



State of Illinois  
Illinois Department of Central Management Services

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# STATE OF ILLINOIS 2011

## *HISPANIC Employment Plan*



Respectfully submitted to the Illinois General Assembly  
February 1, 2011, by Central Management Services







ILLINOIS

Pat Quinn, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

James P. Sledge, Director

February 1, 2011

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 2011 report is submitted for your review. Outlined in the body of this report you will find information on the status of the Hispanic and Bilingual workforce of individual agencies, as well as their accomplishments in meeting the objectives of this important legislation. We invite your review of this report, as well as your comments or recommendations.

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,

A handwritten signature in black ink, appearing to be 'J. Sledge', is written over the printed name.

James P. Sledge  
Director

A handwritten signature in black ink, appearing to be 'Pat Quinn', is written to the right of the signature of James P. Sledge.

Attachment

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## I. **2011 Executive Summary**

As you will see documented within this **2011** report, the State of Illinois continues to make inroads in the hiring and promotion of Hispanics in state agencies. Since 2006, the Illinois Department of Central Management Services has developed an annual plan to address the under-utilization of Hispanics and bilingual employees in the state workforce. Data used for developing the 2011 report is based on calendar year 2010 a year in which the state workforce was faced with fiscal challenges that saw the code agencies' workforce shrink from 50,437 in December 2009 to 48,060 at the end of December 2010, a loss of 2,377 employees. In contrast, the number of Hispanic employees decreased by 16, the first time since the implementation of the 2006 Hispanic Employment Plan that the number of Hispanics in the state workforce has decreased.

Currently, 2,141 (4.45%) of the state workforce is Hispanic, representing a decrease of 16 Hispanic employees from last year (2,157). The slight decrease in the number of Hispanics reflects a particularly bleak budget year resulting in fewer hiring opportunities, overall. On a positive note, the number of bilingual/Spanish employees has continued to rise from 1,089 the first year of the Plan to its current total of 1,243, an increase of 154 additional bilingual employees available to service the Spanish-speaking public. The current number of bilingual/Spanish employees increased from last year (1,236), adding an additional 7 bilingual employees to the workforce. Also, in 2010, state employees applied for 18,289 promotional grades resulting in 494 promotions. Of those, 22 Hispanics were promoted.

Each year, the State Hispanic Employment Plan reviews eRecruiting, the CMS electronic application process implemented in 2008, to ensure it 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 full year of implementation, there was a marked increase (14,801) in the number of Hispanic applicants. More recently, in 2009 and 2010, there were fewer Hispanics applying overall: 14,584 in 2009 and 13,948 in 2010, but of those who applied, a greater number were receiving "A-Well Qualified" grades and therefore, were more likely to be interviewed and hired.

Throughout this report, U.S. Census data referenced is from the 2000 Census. In seeking to provide a detailed picture on the status of Hispanics in the state workforce, the availability of reliable county by county data is essential. Unfortunately, census county data is not yet fully verified. It is projected that once the data is completed, it will show a surge in the population of Hispanics statewide, making them the largest minority population in the State of Illinois. Further, it is projected that the population growth of Hispanics will include counties where Hispanics previously did not reside. One of the key objectives of the 2011 Hispanic Employment Plan is to work with agencies to review their diversity recruitment and hiring strategies and to revise as may be necessary based on changes resulting from the 2010 Census Report. In reviewing the Hispanic population increase, agencies may have to re-evaluate the number of bilingual employees needed and available to serve the Spanish-speaking public. The CMS Hispanic Employment Plan Coordinator, assisted by the Hispanic Advisory Council, will be available to provide assistance as needed.

## II. Current Demographics

Based on 2000 U.S. Census data and state employment workforce statistics as of December 31, 2010, approximately 2,141 (4.45%) of the State's 48,060 employees in coded state positions are Hispanic. This represents 16 fewer employees from last year (2,157). The five Illinois counties with the highest Hispanic population are listed below with the corresponding number of Hispanic state employees. Of these, Sangamon (+4) and Lake (+1) counties showed an increase in the number of Hispanics in the state workforce from last year, while the remaining 3 counties showed a combined loss of 33 Hispanics from the state workforce. Of the five counties, Cook County lost the greatest number (25) of Hispanics from the state workforce. A review of the Population vs. Workforce data demonstrates that higher population numbers do not necessarily result in representative numbers in the state workforce. For example, there are only 2,000 (1.1%) Hispanics in Sangamon County; yet they comprise the second largest number of Hispanics (119) in the state workforce.

| COUNTY   | % HISPANIC POPULATION | % HISPANIC STATE WORKFORCE |
|----------|-----------------------|----------------------------|
| Cook     | (1,071,740) 19.9%     | (1,201) 11.9%              |
| Sangamon | ( 2,000) 1.1%         | ( 119) 1.4%                |
| Will     | ( 43,766) 8.7%        | ( 113) 7.0%                |
| Kane     | ( 95,924) 23.7%       | ( 112) 7.9%                |
| Lake     | ( 92,716) 14.4%       | ( 68) 9.1%                 |

There are 2,141 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               | 826                         |
| Department of Corrections                  | 248                         |
| Department of Employment Security          | 239                         |
| Department of Children & Family Services   | 209                         |
| Department of Healthcare & Family Services | 122                         |

Of the above agencies, IDHS (+12), the Department of Corrections (+7) and the Department of Healthcare and Family Services (+7) showed an increase in the number of Hispanics hired.

DHS showed a loss of 4 Hispanics from last year; DCFS had 3 fewer Hispanic employees from the previous year. For the past 2 years, both DHS' and DCFS' Hispanic numbers have decreased. DHS decreased from 861 Hispanic employees in December 2008 to the current total of 826, a loss of 35 Hispanics. DCFS decreased from 215 Hispanic employees in December 2008 to the current total of 209, a loss of 6 Hispanics.

