for interview to further address their EEO/AA goals.	CMS, DHR	Ongoing
2.3 Monitor CMS outreach efforts to ensure that Hispanics are fully informed of newly enacted e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, Hispanic Advisory Council	2 nd Quarter
2.4 In collaboration with the Illinois Board of Higher Education, identify resources to complete HEP research on relevant issues; for example, retention or a mapping of HR process to identify where Hispanics drop out of consideration for state employment.	CMS, Hispanic Advisory Council	2nd Quarter
<u>Education</u>		
3.0 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.	CMS	Ongoing
3.1 Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.	CMS, DHR	ongoing



STRATEGY	WHO	WHEN
<u>Accountability</u> 4.0 CMS will survey agencies to assess their activities in implementing the plan.	CMS, all State Agencies under the Governor's jurisdiction	4 th Quarter
4.1 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
4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS, Hispanic Advisory Council	4 th Quarter
4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS	4 th Quarter
4.4 Improve the flow of information to the Latino Caucus by setting an annual meeting with the Latino legislators to update them on the Plan and advise them of any potential issues, barriers or problems encountered in the implementation of the plan.	CMS, Hispanic Advisory Council	3 rd Quarter
4.5 Identify and provide geographical data on Hispanics employed by coded agencies within the titles of Officials/Managers (PSA, SPSA) for inclusion in Annual Hispanic Employment Plan report to the General Assembly.	CMS	4 th Quarter

VII. Conclusion

Year Two of the State Hispanic Employment Plan realized a substantial gain in the number of bilingual/Spanish employees available to serve the State's Hispanic community. The Plan was also instrumental, based on the restructuring of the eligibility list, in fundamentally changing how State Government identifies candidates for interview. These changes have benefited not only the Hispanic public but all those who seek services from state agencies. For this reason, CMS will not waver in its commitment to this important legislation and its objectives.

