



State of Illinois  
Illinois Department of Central Management Services

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# STATE OF ILLINOIS 2010

## *HISPANIC Employment Plan*



Respectfully submitted to the Illinois General Assembly  
February 1, 2010, by Central Management Services





## OFFICE OF THE GOVERNOR

SPRINGFIELD, ILLINOIS 62706

**Pat Quinn**  
GOVERNOR

February 1, 2010

Dear General Assembly Member,

The following is the 2010 report of the State Hispanic Employment Plan, which is helping us build a state governmental workforce that reflects the diversity of Illinois. The plan was submitted by the Illinois Department of Central Management Services to the General Assembly on February 1<sup>st</sup>, as required by law.

Hispanics comprise over fifteen percent of Illinois' population, and are now our state's largest minority group. Their contributions enrich our state's culture and economy, and our continued efforts to create a more inclusive and representative state workforce will ensure that Illinois is competitive and that our state provides appropriate services to our residents.

I am pleased to report to you that the number of Hispanic state employees is at a record level in our state's history. However encouraging this may be, my administration recognizes that we have yet to achieve full representation of Hispanics in state government.

As my administration continues to confront our state's fiscal challenges, we hold true to our values in support of diversity and the effectiveness of improving access to state government.

For this reason, I have charged the Illinois Department of Central Management Services to continue to collaborate with the Hispanic Employment Plan Advisory Council in order to meet the goals and objectives stated in this year's plan.

Sincerely,

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

Pat Quinn

Governor



ILLINOIS

Pat Quinn, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

James P. Sledge, Director

February 1, 2010

Dear General Assembly Member:

Public Act 094-0597, passed in August 2005, requires 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.

The law requires CMS to prepare and submit to the General Assembly an annual Hispanic Employment Plan reporting each agency's activities that constitute the plan. Accordingly, the 2010 report follows.

I am happy to report that the Hispanic Employment Plan has made significant progress. I would like to share with you some of the state's accomplishments during 2009:

- The number of Hispanic state employees has continued to increase to a record 2,157 (4.28%)
- 1,236 employees receive bilingual pay for Spanish.
- Hispanic employees comprised 5% of all promotions.

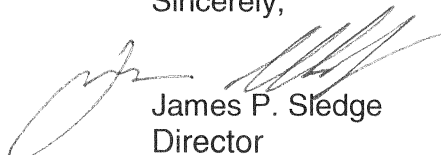
As the state's primary recruiting and employment agency, CMS helped agencies make that progress in the following ways:

- To ensure that agencies have a ready pool of diverse and qualified candidates when hiring, CMS, through its Diversity Enrichment Program, participated in 38 outreach and job fair events in 2009, providing employment information to over 9,200 job-seekers. CMS continues to work with state agencies to assist them with targeted recruitment and has been successful in sourcing candidates specific to the individual and specialized needs of agencies' diverse needs.
- CMS continued its work with the Governor's New Initiative Project to develop a Model Policy to standardize how language assessment testing is implemented across all state agencies. A major component of the 2010 Plan, the Model Policy is projected to be in place by September, 2010.

The 2010 CMS Hispanic Employment Plan outlines the most challenging and ambitious objectives since its inception. For example, a major component of the Plan is to develop a multi-year, statewide workforce plan. Although a major undertaking, this will greatly assist state agencies to meet recruitment, retention and staff development needs and to plan for an aging workforce, employee retention and population shifts.

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,



James P. Sledge  
Director

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## I. **2010 Executive Summary**

Since 2006, when the first State Hispanic Employment Plan was introduced, the Illinois Department of Central Management Services, in compliance with Public Act 094-0597 has developed an annual plan to address the under-representation of Hispanics and bilingual/Spanish employees in the state workforce. As you will see documented within this **2010** report, CMS has created and implemented a comprehensive process to increase the number of Hispanic and bilingual employees hired and promoted.

Currently, 2,157 (4.28%) of the state work force is Hispanic, representing a slight increase from last year (4.12%). The increase in the number of Hispanics is particularly significant in light of budget shortfalls resulting in fewer hiring opportunities, overall. The number of bilingual/Spanish employees has also continued to rise, from 1,089 in the first year of the Plan, to its current 1,236. However, this year's number of bilingual/Spanish employees (1,236) did see a slight decrease from last year (1,251), a difference of 15 fewer bilingual employees on board in 2009 than in 2008. In 2009, state employees applied for 12,954 promotional grades, resulting in 890 promotions. Of those, 635 applications were from Hispanics and resulted in 44 promotions.

An ongoing objective of the State Hispanic Employment Plan is to ensure that eRecruiting, the CMS electronic application process, implemented in 2008, does not adversely impact the number of Hispanics applying for state positions. In 2007, the year prior to implementation of eRecruiting, Hispanics applied for 11,495 positions resulting in 16.7% of them receiving "A-Well Qualified" grades. In 2008, the first year of implementation, Hispanics applied for 14,801 positions, and 17.6% received "A-Well Qualified" grades. In 2009, there was a slight decrease in the number of Hispanics applying (14,584), but a greater number (19.2%) received "A-Well Qualified" grades. Not only have Hispanics not been hindered by the new electronic application process, but they are now represented in greater numbers on the eligibility list and in more reachable grade categories.

Each year, the data gathered and presented within the Hispanic Employment Plan is reviewed to ensure that a detailed picture on the status of Hispanics in the workforce is presented to state agencies to assist them in meeting Hispanic and bilingual hiring goals. This year's data includes new statistical items specific to the titles of Public Service Administrator and Senior Public Service Administrator. For each of the two titles, an additional breakdown is provided—per agency—depicting union and non-union status. Also, the survey form used to measure agencies' accomplishments toward meeting the mandates of the State Hispanic Employment Plan was revised to solicit information on Exit Interviews and Intern Programs. The survey used to gather data on how state agencies determine bilingual needs and bilingual pay was, likewise, revised to allow for gathering data on how often state agencies use the Master Contract for Translation and Interpreter services.

The 2010 CMS State Hispanic Employment Plan outlines the most challenging objectives since the inception of Public Act 094-0597. These include the development of a multi-year statewide workforce plan; standardizing a policy across all state agencies by which bilingual skills and bilingual needs are assessed and working with agencies to revise diversity recruitment strategies that may result from population changes based on the projected 2010 Census report.

## II. Current Demographics

Based on 2000 U.S. Census data and state employment workforce statistics as of December 31, 2009, approximately 4.28% of the State's 50,437 employees in coded state positions are Hispanic. This represents a slight increase from last year (4.12%). The five Illinois counties with the highest number of Hispanic employees are listed below with the corresponding number of Hispanic state employees. Of these, only Cook County showed an increase in the number of Hispanics in the state workforce from last year (+2), while the remaining counties showed a combined loss of 64 Hispanics from the state workforce. The decrease, however, is offset by hiring of Hispanics in counties where last year there were no Hispanics in the state workforce. For example, Hispanics are now working in counties such as Bureau, Iroquois, McDonough, Macoupin and others. Also, there was increased hiring of Hispanics in Grundy, Boone, Whiteside, De Kalb, DuPage, LaSalle and other counties statewide.