Of the 2,141 coded Hispanic state employees, 1,243 are currently receiving bilingual pay for the use of the Spanish language – this represents approximately 58% 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<br/>BILINGUAL PAY FOR<br/>SPANISH LANGUAGE</b> |
|--------------------------------------------|-----------------------------------------------------------------------|
| Department of Human Services               | 633                                                                   |
| Department of Children & Family Services   | 168                                                                   |
| Department of Employment Security          | 158                                                                   |
| Department of Healthcare & Family Services | 109                                                                   |
| Department of Corrections                  | 33                                                                    |

Of the 5 agencies listed above, both IDHS (+11) and IDHFS (+4) showed an increase from last year. DHS numbers showed no change from last year, while IDOC (-2) and DCFS (-4) both showed a decrease from the previous year. In reviewing the past 2 years, from December 2008 (181) to date, DCFS' number of bilingual/Spanish employees has decreased by 13; DHS' (652) bilingual/Spanish employees decreased by 19; HFS bilingual/Spanish employees decreased by 3; and IDOC bilingual/Spanish employees decreased by 5. IDHS has added 29 more bilingual/Spanish employees during the same reporting period.

When this year's combined numbers (1,243) are compared to last year's (1,236), there was a net gain of 7 bilingual employees in 2010 as compared to 2009 across all state agencies.

In calendar year 2010, 138,072 open competitive exams were administered. Of those, 13,948 were administered to Hispanics. The graph below illustrates how Hispanics fared when compared to all applicants.

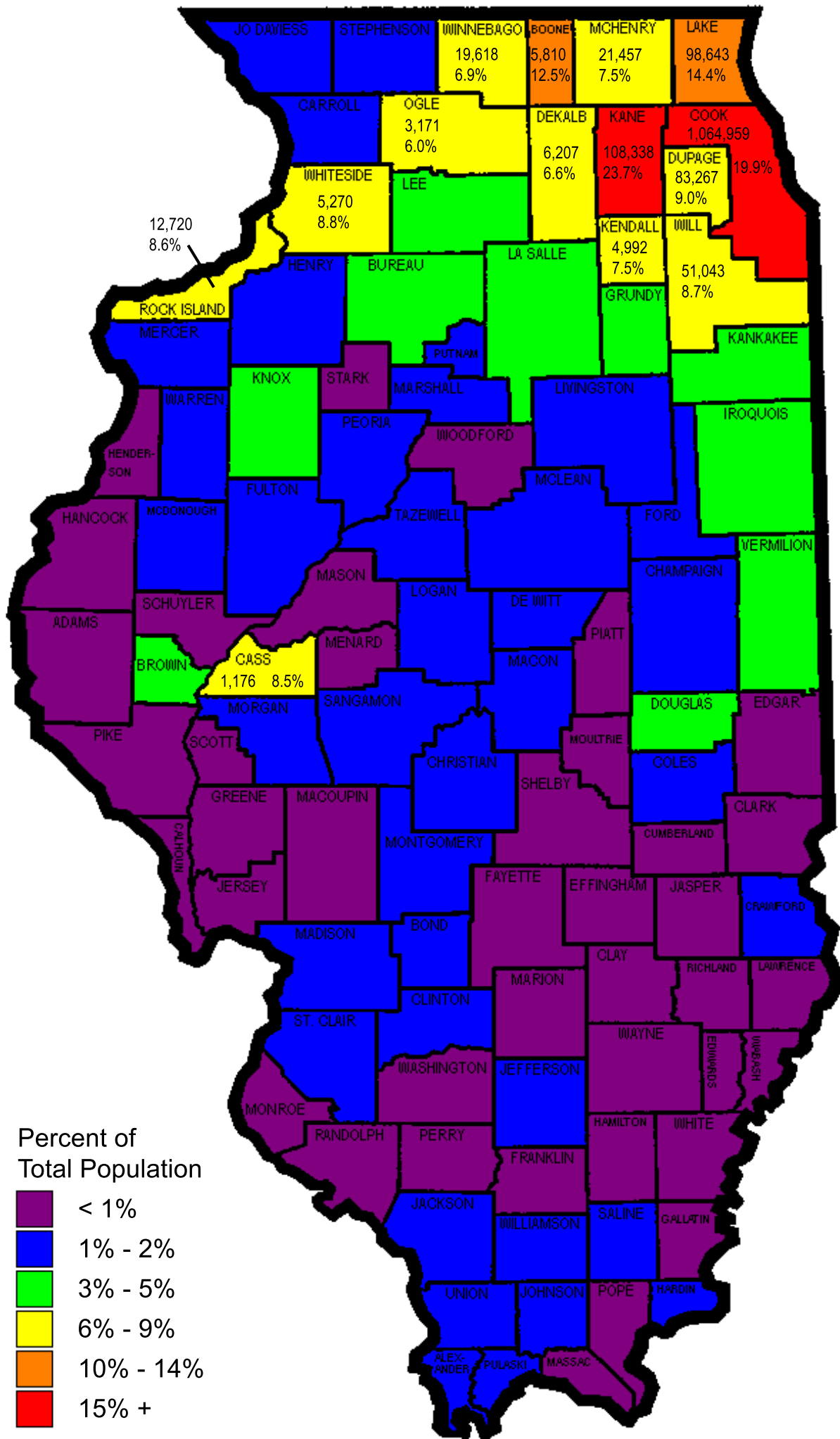
| <b>CY 2010</b>                | <b>HISPANICS</b> | <b>NON-<br/>HISPANICS</b> | <b>TOTAL</b> |
|-------------------------------|------------------|---------------------------|--------------|
| Open Competitive Total Grades | 13,948           | 124,124                   | 138,072      |
| A Grade                       | 2,976            | 42,307                    | 45,283       |
| B Grade                       | 3,769            | 30,181                    | 33,950       |
| C Grade                       | 2,957            | 14,678                    | 17,635       |
| Failed Grade                  | 4,246            | 36,958                    | 41,204       |

Although, there were fewer Hispanics tested in 2010 (13,948) than in 2009 (14,584), more qualified with an "A" grade in 2010 (2,976) than in 2009 (2,846).

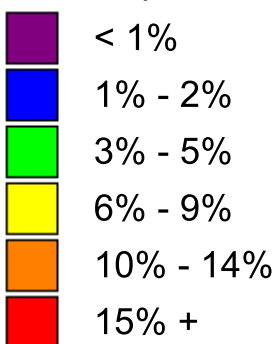
Promotional transactions inclusive of all venues (Upward Mobility Program, promotion, Merit System Transfer with promotion and Promotion to Term) indicate a total of 494 employees were promoted in calendar year 2010; of that total, 22 (4.4%) are Hispanic.



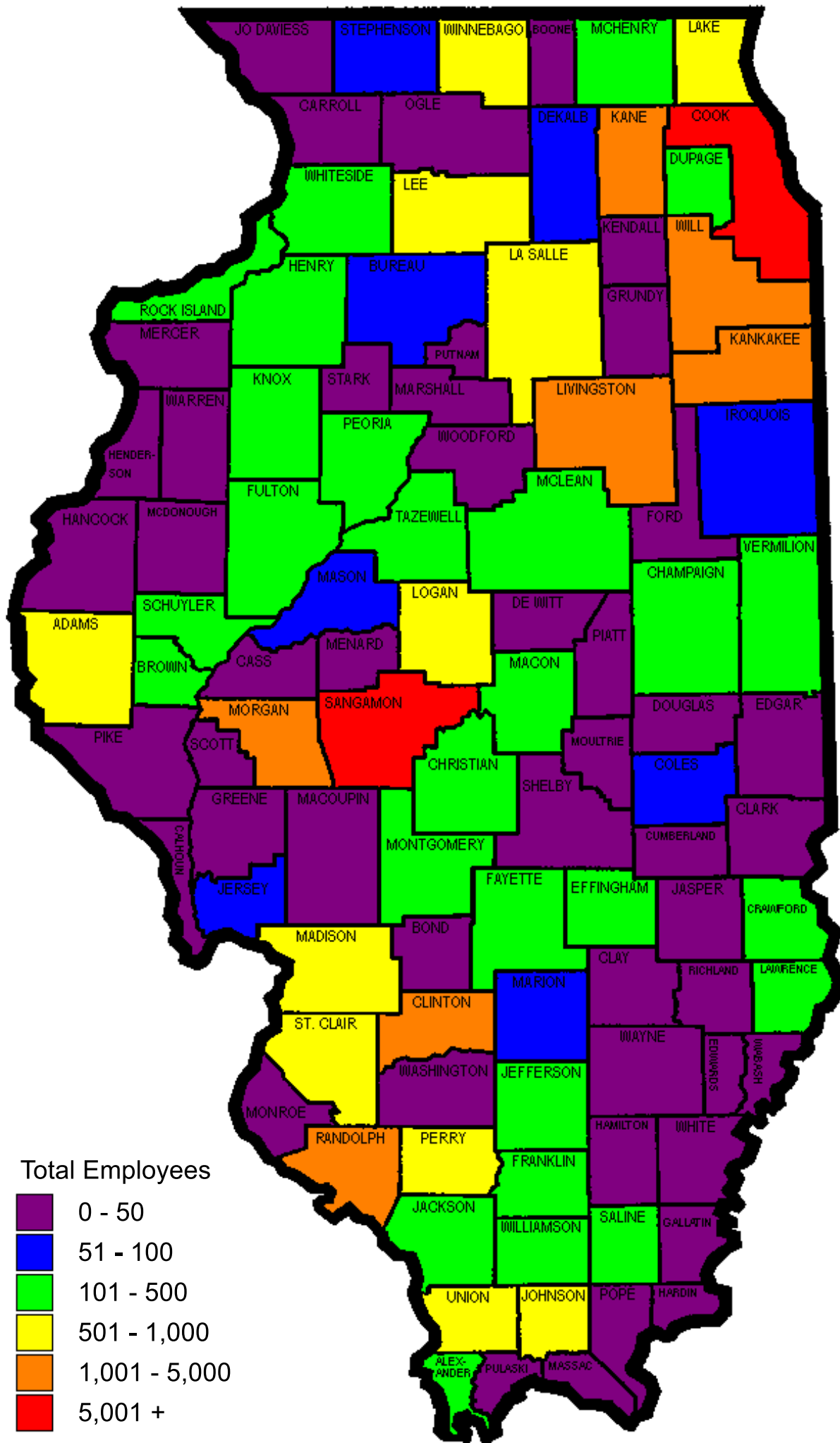
# Illinois Hispanic Population 2000 Census Data