Data shows a slight increase (+43) in the number of Hispanics hired; however, this is significant considering the state workforce, overall, decreased from 51,257 to its current 50,437, a loss of 820 employees.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Cook	19.9%	(1,226) 11.5%
Will	8.7%	(119) 6.9%
Sangamon	1.1%	(115) 1.3%
Kane	23.7%	(114) 11.3%
Lake	14.4%	(67) 8.8%

There are 2,157 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	830
Department of Corrections	241
Department of Employment Security	227
Department of Children & Family Services	212
Department of Healthcare & Family Services	115

Of the above agencies, only IDHS (+40) and the Department of Corrections (+22) showed an increase in the number of Hispanics hired.

IDHS shows a loss of 30 Hispanics from last year; DCFS has 3 fewer Hispanic employees from the previous year, and HFS has 5 fewer Hispanics.

Of the 2,157 coded Hispanic state employees, 1,236 are currently receiving bilingual pay for the use of the Spanish language – this represents approximately 57% of Hispanics in the state workforce. The five state agencies that have the highest number of employees receiving bilingual pay for the use of the Spanish language are shown below.

<b>AGENCY</b>	<b>EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE</b>
Department of Human Services	633
Department of Children & Family Services	172
Department of Employment Security	147
Department of Healthcare & Family Services	105
Department of Corrections	35

Of the 5 agencies listed above, only the Illinois Department of Employment Security showed an increase from last year (+18) in the number of bilingual employees paid for Spanish language skills. The remaining 4 agencies had a combined loss of 38 bilingual option positions from last year.

- DHS -19
- DCFS -9
- HFS -7
- IDOC -3

When this year's combined numbers (1,236) are compared to last year (1,251), there was a net loss of 15 bilingual employees in 2009 as compared to 2008 across all state agencies.

In calendar year 2009, 120,044 open competitive exams were administered. Of those, 14,584 were administered to Hispanic. The graph below illustrates how Hispanics fared when compared to all applicants.

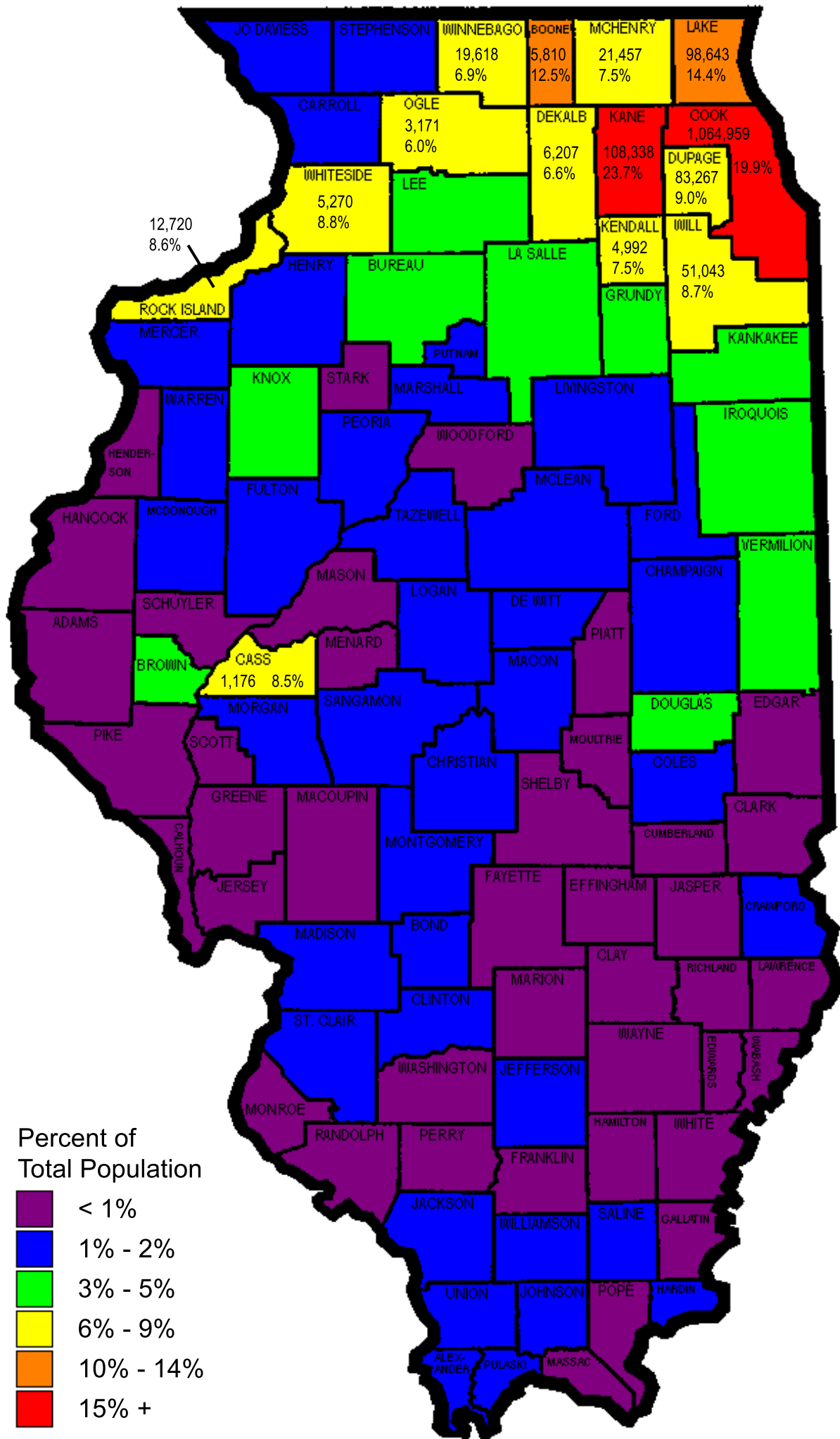
<b>CY 2009</b>	<b>HISPANICS</b>	<b>NON-HISPANICS</b>	<b>TOTAL</b>
Open Competitive Total Grades	14,584	105,460	120,044
A Grade	2,846	35,922	38,768
B Grade	4,292	28,443	32,735
C Grade	3,339	14,382	17,721
Failed Grade	4,107	26,713	30,820

Although, there were fewer Hispanics tested in 2009 (14,584) than in 2008 (14,801), more qualified with an "A" grade in 2009 (2,846) than in 2008 (2,598).