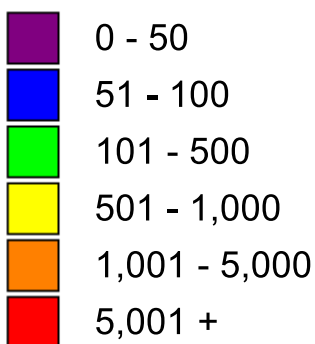
Percent of  
Total Population



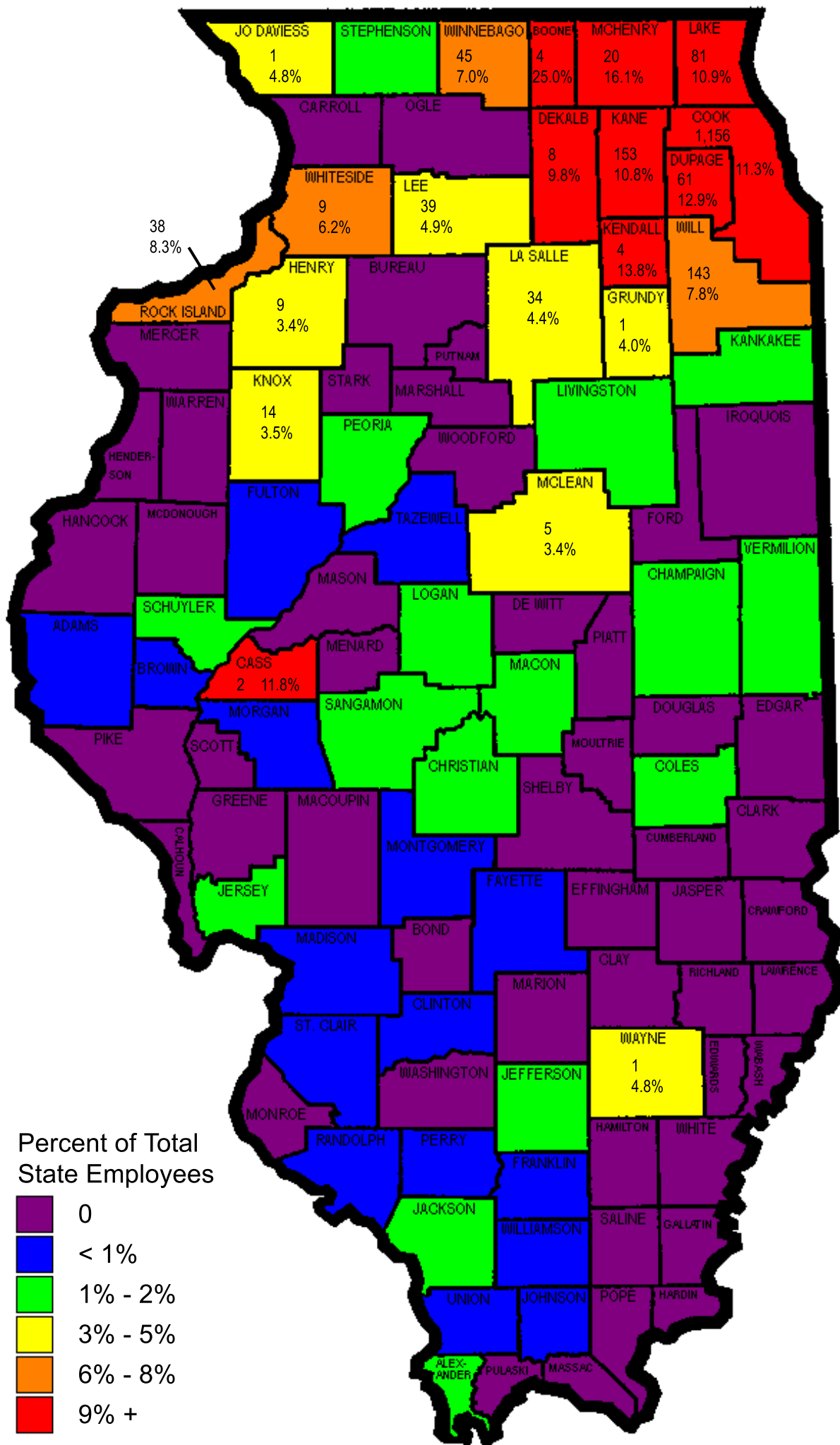
# Coded State Employees as of 1/3/2011



Total Employees



# Coded Hispanic State Employees as of 1/3/2011



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

| COUNTY<br>NAME | TOTAL<br>POPULATION | %<br>HISPANIC | TOTAL<br>HISPANIC | STATE EMPLOYEES |               |                   |
|----------------|---------------------|---------------|-------------------|-----------------|---------------|-------------------|
|                |                     |               |                   | ALL             | %<br>HISPANIC | TOTAL<br>HISPANIC |
| Adams          | 68,277              | 0.8%          | 567               | 625             | 0.2%          | 1                 |
| Alexander      | 9,590               | 1.4%          | 138               | 125             | 0.0%          | 0                 |
| Bond           | 17,633              | 1.4%          | 253               | 101             | 0.0%          | 0                 |
| Boone          | 41,786              | 12.5%         | 5,219             | 83              | 14.5%         | 12                |
| Brown          | 6,950               | 3.9%          | 273               | 165             | 0.6%          | 1                 |
| Bureau         | 35,503              | 4.9%          | 1,732             | 155             | 3.2%          | 5                 |
| Calhoun        | 5,084               | 0.6%          | 32                | 51              | 0.0%          | 0                 |
| Carroll        | 16,674              | 2.0%          | 340               | 93              | 1.1%          | 1                 |
| Cass           | 13,695              | 8.5%          | 1,162             | 208             | 1.0%          | 2                 |
| Champaign      | 179,669             | 2.9%          | 5,203             | 307             | 2.3%          | 7                 |
| Christian      | 35,372              | 1.0%          | 345               | 500             | 1.0%          | 5                 |
| Clark          | 17,008              | 0.3%          | 54                | 56              | 0.0%          | 0                 |
| Clay           | 14,560              | 0.6%          | 88                | 65              | 0.0%          | 0                 |
| Clinton        | 35,535              | 1.6%          | 570               | 381             | 0.3%          | 1                 |
| Coles          | 53,196              | 1.4%          | 737               | 83              | 0.0%          | 0                 |
| Cook           | 5,376,741           | 19.9%         | 1,071,740         | 10,116          | 11.9%         | 1,201             |
| Crawford       | 20,452              | 1.7%          | 351               | 227             | 0.0%          | 0                 |
| Cumberland     | 11,253              | 0.6%          | 68                | 40              | 0.0%          | 0                 |
| De Kalb        | 88,969              | 6.6%          | 5,830             | 171             | 7.6%          | 13                |
| De Witt        | 16,798              | 1.3%          | 213               | 50              | 0.0%          | 0                 |
| Douglas        | 19,922              | 3.5%          | 690               | 41              | 0.0%          | 0                 |
| DuPage         | 904,161             | 9.0%          | 81,366            | 825             | 7.9%          | 65                |
| Edgar          | 19,704              | 0.8%          | 154               | 104             | 0.0%          | 0                 |
| Edwards        | 6,971               | 0.5%          | 32                | 34              | 0.0%          | 0                 |
| Effingham      | 34,264              | 0.7%          | 252               | 127             | 0.0%          | 0                 |
| Fayette        | 21,802              | 0.8%          | 174               | 337             | 0.6%          | 2                 |
| Ford           | 14,241              | 1.2%          | 176               | 44              | 0.0%          | 0                 |
| Franklin       | 39,018              | 0.6%          | 249               | 363             | 0.0%          | 0                 |
| Fulton         | 38,250              | 1.2%          | 478               | 344             | 0.3%          | 1                 |
| Gallatin       | 6,445               | 0.9%          | 56                | 26              | 0.0%          | 0                 |
| Greene         | 14,761              | 0.5%          | 77                | 193             | 0.0%          | 0                 |
| Grundy         | 37,535              | 4.1%          | 1,552             | 187             | 3.7%          | 7                 |
| Hamilton       | 8,621               | 0.6%          | 55                | 65              | 0.0%          | 0                 |
| Hancock        | 20,121              | 0.5%          | 105               | 57              | 0.0%          | 0                 |
| Hardin         | 4,800               | 1.1%          | 51                | 62              | 0.0%          | 0                 |
| Henderson      | 8,213               | 0.9%          | 72                | 25              | 0.0%          | 0                 |
| Henry          | 51,020              | 2.9%          | 1,467             | 251             | 2.8%          | 7                 |
| Iroquois       | 31,334              | 3.9%          | 1,217             | 149             | 0.7%          | 1                 |
| Jackson        | 59,612              | 2.4%          | 1,443             | 629             | 0.6%          | 4                 |
| Jasper         | 10,117              | 0.5%          | 48                | 53              | 0.0%          | 0                 |
| Jefferson      | 40,045              | 1.3%          | 531               | 222             | 2.3%          | 5                 |
| Jersey         | 21,668              | 0.7%          | 162               | 92              | 0.0%          | 0                 |
| Jo Daviess     | 22,289              | 1.5%          | 342               | 41              | 0.0%          | 0                 |
| Johnson        | 12,878              | 2.9%          | 368               | 356             | 1.1%          | 4                 |
| Kane           | 404,119             | 23.7%         | 95,924            | 948             | 11.8%         | 112               |
| Kankakee       | 103,833             | 4.8%          | 4,959             | 1,631           | 1.5%          | 24                |

|             |         |       |        |       |       |     |
|-------------|---------|-------|--------|-------|-------|-----|
| Kendall     | 54,544  | 7.5%  | 4,086  | 152   | 10.5% | 16  |
| Knox        | 55,836  | 3.4%  | 1,896  | 291   | 4.1%  | 12  |
| Lake        | 644,356 | 14.4% | 92,716 | 746   | 9.1%  | 68  |
| La Salle    | 111,509 | 5.2%  | 5,791  | 734   | 4.0%  | 29  |
| Lawrence    | 15,452  | 0.9%  | 137    | 125   | 0.0%  | 0   |
| Lee         | 36,062  | 3.2%  | 1,147  | 489   | 3.1%  | 15  |
| Livingston  | 39,678  | 2.7%  | 1,056  | 674   | 2.4%  | 16  |
| Logan       | 31,183  | 1.6%  | 503    | 581   | 0.9%  | 5   |
| Mc Donough  | 32,913  | 1.5%  | 488    | 124   | 0.8%  | 1   |
| Mc Henry    | 260,077 | 7.5%  | 19,602 | 252   | 7.5%  | 19  |
| Mc Lean     | 150,433 | 2.5%  | 3,833  | 305   | 2.0%  | 6   |
| Macon       | 114,706 | 1.0%  | 1,120  | 504   | 1.2%  | 6   |
| Macoupin    | 49,019  | 0.6%  | 305    | 427   | 0.7%  | 3   |
| Madison     | 258,941 | 1.5%  | 3,925  | 644   | 0.8%  | 5   |
| Marion      | 41,691  | 0.9%  | 378    | 679   | 1.2%  | 8   |
| Marshall    | 13,180  | 1.0%  | 138    | 35    | 0.0%  | 0   |
| Mason       | 16,038  | 0.5%  | 80     | 198   | 1.0%  | 2   |
| Massac      | 15,161  | 0.8%  | 123    | 83    | 0.0%  | 0   |
| Menard      | 12,486  | 0.8%  | 94     | 502   | 0.4%  | 2   |
| Mercer      | 16,957  | 1.3%  | 216    | 40    | 0.0%  | 0   |
| Monroe      | 27,619  | 0.7%  | 203    | 71    | 1.4%  | 1   |
| Montgomery  | 30,652  | 1.1%  | 326    | 485   | 1.0%  | 5   |
| Morgan      | 36,616  | 1.4%  | 496    | 978   | 0.8%  | 8   |
| Moultrie    | 14,287  | 0.5%  | 68     | 35    | 0.0%  | 0   |
| Ogle        | 51,032  | 6.0%  | 3,066  | 148   | 5.4%  | 8   |
| Peoria      | 183,433 | 2.1%  | 3,827  | 411   | 1.5%  | 6   |
| Perry       | 23,094  | 1.8%  | 406    | 376   | 0.3%  | 1   |
| Piatt       | 16,365  | 0.6%  | 101    | 36    | 0.0%  | 0   |
| Pike        | 17,384  | 0.5%  | 87     | 225   | 0.0%  | 0   |
| Pope        | 4,413   | 0.9%  | 40     | 64    | 0.0%  | 0   |
| Pulaski     | 7,348   | 1.5%  | 107    | 116   | 0.9%  | 1   |
| Putnam      | 6,086   | 2.8%  | 171    | 32    | 3.1%  | 1   |
| Randolph    | 33,893  | 1.5%  | 521    | 879   | 0.2%  | 2   |
| Richland    | 16,149  | 0.8%  | 124    | 155   | 0.0%  | 0   |
| Rock Island | 149,374 | 8.6%  | 12,791 | 326   | 9.8%  | 32  |
| St. Clair   | 256,082 | 2.2%  | 5,604  | 607   | 1.2%  | 7   |
| Saline      | 26,733  | 1.0%  | 258    | 287   | 0.3%  | 1   |
| Sangamon    | 188,951 | 1.1%  | 2,000  | 8,555 | 1.4%  | 119 |
| Schuyler    | 7,189   | 0.5%  | 39     | 167   | 1.2%  | 2   |
| Scott       | 5,537   | 0.2%  | 10     | 107   | 0.0%  | 0   |
| Shelby      | 22,893  | 0.5%  | 110    | 98    | 2.0%  | 2   |
| Stark       | 6,332   | 0.9%  | 54     | 31    | 0.0%  | 0   |
| Stephenson  | 48,979  | 1.5%  | 747    | 82    | 1.2%  | 1   |
| Tazewell    | 128,485 | 1.0%  | 1,331  | 259   | 1.5%  | 4   |
| Union       | 18,293  | 2.6%  | 481    | 591   | 0.7%  | 4   |
| Vermilion   | 83,919  | 3.0%  | 2,504  | 335   | 2.1%  | 7   |
| Wabash      | 12,937  | 0.7%  | 95     | 40    | 0.0%  | 0   |
| Warren      | 18,735  | 2.7%  | 507    | 116   | 0.0%  | 0   |
| Washington  | 15,148  | 0.7%  | 108    | 123   | 2.4%  | 3   |
| Wayne       | 17,151  | 0.6%  | 103    | 67    | 1.5%  | 1   |
| White       | 15,371  | 0.7%  | 103    | 35    | 0.0%  | 0   |