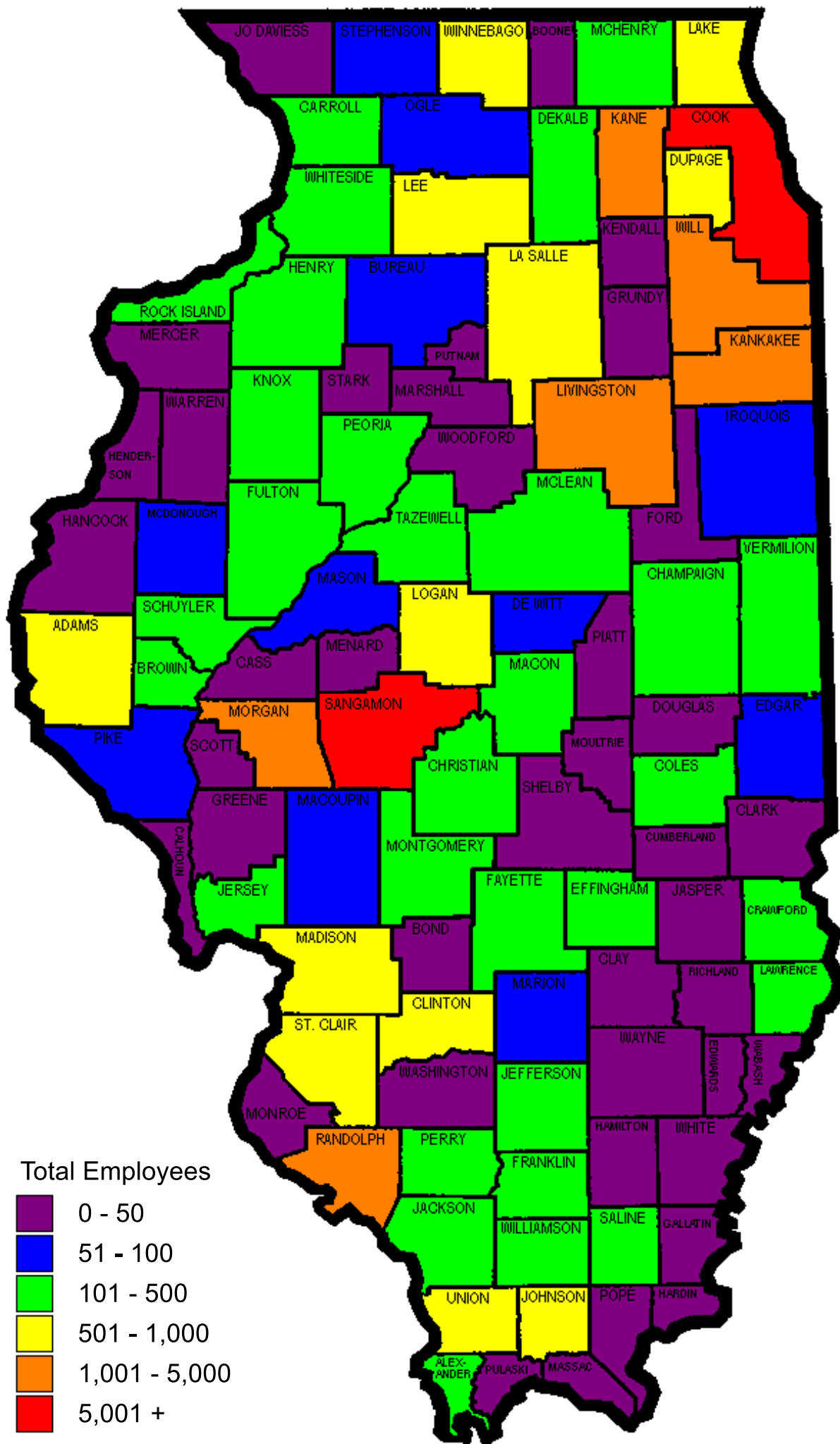
Promotional transactions inclusive of all venues (Upward Mobility Program, promotion, Merit System Transfer with promotion and Promotion to Term) indicate a total of 890 employees were promoted in calendar year 2009; of that total, 44 are Hispanic.



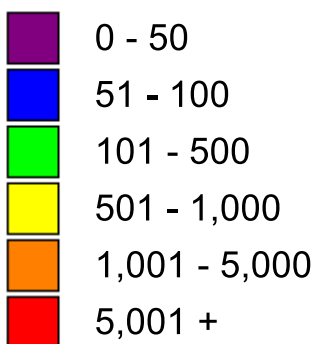
# Illinois Hispanic Population 2000 Census Data