|            |            |       |           |        |       |       |
|------------|------------|-------|-----------|--------|-------|-------|
| Whiteside  | 60,653     | 8.8%  | 5,347     | 376    | 10.9% | 41    |
| Will       | 502,266    | 8.7%  | 43,768    | 1,621  | 7.0%  | 113   |
| Williamson | 61,296     | 1.2%  | 763       | 610    | 1.1%  | 7     |
| Winnebago  | 278,418    | 6.9%  | 19,206    | 551    | 6.7%  | 37    |
| Woodford   | 35,469     | 0.7%  | 241       | 104    | 1.0%  | 1     |
| Totals     | 12,419,293 | 12.3% | 1,530,262 | 47,492 | 4.4%  | 2,109 |

\* Information on the general population of Illinois is from the 2000 Census

\*\* Reflects Code Employees as of 12/31/2010

\*\*\*In addition, 32 Hispanics are employed out of state

**Code Hispanic Employees as of 12/31/2010**

| Agency                                       | Employees |        | Hispanic % |
|----------------------------------------------|-----------|--------|------------|
|                                              | Hispanics | Total  |            |
| Aging                                        | 7         | 146    | 4.79%      |
| Agriculture                                  | 11        | 446    | 2.47%      |
| Arts Council                                 | 4         | 19     | 21.05%     |
| Capital Development Board                    | 1         | 46     | 2.17%      |
| Central Management Services                  | 29        | 1,423  | 2.04%      |
| Children & Family Services                   | 209       | 2,959  | 7.06%      |
| Civil Service Commission                     | 0         | 4      | 0.00%      |
| Commerce & Economic Opportunity              | 17        | 425    | 4.00%      |
| Commerce Commission                          | 4         | 76     | 5.26%      |
| Corrections                                  | 248       | 11,400 | 2.18%      |
| Criminal Justice Information Authority       | 4         | 60     | 6.67%      |
| Deaf and Hard of Hearing Commission          | 0         | 7      | 0.00%      |
| Developmental Disabilities Council           | 0         | 9      | 0.00%      |
| Emergency Management Agency                  | 0         | 94     | 0.00%      |
| Employment Security                          | 239       | 1,937  | 12.34%     |
| Environmental Protection                     | 14        | 915    | 1.53%      |
| Financial & Professional Regulation          | 40        | 487    | 8.21%      |
| Gaming Board                                 | 3         | 88     | 3.41%      |
| Guardianship & Advocacy                      | 6         | 108    | 5.56%      |
| Healthcare & Family Services                 | 122       | 2,277  | 5.36%      |
| Historic Preservation                        | 1         | 199    | 0.50%      |
| Human Rights Commission                      | 5         | 14     | 35.71%     |
| Human Rights Department                      | 28        | 138    | 20.29%     |
| Human Services                               | 826       | 13,358 | 6.18%      |
| Illinois Power Agency                        | 0         | 0      | 0.00%      |
| Insurance                                    | 12        | 252    | 4.76%      |
| Investment Board                             | 0         | 2      | 0.00%      |
| Juvenile Justice                             | 63        | 1,197  | 5.26%      |
| Labor                                        | 11        | 77     | 14.29%     |
| 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 Board | 1         | 16     | 6.25%      |
| Medical District Commission                  | 0         | 2      | 0.00%      |
| Military Affairs                             | 3         | 125    | 2.40%      |
| Natural Resources                            | 5         | 1,236  | 0.40%      |
| Pollution Control Board                      | 1         | 21     | 4.76%      |
| Prisoner Review Board                        | 1         | 19     | 5.26%      |
| Property Tax Appeal Board                    | 0         | 23     | 0.00%      |
| Public Health                                | 39        | 1,076  | 3.62%      |
| Racing Board                                 | 0         | 2      | 0.00%      |
| Revenue                                      | 40        | 2,022  | 1.98%      |
| State Fire Marshal                           | 3         | 137    | 2.19%      |

|                                     |              |               |              |
|-------------------------------------|--------------|---------------|--------------|
| State Police                        | 39           | 1,307         | 2.98%        |
| State Police Merit Board            | 0            | 6             | 0.00%        |
| State Retirement Systems            | 1            | 85            | 1.18%        |
| Torture Inquiry & Relief Commission | 0            | 0             | 0.00%        |
| Transportation                      | 63           | 2,409         | 2.62%        |
| Veterans' Affairs                   | 23           | 1,208         | 1.90%        |
| Workers' Compensation Commission    | 17           | 173           | 9.83%        |
| <b>Grand Total</b>                  | <b>2,141</b> | <b>48,060</b> | <b>4.45%</b> |