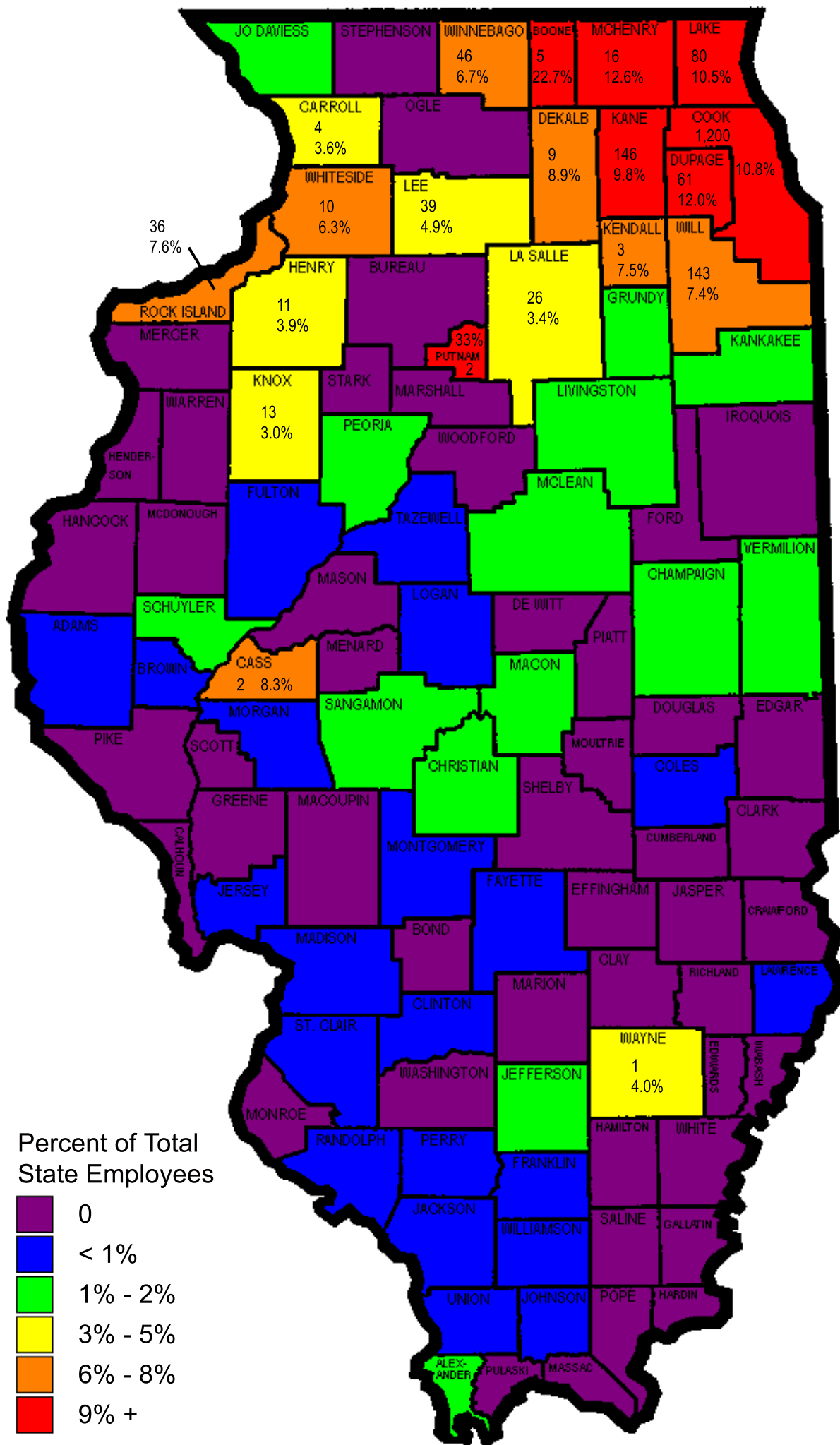
# Coded State Employees as of 1/7/2010



Total Employees



# Coded Hispanic State Employees as of 1/8/2010



## Population \* vs. Workforce \*\*

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				ALL	% HISPANIC	TOTAL HISPANIC ***
Adams	67,582	0.8%	541	633	0.2%	1
Alexander	9,327	1.4%	131	129	0.0%	0
Bond	17,941	1.4%	251	110	0.0%	0
Boone	46,477	12.5%	5,810	86	12.8%	11
Brown	6,879	3.9%	268	171	1.2%	2
Bureau	35,221	4.9%	1,726	174	3.4%	6
Calhoun	5,069	0.6%	30	58	0.0%	0
Carroll	16,242	2.0%	325	110	0.9%	1
Cass	13,841	8.5%	1,176	216	0.9%	2
Champaign	186,800	2.9%	5,417	334	2.1%	7
Christian	35,127	1.0%	351	519	1.0%	5
Clark	16,998	0.3%	51	65	0.0%	0
Clay	14,316	0.6%	87	64	0.0%	0
Clinton	36,135	1.6%	578	383	0.5%	2
Coles	51,880	1.4%	726	106	0.0%	0
Cook	5,351,552	19.9%	1,064,959	10,674	11.5%	1,226
Crawford	19,899	1.7%	338	238	0.0%	0
Cumberland	11,063	0.6%	66	48	0.0%	0
De Kalb	94,041	6.6%	6,207	181	7.2%	13
De Witt	16,679	1.3%	217	59	0.0%	0
Douglas	19,923	3.5%	697	49	0.0%	0
DuPage	925,188	9.0%	83,267	854	7.5%	64
Edgar	19,396	0.8%	155	111	0.0%	0
Edwards	6,850	0.5%	34	31	0.0%	0
Effingham	34,529	0.7%	242	133	0.0%	0
Fayette	21,539	0.8%	172	363	0.6%	2
Ford	14,094	1.2%	169	51	0.0%	0
Franklin	39,117	0.6%	235	377	0.0%	0
Fulton	37,658	1.2%	452	365	0.0%	0
Gallatin	6,220	0.9%	56	31	0.0%	0
Greene	14,708	0.5%	74	192	0.0%	0
Grundy	39,528	4.1%	1,621	198	3.0%	6
Hamilton	8,334	0.6%	50	69	0.0%	0
Hancock	19,393	0.5%	97	60	0.0%	0
Hardin	4,711	1.1%	52	66	0.0%	0
Henderson	8,073	0.9%	73	33	0.0%	0
Henry	5,064	2.9%	147	280	2.9%	8
Iroquois	30,684	3.9%	1,197	164	0.6%	1
Jackson	58,976	2.4%	1,415	659	0.3%	2
Jasper	9,955	0.5%	50	58	0.0%	0
Jefferson	40,334	1.3%	524	226	2.2%	5

Jersey	22,188	0.7%	155	106	0.0%	0
Jo Daviess	22,526	1.5%	338	60	0.0%	0
Johnson	12,951	2.9%	376	388	1.0%	4
Kane	457,122	23.7%	108,338	1,007	11.3%	114
Kankakee	105,625	4.8%	5,070	1,658	1.3%	21
Kendall	66,565	7.5%	4,992	170	8.2%	14
Knox	54,491	3.4%	1,853	311	3.9%	12
Lake	685,019	14.4%	98,643	759	8.8%	67
La Salle	112,037	5.2%	5,826	767	3.4%	26
Lawrence	15,287	0.9%	138	133	0.8%	1
Lee	35,537	3.2%	1,137	519	2.9%	15
Livingston	39,208	2.7%	1,059	684	2.2%	15
Logan	30,716	1.6%	491	641	0.9%	6
Mc Donough	32,852	1.5%	493	133	0.8%	1
Mc Henry	286,091	7.5%	21,457	265	6.8%	18
Mc Lean	156,879	2.5%	3,922	355	1.7%	6
Macon	111,175	1.0%	1,112	530	1.3%	7
Macoupin	49,055	0.6%	294	451	0.7%	3
Madison	261,689	1.5%	3,925	657	0.9%	6
Marion	40,751	0.9%	367	651	1.2%	8
Marshall	13,039	1.0%	130	48	0.0%	0
Mason	15,884	0.5%	79	209	1.0%	2
Massac	15,138	0.8%	121	96	0.0%	0
Menard	12,593	0.8%	101	521	0.6%	3
Mercer	17,003	1.3%	221	54	0.0%	0
Monroe	29,723	0.7%	208	77	1.3%	1
Montgomery	30,352	1.1%	334	512	0.8%	4
Morgan	35,990	1.4%	504	1,032	0.6%	6
Moultrie	14,469	0.5%	72	43	0.0%	0
Ogle	52,858	6.0%	3,171	171	4.7%	8
Peoria	182,335	2.1%	3,829	453	2.0%	9
Perry	22,684	0.8%	181	381	0.0%	0
Piatt	16,426	0.6%	99	43	0.0%	0
Pike	16,927	0.5%	85	242	0.0%	0
Pope	4,261	0.9%	38	69	0.0%	0
Pulaski	7,077	1.5%	106	129	0.8%	1
Putnam	6,119	2.8%	171	33	0.0%	0
Randolph	33,244	0.8%	266	889	0.2%	2
Richland	15,997	0.8%	128	153	0.0%	0
Rock Island	147,912	8.6%	12,720	374	8.6%	32
St. Clair	258,606	2.2%	5,689	633	1.1%	7
Saline	26,158	1.0%	262	295	0.3%	1
Sangamon	191,875	1.1%	2,111	8738	1.3%	115
Schuyler	7,021	0.5%	35	182	1.1%	2
Scott	5,505	0.2%	11	116	0.0%	0
Shelby	22,407	0.5%	112	111	1.8%	2
Stark	6,198	0.9%	56	35	0.0%	0
Stephenson	48,151	1.5%	722	94	1.1%	1

Tazewell	128,056	1.0%	1,281	294	1.4%	4
Union	18,170	2.6%	472	629	0.8%	5
Vermilion	82,804	3.0%	2,484	375	1.9%	7
Wabash	12,680	0.7%	89	43	0.0%	0
Warren	18,246	2.7%	492	133	0.0%	0
Washington	15,179	0.7%	106	123	2.4%	3
Wayne	16,944	0.6%	102	71	1.4%	1
White	15,106	0.7%	106	43	0.0%	0
Whiteside	59,886	8.8%	5,270	408	10.8%	44
Will	586,706	8.7%	51,043	1,713	6.9%	119
Williamson	62,448	1.2%	749	613	1.1%	7
Winnebago	284,313	6.9%	19,618	587	5.8%	34
Woodford	36,367	0.7%	255	144	0.9%	1
Totals	12,607,964	12.3%	1,553,649	49,852	4.3%	2,129

\* Information on the general population of Illinois is from the last census

\*\* Reflects Code Employees as of 12/31/2009

\*\*\* In addition, 28 Hispanics are employed in out-of-state positions

**Code Hispanic Employees as of 12/31/2009**

Agency	Employees		Hispanic %
	Hispanics	Total	
Aging	7	156	4.49%
Agriculture	11	439	2.51%
Arts Council	4	20	20.00%
Capital Development Board	1	45	2.22%
Central Management Services	37	1,461	2.53%
Children & Family Services	212	3,081	6.88%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	17	436	3.90%
Commerce Commission	4	71	5.63%
Corrections	241	11,557	2.09%
Criminal Justice Information Authority	5	59	8.47%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	9	0.00%
Emergency Management Agency	0	95	0.00%
Employment Security	227	1,970	11.52%
Environmental Protection	15	945	1.59%
Financial & Professional Regulation	39	502	7.77%
Gaming Board	1	84	1.19%
Guardianship & Advocacy	6	112	5.36%
Healthcare & Family Services	115	2,324	4.95%
Historic Preservation	1	200	0.50%
Human Rights Commission	5	14	35.71%
Human Rights Department	27	144	18.75%
Human Services	830	13,780	6.02%
Illinois Power Agency	0	0	0.00%
Insurance	9	231	3.90%
Investment Board	0	3	0.00%
Juvenile Justice	58	1,223	4.74%
Labor	12	81	14.81%
Labor Relations Board, Educational	0	12	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	1	18	5.56%
Law Enforcement Training and Standards	1	17	5.88%
Medical District Commission	0	2	0.00%
Military Affairs	3	124	2.42%
Natural Resources	7	1,334	0.52%
Pollution Control Board	0	19	0.00%
Prisoner Review Board	1	20	5.00%
Property Tax Appeal Board	0	21	0.00%
Public Health	39	1,114	3.50%
Racing Board	0	3	0.00%
Revenue	40	2,054	1.95%
State Fire Marshal	4	142	2.82%
State Police	41	1,361	3.01%
State Police Merit Board	0	6	0.00%

State Retirement Systems	1	81	1.23%
Transportation	98	3,684	2.66%
Veterans' Affairs	22	1,198	1.84%
Workers' Compensation Commission	15	174	8.62%
<b>Grand Total</b>	<b>2,157</b>	<b>50,437</b>	<b>4.28%</b>



**Employees of Code Positions Requiring Use of the Spanish  
Language as of 12/31/2009**

Agency	Employees		Requiring Spanish %
	Requiring Spanish	Total	
Aging	4	156	2.56%
Agriculture	2	439	0.46%
Arts Council	0	20	0.00%
Capital Development Board	0	45	0.00%
Central Management Services	3	1,461	0.21%
Children & Family Services	172	3,081	5.58%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	8	436	1.83%
Commerce Commission	1	71	1.41%
Corrections	35	11,557	0.30%
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	95	0.00%
Employment Security	147	1,970	7.46%
Environmental Protection	2	945	0.21%
Financial & Professional Regulation	16	502	3.19%
Gaming Board	0	84	0.00%
Guardianship & Advocacy	4	112	3.57%
Healthcare & Family Services	105	2,324	4.52%
Historic Preservation	0	200	0.00%
Human Rights Commission	3	14	21.43%
Human Rights Department	24	144	16.67%
Human Services	633	13,780	4.59%
Illinois Power Agency	0	0	0.00%
Insurance	3	231	1.30%
Investment Board	0	3	0.00%
Juvenile Justice	4	1,223	0.33%
Labor	9	81	11.11%
Labor Relations Board, Educational	0	12	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	1	18	5.56%
Law Enforcement Training and Standards	0	17	0.00%
Medical District Commission	0	2	0.00%
Military Affairs	0	124	0.00%
Natural Resources	1	1,334	0.07%
Pollution Control Board	0	19	0.00%
Prisoner Review Board	1	20	5.00%
Property Tax Appeal Board	0	21	0.00%
Public Health	26	1,114	2.33%
Racing Board	0	3	0.00%

Revenue	21	2,054	1.02%
State Fire Marshal	2	142	1.41%
State Police	1	1,361	0.07%
State Police Merit Board	0	6	0.00%
State Retirement Systems	0	81	0.00%
Transportation	6	3,684	0.16%
Veterans' Affairs	0	1,198	0.00%
Workers' Compensation Commission	2	174	1.15%
<b>Grand Total</b>	<b>1,236</b>	<b>50,437</b>	<b>2.45%</b>