**Employees in Code Positions Requiring Use of the Spanish  
Language as of 12/31/2010**

| Agency                                       | Employees         |        | Requiring Spanish % |
|----------------------------------------------|-------------------|--------|---------------------|
|                                              | Requiring Spanish | Total  |                     |
| Aging                                        | 5                 | 146    | 3.42%               |
| Agriculture                                  | 2                 | 446    | 0.45%               |
| Arts Council                                 | 0                 | 19     | 0.00%               |
| Capital Development Board                    | 0                 | 46     | 0.00%               |
| Central Management Services                  | 4                 | 1,423  | 0.28%               |
| Children & Family Services                   | 168               | 2,959  | 5.68%               |
| Civil Service Commission                     | 0                 | 4      | 0.00%               |
| Commerce & Economic Opportunity              | 8                 | 425    | 1.88%               |
| Commerce Commission                          | 1                 | 76     | 1.32%               |
| Corrections                                  | 33                | 11,400 | 0.29%               |
| Criminal Justice Information Authority       | 0                 | 60     | 0.00%               |
| Deaf and Hard of Hearing Commission          | 0                 | 7      | 0.00%               |
| Developmental Disabilities Council           | 0                 | 9      | 0.00%               |
| Emergency Management Agency                  | 0                 | 94     | 0.00%               |
| Employment Security                          | 158               | 1,937  | 8.16%               |
| Environmental Protection                     | 2                 | 915    | 0.22%               |
| Financial & Professional Regulation          | 15                | 487    | 3.08%               |
| Gaming Board                                 | 0                 | 88     | 0.00%               |
| Guardianship & Advocacy                      | 4                 | 108    | 3.70%               |
| Healthcare & Family Services                 | 109               | 2,277  | 4.79%               |
| Historic Preservation                        | 0                 | 199    | 0.00%               |
| Human Rights Commission                      | 3                 | 14     | 21.43%              |
| Human Rights Department                      | 24                | 138    | 17.39%              |
| Human Services                               | 633               | 13,358 | 4.74%               |
| Illinois Power Agency                        | 0                 | 0      | 0.00%               |
| Insurance                                    | 3                 | 252    | 1.19%               |
| Investment Board                             | 0                 | 2      | 0.00%               |
| Juvenile Justice                             | 4                 | 1,197  | 0.33%               |
| Labor                                        | 8                 | 77     | 10.39%              |
| 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 Board | 0                 | 16     | 0.00%               |
| Medical District Commission                  | 0                 | 2      | 0.00%               |
| Military Affairs                             | 0                 | 125    | 0.00%               |
| Natural Resources                            | 1                 | 1,236  | 0.08%               |
| Pollution Control Board                      | 0                 | 21     | 0.00%               |
| Prisoner Review Board                        | 1                 | 19     | 5.26%               |
| Property Tax Appeal Board                    | 0                 | 23     | 0.00%               |
| Public Health                                | 25                | 1,076  | 2.32%               |
| Racing Board                                 | 0                 | 2      | 0.00%               |
| Revenue                                      | 18                | 2,022  | 0.89%               |

|                                     |              |               |              |
|-------------------------------------|--------------|---------------|--------------|
| State Fire Marshal                  | 3            | 137           | 2.19%        |
| State Police                        | 1            | 1,307         | 0.08%        |
| State Police Merit Board            | 0            | 6             | 0.00%        |
| State Retirement Systems            | 0            | 85            | 0.00%        |
| Torture Inquiry & Relief Commission | 0            | 0             | 0.00%        |
| Transportation                      | 6            | 2,409         | 0.25%        |
| Veterans' Affairs                   | 0            | 1,208         | 0.00%        |
| Workers' Compensation Commission    | 3            | 173           | 1.73%        |
| <b>Grand Total</b>                  | <b>1,243</b> | <b>48,060</b> | <b>2.59%</b> |

**Hispanic Employees in SPSA Positions as of 12/31/2010**

| Agency                                       | SPSA's    |       | Hispanic % |
|----------------------------------------------|-----------|-------|------------|
|                                              | Hispanics | Total |            |
| Aging                                        | 0         | 12    | 0.00%      |
| Agriculture                                  | 1         | 21    | 4.76%      |
| Arts Council                                 | 1         | 3     | 33.33%     |
| Capital Development Board                    | 0         | 0     | 0.00%      |
| Central Management Services                  | 4         | 116   | 3.45%      |
| Children & Family Services                   | 4         | 50    | 8.00%      |
| Civil Service Commission                     | 0         | 1     | 0.00%      |
| Commerce & Economic Opportunity              | 2         | 60    | 3.33%      |
| Commerce Commission                          | 0         | 0     | 0.00%      |
| Corrections                                  | 4         | 117   | 3.42%      |
| Criminal Justice Information Authority       | 0         | 4     | 0.00%      |
| Deaf and Hard of Hearing Commission          | 0         | 2     | 0.00%      |
| Developmental Disabilities Council           | 0         | 2     | 0.00%      |
| Emergency Management Agency                  | 0         | 6     | 0.00%      |
| Employment Security                          | 4         | 66    | 6.06%      |
| Environmental Protection                     | 1         | 64    | 1.56%      |
| Financial & Professional Regulation          | 5         | 45    | 11.11%     |
| Gaming Board                                 | 0         | 12    | 0.00%      |
| Guardianship & Advocacy                      | 0         | 8     | 0.00%      |
| Healthcare & Family Services                 | 4         | 129   | 3.10%      |
| Historic Preservation                        | 0         | 6     | 0.00%      |
| Human Rights Commission                      | 0         | 2     | 0.00%      |
| Human Rights Department                      | 2         | 9     | 22.22%     |
| Human Services                               | 12        | 234   | 5.13%      |
| Illinois Power Agency                        | 0         | 0     | 0.00%      |
| Insurance                                    | 2         | 17    | 11.76%     |
| Investment Board                             | 0         | 0     | 0.00%      |
| Juvenile Justice                             | 2         | 17    | 11.76%     |
| Labor                                        | 0         | 4     | 0.00%      |
| Labor Relations Board, Educational           | 0         | 2     | 0.00%      |
| Labor Relations Board, Local                 | 0         | 0     | 0.00%      |
| Labor Relations Board, State                 | 0         | 2     | 0.00%      |
| Law Enforcement Training and Standards Board | 0         | 1     | 0.00%      |
| Medical District Commission                  | 0         | 0     | 0.00%      |
| Military Affairs                             | 0         | 2     | 0.00%      |
| Natural Resources                            | 2         | 48    | 4.17%      |
| Pollution Control Board                      | 0         | 1     | 0.00%      |
| Prisoner Review Board                        | 0         | 0     | 0.00%      |
| Property Tax Appeal Board                    | 0         | 1     | 0.00%      |
| Public Health                                | 3         | 68    | 4.41%      |
| Racing Board                                 | 0         | 0     | 0.00%      |
| Revenue                                      | 3         | 81    | 3.70%      |
| State Fire Marshal                           | 0         | 6     | 0.00%      |
| State Police                                 | 2         | 31    | 6.45%      |
| State Police Merit Board                     | 0         | 1     | 0.00%      |