**Hispanic Employees in SPSA Positions as of 12/31/2009**

Agency	SPSA's		Hispanic %
	Hispanics	Total	
Aging	0	11	0.00%
Agriculture	0	22	0.00%
Arts Council	1	3	33.33%
Capital Development Board	0	0	0.00%
Central Management Services	9	138	6.52%
Children & Family Services	2	64	3.13%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	2	75	2.67%
Commerce Commission	0	0	0.00%
Corrections	4	113	3.54%
Criminal Justice Information Authority	0	4	0.00%
Deaf and Hard of Hearing Commission	0	2	0.00%
Developmental Disabilities Council	0	3	0.00%
Emergency Management Agency	0	6	0.00%
Employment Security	3	75	4.00%
Environmental Protection	1	70	1.43%
Financial & Professional Regulation	5	47	10.64%
Gaming Board	0	13	0.00%
Guardianship & Advocacy	0	7	0.00%
Healthcare & Family Services	4	134	2.99%
Historic Preservation	0	7	0.00%
Human Rights Commission	0	2	0.00%
Human Rights Department	2	10	20.00%
Human Services	13	255	5.10%
Illinois Power Agency	0	0	0.00%
Insurance	0	10	0.00%
Investment Board	0	1	0.00%
Juvenile Justice	2	20	10.00%
Labor	0	5	0.00%
Labor Relations Board, Educational	0	2	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	0	1	0.00%
Law Enforcement Training and Standards	0	1	0.00%
Medical District Commission	0	0	0.00%
Military Affairs	0	2	0.00%
Natural Resources	2	52	3.85%
Pollution Control Board	0	1	0.00%
Prisoner Review Board	0	0	0.00%
Property Tax Appeal Board	0	1	0.00%
Public Health	4	71	5.63%
Racing Board	0	0	0.00%
Revenue	3	91	3.30%

State Fire Marshal	1	10	10.00%
State Police	2	41	4.88%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	5	0.00%
Transportation	0	1	0.00%
Veterans' Affairs	0	14	0.00%
Workers' Compensation Commission	0	7	0.00%
<b>Grand Total</b>	<b>60</b>	<b>1,399</b>	<b>4.29%</b>

**Hispanic Employees in PSA Positions as of 12/31/2009**

Agency	PSA's		Hispanic %
	Hispanics	Total	
Aging	1	25	4.00%
Agriculture	0	23	0.00%
Arts Council	1	3	33.33%
Capital Development Board	0	0	0.00%
Central Management Services	4	264	1.52%
Children & Family Services	26	537	4.84%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	4	100	4.00%
Commerce Commission	0	1	0.00%
Corrections	9	402	2.24%
Criminal Justice Information Authority	1	11	9.09%
Deaf and Hard of Hearing Commission	0	2	0.00%
Developmental Disabilities Council	0	3	0.00%
Emergency Management Agency	0	18	0.00%
Employment Security	17	224	7.59%
Environmental Protection	1	78	1.28%
Financial & Professional Regulation	7	61	11.48%
Gaming Board	0	16	0.00%
Guardianship & Advocacy	1	13	7.69%
Healthcare & Family Services	4	274	1.46%
Historic Preservation	0	9	0.00%
Human Rights Commission	0	1	0.00%
Human Rights Department	4	20	20.00%
Human Services	40	772	5.18%
Illinois Power Agency	0	0	0.00%
Insurance	2	69	2.90%
Investment Board	0	0	0.00%
Juvenile Justice	0	40	0.00%
Labor	0	6	0.00%
Labor Relations Board, Educational	0	7	0.00%
Labor Relations Board, Local	0	0	0.00%
Labor Relations Board, State	0	11	0.00%
Law Enforcement Training and Standards	0	2	0.00%
Medical District Commission	0	0	0.00%
Military Affairs	0	3	0.00%
Natural Resources	0	72	0.00%
Pollution Control Board	0	8	0.00%
Prisoner Review Board	0	1	0.00%
Property Tax Appeal Board	0	4	0.00%
Public Health	9	256	3.52%
Racing Board	0	1	0.00%
Revenue	4	198	2.02%

State Fire Marshal	0	17	0.00%
State Police	1	129	0.78%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	10	0.00%
Transportation	0	9	0.00%
Veterans' Affairs	1	41	2.44%
Workers' Compensation Commission	2	14	14.29%
<b>Grand Total</b>	<b>139</b>	<b>3,757</b>	<b>3.70%</b>

**Distribution of SPSA Incumbents Between Those Represented by Collective Bargaining and Those Not Represented by a Union, as of 12/31/2009**

Agency	Bargaining Unit?		Total	Barg Unit %
	Yes	No		
Aging	0	11	11	0.00%
Agriculture	0	22	22	0.00%
Arts Council	0	3	3	0.00%
Capital Development Board	0	0	0	0.00%
Central Management Services	0	138	138	0.00%
Children & Family Services	0	64	64	0.00%
Civil Service Commission	0	1	1	0.00%
Commerce & Economic Opportunity	0	75	75	0.00%
Commerce Commission	0	0	0	0.00%
Corrections	0	113	113	0.00%
Criminal Justice Information Authority	0	4	4	0.00%
Deaf and Hard of Hearing Commission	0	2	2	0.00%
Developmental Disabilities Council	0	3	3	0.00%
Emergency Management Agency	0	6	6	0.00%
Employment Security	0	75	75	0.00%
Environmental Protection	9	61	70	12.86%
Financial & Professional Regulation	1	46	47	2.13%
Gaming Board	0	13	13	0.00%
Guardianship & Advocacy	0	7	7	0.00%
Healthcare & Family Services	0	134	134	0.00%
Historic Preservation	0	7	7	0.00%
Human Rights Commission	0	2	2	0.00%
Human Rights Department	0	10	10	0.00%
Human Services	13	242	255	5.10%
Illinois Power Agency	0	0	0	0.00%
Insurance	0	10	10	0.00%
Investment Board	0	1	1	0.00%
Juvenile Justice	0	20	20	0.00%
Labor	1	4	5	20.00%
Labor Relations Board, Educational	0	2	2	0.00%
Labor Relations Board, Local	0	0	0	0.00%
Labor Relations Board, State	0	1	1	0.00%
Law Enforcement Training and Standards	0	1	1	0.00%
Medical District Commission	0	0	0	0.00%
Military Affairs	0	2	2	0.00%
Natural Resources	10	42	52	19.23%
Pollution Control Board	0	1	1	0.00%
Prisoner Review Board	0	0	0	0.00%
Property Tax Appeal Board	0	1	1	0.00%
Public Health	3	68	71	4.23%
Racing Board	0	0	0	0.00%
Revenue	0	91	91	0.00%
State Fire Marshal	0	10	10	0.00%

State Police	0	41	41	0.00%
State Police Merit Board	0	1	1	0.00%
State Retirement Systems	0	5	5	0.00%
Transportation	0	1	1	0.00%
Veterans' Affairs	0	14	14	0.00%
Workers' Compensation Commission	0	7	7	0.00%
<b>Grand Total</b>	<b>37</b>	<b>1,362</b>	<b>1,399</b>	<b>2.64%</b>



**Distribution of PSA Incumbents Between Those Represented by Collective Bargaining and Those Not Represented by a Union, as of 12/31/2009**

Agency	Bargaining Unit?		Total	Barg Unit %
	Yes	No		
Aging	11	14	25	44.00%
Agriculture	5	18	23	21.74%
Arts Council	0	3	3	0.00%
Capital Development Board	0	0	0	0.00%
Central Management Services	140	124	264	53.03%
Children & Family Services	462	75	537	86.03%
Civil Service Commission	0	1	1	0.00%
Commerce & Economic Opportunity	15	85	100	15.00%
Commerce Commission	0	1	1	0.00%
Corrections	304	98	402	75.62%
Criminal Justice Information Authority	2	9	11	18.18%
Deaf and Hard of Hearing Commission	0	2	2	0.00%
Developmental Disabilities Council	2	1	3	66.67%
Emergency Management Agency	2	16	18	11.11%
Employment Security	43	181	224	19.20%
Environmental Protection	61	17	78	78.21%
Financial & Professional Regulation	24	37	61	39.34%
Gaming Board	15	1	16	93.75%
Guardianship & Advocacy	10	3	13	76.92%
Healthcare & Family Services	113	161	274	41.24%
Historic Preservation	2	7	9	22.22%
Human Rights Commission	0	1	1	0.00%
Human Rights Department	0	20	20	0.00%
Human Services	489	283	772	63.34%
Illinois Power Agency	0	0	0	0.00%
Insurance	50	19	69	72.46%
Investment Board	0	0	0	0.00%
Juvenile Justice	32	8	40	80.00%
Labor	2	4	6	33.33%
Labor Relations Board, Educational	0	7	7	0.00%
Labor Relations Board, Local	0	0	0	0.00%
Labor Relations Board, State	0	11	11	0.00%
Law Enforcement Training and Standards	1	1	2	50.00%
Medical District Commission	0	0	0	0.00%
Military Affairs	1	2	3	33.33%
Natural Resources	41	31	72	56.94%
Pollution Control Board	0	8	8	0.00%
Prisoner Review Board	0	1	1	0.00%
Property Tax Appeal Board	2	2	4	50.00%
Public Health	202	54	256	78.91%
Racing Board	1	0	1	0.00%
Revenue	134	64	198	67.68%
State Fire Marshal	4	13	17	23.53%

State Police	88	41	129	68.22%
State Police Merit Board	0	1	1	0.00%
State Retirement Systems	2	8	10	20.00%
Transportation	7	2	9	77.78%
Veterans' Affairs	5	36	41	12.20%
Workers' Compensation Commission	5	9	14	35.71%
<b>Grand Total</b>	<b>2,277</b>	<b>1,480</b>	<b>3,757</b>	<b>60.61%</b>

### III. 2009 Hispanic Employment Action Plan and Objectives Status

STRATEGY	WHO	WHEN
<b><u>Leadership</u></b>		
<b>1.0</b> Each agency director will be given a copy of the 2009 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, Governor's Office	Met. Letter included in HEP submitted to the General Assembly, 2/1/09
<b>1.1</b> 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	Met. Council met 3/20/09, 6/19/09, 9/11/09, and 12/4/09.
<b>1.2</b> Work with the Office of the Governor to include an update on the HEP at each Governor's cabinet meeting.	CMS, Hispanic Advisory Council, Governor's Office	Met. The Deputy Chief of Staff to the Governor now serves on the Council.
<b><u>Recruitment and Selection</u></b>		
<b>2.0</b> 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	Met. Ongoing, all forms are reviewed as required.
<b>2.1</b> Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council	Met. Council reviewed and made changes to 2010 form.
<b>2.2</b> 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	Ongoing. Data is provided in HEP annual report.
<b>2.3</b> Work with Shared Services to ensure they consider under-utilization and bilingual needs throughout the interview, selection and hiring processes.	CMS, Hispanic Advisory Council	Met. Surveyed Shared Services and EEO officers within covered agencies to determine process and compliance.
<b><u>Education</u></b>		
<b>3.0</b> CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.	CMS, DHR	Ongoing
<b>3.1</b> Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.	CMS, DHR	Ongoing

STRATEGY	WHO	WHEN
<p><b>3.2</b> In collaboration with Department of Human Rights, meet with EEO officers to provide update on the HEP and to ensure their continued commitment to under-utilization goals and bilingual needs.</p>	<p>CMS, IDHR, Hispanic Advisory Council</p>	<p>Met. Provided update to DHR to present at the Affirmative Action/ EEO meeting. Also, DHR is represented on the CMS HEP Hispanic Advisory Council.</p>
<p><b><u>Accountability</u></b>  <b>4.0</b> CMS will survey agencies to assess their activities in implementing the plan.</p>	<p>CMS, all state agencies under the Governor's jurisdiction</p>	<p>Met. Survey sent out to all agencies on 10/05/09 with deadline for completion of 10/30/09.</p>
<p><b>4.1</b> CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.</p>	<p>CMS</p>	<p>Met. Summary to be included as part of 2010 Hispanic Employment Plan submitted on 2/1/10.</p>
<p><b>4.2</b> Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.</p>	<p>CMS, Hispanic Advisory Council</p>	<p>Met. Council met on 12/4/09 to develop objectives presented as Part V of this report.</p>
<p><b>4.3</b> The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.</p>	<p>CMS</p>	<p>Met. Letter included in 2010 Hispanic Employment Plan.</p>
<p><b>4.4</b> In partnership with the Governor's New American's Initiative Project develop process to standardize bilingual pay and bilingual skills assessment across all state agencies.</p>	<p>CMS, HAC, Governor's New American's Initiative Project</p>	<p>This objective will carry over to 2010 objectives. The New American's Project lost its Executive Director in mid-year 2009.</p>
<p><b>4.5</b> Continue to meet with state agencies to ensure they consider Hispanics for all hiring opportunities, not only bilingual positions.</p>	<p>CMS, all state agencies, HAC</p>	<p>Ongoing. Detailed in Bilingual Needs Survey/appendices of 2010 Plan.</p>

#### **IV. Summary of Surveys**

In cooperation with the Department of Human Rights, the Department of Central Management Services developed a survey that is sent annually to each coded agency. These surveys guide CMS in identifying agencies' best practices and deficiencies and are utilized to develop and evaluate the State Hispanic Employment Plan goals and objectives.

All coded agencies under the Governor's jurisdiction returned their completed surveys. Survey responses varied depending on each individual state agency's mission and year-to-year priorities. Copies of all date-stamped agency surveys are included in the appendices of this report.

##### **A. Statewide Hispanic Employment Plan Survey 2009 Highlights**

The revised survey was distributed on October 5, 2009, to all coded agencies under the jurisdiction of the Governor, and responses were to be returned to CMS by October 30, 2009. All agencies responded. Survey highlights include the following:

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

- Work with agency administration to re-direct resources toward the creation of positions in regions with high number of Hispanic underrepresentation.
- Increase the number of recruitment staff available to do more outreach within the Hispanic community, especially within Cook County.
- Utilize the IDES Skills match website, along with the CMS electronic posting system for recruitment of bilingual and Hispanic candidates.
- Hire more Latinos into Child Support Specialist Intern positions.
- In response to budget decreases, created the State Agencies' Outreach Committee to pool financial resources, ensuring a maximum number of outreach and recruitment activities will still be attended. Six agencies, with need for similar candidates, comprise this committee.
- Agency director meets regularly with Human Resource Manager to monitor agency efforts to increase number of Hispanics.
- Agency developed a comprehensive Hispanic Employment Recruitment Plan inclusive of Hispanic and bilingual recruitment.
- Developed and administered training to all agency staff involved in hiring and recruitment.
- Whenever any hiring interviews are scheduled, all Hispanics on grade category list are invited to interview.
- Identified additional Hispanic community resources to increase agency visibility and outreach. Sent E-blasts of all postings to ready list of organizations.
- The agency coordinates a law enforcement academy camp for at risk youth in an effort to encourage female and minority youth to consider law enforcement as a career option.

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

- Agency established additional Spanish option positions to fill need as demands occur; by having positions already established, agency will be better able to re-direct resources as well as expedite the hiring process for frontline positions.
- Agency holds monthly meetings with top staff to review bilingual needs on ongoing basis.
- Highest priority is given to refilling of vacated Spanish speaking options positions. Efforts to retain Spanish-speaking employees include responding quickly to requests for geographical transfer and increasing the availability of a flexible work schedule.
- Conduct bilingual needs assessment prior to each vacancy posting rather than on an annual or quarterly basis.
- Determine number of bilingual positions based on number of LEP clients, volume of calls requesting language interpreter and review of local census data.
- Review and monitor bilingual services and bilingual staff at all agency locations by conducting annual surveys to determine caseload and application volumes.
- Agency implemented a worker-initiated request for bilingual testing for conversion into a Spanish-speaking option position when needed.

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

- Ensure that Rutan interview panel is informed of underutilization prior to scheduling candidates for interview.
- Retention of Latinos is critical. Agencies need to develop and implement a comprehensive plan for retention including the use and monitoring of the Exit Interview.
- Increase recruitment and outreach within Hispanic communities statewide to ensure a ready pool of Hispanic and bilingual candidates on eligibility lists.
- CMS needs to go back to coordinating job fairs with onsite testing in regions where need is the greatest.
- Decrease the amount of time required to have an application graded.
- Develop and implement onsite Spanish classes for staff.
- Design Public Service Announcements to encourage more Hispanics to consider state employment.

*See Appendix for completed agency surveys.*

## **B. Bilingual Needs and Bilingual Pay Survey Highlights**

Survey responses were due to CMS by December 4, 2009. All required agencies complied with survey request; 18 agencies stated they had no bilingual employees, and, that based on the mission of their agency, no bilingual positions were needed.

*See Appendix for the full report.*

## **V. 2010 Hispanic Employment Action Plan and Objectives**

<b>STRATEGY</b>	<b>WHO</b>	<b>WHEN</b>
<b><u>Leadership</u></b> <b>1.0</b> Each agency director will be given a copy of the 2010 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, Governor's Office	1 <sup>st</sup> Quarter
<b>1.1</b> 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
<b>1.2</b> Analyze all relevant data to develop 2010 HEP for presentation to the General Assembly by February 1 <sup>st</sup> , as required by PA 094-0597.	CMS, Hispanic Advisory Council	1 <sup>st</sup> Quarter
<b><u>Recruitment and Selection</u></b> <b>2.0</b> 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
<b>2.1</b> Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council	2 <sup>nd</sup> Quarter
<b>2.2</b> 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	Ongoing. Testing statistics detailed in each annual HEP.
<b>2.3</b> Coordinate a Hispanic job fair within the Hispanic community to provide information on state job opportunities including the civil service testing and application process.	CMS, Hispanic Advisory Council	2 <sup>nd</sup> Quarter

STRATEGY	WHO	WHEN
<b><u>Education</u></b>		
<b>3.0</b> 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
<b>3.1</b> Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.	CMS, DHR	Ongoing
<b>3.2</b> Identify underserved regions based on 2010 projected Census data. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS, IDHR, Hispanic Advisory Council	3 <sup>rd</sup> Quarter
<b><u>Accountability</u></b>		
<b>4.0</b> CMS will survey agencies to assess their activities in implementing the plan. New survey questions to be added on Exit Interviews, Internship programs, and union status of Hispanics within PSA and SPSA positions.	CMS, all state agencies under the Governor's jurisdiction	4 <sup>th</sup> Quarter
<b>4.1</b> CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 <sup>th</sup> Quarter
<b>4.2</b> Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS, Hispanic Advisory Council	4 <sup>th</sup> Quarter
<b>4.3</b> The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS	4 <sup>th</sup> Quarter
<b>4.4</b> In partnership with the Governor's New American's Initiative Project and the Governor's Office, develop a Model Policy to standardize testing of language proficiency across all state agencies.	CMS, HAC, Governor's Office	3rd Quarter



STRATEGY	WHO	WHEN
4.5 Develop a statewide multi-year workforce plan.	CMS, HAC	4 <sup>th</sup> Quarter

## VI. Conclusion

The CMS State Hispanic Employment Plan continues to show gains in the number of Hispanics and bilinguals hired since the inception of the Plan. Calendar year 2009 proved to be an especially challenging year for state government due to budget deficits that resulted in less hiring and increased reductions in staff. And, in a year that saw the state workforce shrink overall, Hispanic numbers were not only unaffected but continued to climb to their highest level to date. Other gains this year include a promotion rate for Hispanics greater than their representation in the workforce and a marked increase in the number of Hispanics with “A” grades on the eligibility lists.

But, 2009 also showed, for the first time since 2006, a slight reduction in the number of bilingual/Spanish staff available to service the needs of the Hispanic public. To ensure that agencies are enacting effective bilingual needs assessment, CMS and the Hispanic Advisory Council revised the form used to gather data on bilingual needs. The form will also provide information on the Master Contract in place for Translations and Interpreters to determine frequency of use by agencies and how agencies monitor the competency of service provided to the client.

As noted before, since 2006 when the first State Hispanic Employment Plan was developed, the number of Hispanics in the state workforce has continued to climb. However, as the 2010 Census will likely indicate, the current number of Hispanic and bilingual employees is not even remotely representative of their population numbers. To assist agencies in meeting the needs of this growing constituency, the 2010 State Hispanic Employment Plan has developed objectives that are designed to build a workforce responsive to the needs of all Illinoisans.

Questions on the CMS State Hispanic Employment may be directed to:

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