|                                     |           |              |              |
|-------------------------------------|-----------|--------------|--------------|
| State Retirement Systems            | 0         | 4            | 0.00%        |
| Torture Inquiry & Relief Commission | 0         | 0            | 0.00%        |
| Transportation                      | 0         | 1            | 0.00%        |
| Veterans' Affairs                   | 0         | 17           | 0.00%        |
| Workers' Compensation Commission    | 2         | 9            | 22.22%       |
| <b>Grand Total</b>                  | <b>60</b> | <b>1,282</b> | <b>4.68%</b> |

**Hispanic Employees in PSA Positions as of 12/31/2010**

| Agency                                       | PSA's     |       | Hispanic % |
|----------------------------------------------|-----------|-------|------------|
|                                              | Hispanics | Total |            |
| Aging                                        | 1         | 24    | 4.17%      |
| Agriculture                                  | 0         | 24    | 0.00%      |
| Arts Council                                 | 1         | 3     | 33.33%     |
| Capital Development Board                    | 0         | 1     | 0.00%      |
| Central Management Services                  | 3         | 255   | 1.18%      |
| Children & Family Services                   | 23        | 559   | 4.11%      |
| Civil Service Commission                     | 0         | 1     | 0.00%      |
| Commerce & Economic Opportunity              | 4         | 106   | 3.77%      |
| Commerce Commission                          | 0         | 1     | 0.00%      |
| Corrections                                  | 4         | 235   | 1.70%      |
| Criminal Justice Information Authority       | 1         | 12    | 8.33%      |
| 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                          | 19        | 238   | 7.98%      |
| Environmental Protection                     | 1         | 79    | 1.27%      |
| Financial & Professional Regulation          | 8         | 62    | 12.90%     |
| Gaming Board                                 | 0         | 17    | 0.00%      |
| Guardianship & Advocacy                      | 1         | 13    | 7.69%      |
| Healthcare & Family Services                 | 3         | 272   | 1.10%      |
| Historic Preservation                        | 0         | 11    | 0.00%      |
| Human Rights Commission                      | 0         | 1     | 0.00%      |
| Human Rights Department                      | 5         | 20    | 25.00%     |
| Human Services                               | 41        | 769   | 5.33%      |
| Illinois Power Agency                        | 0         | 0     | 0.00%      |
| Insurance                                    | 2         | 73    | 2.74%      |
| Investment Board                             | 0         | 0     | 0.00%      |
| Juvenile Justice                             | 1         | 24    | 4.17%      |
| Labor                                        | 0         | 8     | 0.00%      |
| Labor Relations Board, Educational           | 0         | 7     | 0.00%      |
| Labor Relations Board, Local                 | 0         | 0     | 0.00%      |
| Labor Relations Board, State                 | 0         | 10    | 0.00%      |
| Law Enforcement Training and Standards Board | 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         | 9     | 0.00%      |
| Prisoner Review Board                        | 0         | 1     | 0.00%      |
| Property Tax Appeal Board                    | 0         | 3     | 0.00%      |
| Public Health                                | 10        | 246   | 4.07%      |
| Racing Board                                 | 0         | 1     | 0.00%      |

|                                     |            |              |              |
|-------------------------------------|------------|--------------|--------------|
| Revenue                             | 4          | 200          | 2.00%        |
| State Fire Marshal                  | 0          | 17           | 0.00%        |
| State Police                        | 0          | 89           | 0.00%        |
| State Police Merit Board            | 0          | 1            | 0.00%        |
| State Retirement Systems            | 0          | 11           | 0.00%        |
| Torture Inquiry & Relief Commission | 0          | 0            | 0.00%        |
| Transportation                      | 0          | 10           | 0.00%        |
| Veterans' Affairs                   | 1          | 40           | 2.50%        |
| Workers' Compensation Commission    | 2          | 14           | 14.29%       |
| <b>Grand Total</b>                  | <b>135</b> | <b>3,567</b> | <b>3.78%</b> |

**Distribution of SPSA Incumbents Between Those Represented by Collective  
Bargaining and Those Not Represented by a Union, as of 12/31/2010**

| Agency                                       | Bargaining Unit? |     | Total | Barg<br>Unit<br>% |
|----------------------------------------------|------------------|-----|-------|-------------------|
|                                              | Yes              | No  |       |                   |
| Aging                                        | 0                | 12  | 12    | 0.00%             |
| Agriculture                                  | 0                | 21  | 21    | 0.00%             |
| Arts Council                                 | 0                | 3   | 3     | 0.00%             |
| Capital Development Board                    | 0                | 0   | 0     | 0.00%             |
| Central Management Services                  | 0                | 116 | 116   | 0.00%             |
| Children & Family Services                   | 0                | 50  | 50    | 0.00%             |
| Civil Service Commission                     | 0                | 1   | 1     | 0.00%             |
| Commerce & Economic Opportunity              | 0                | 60  | 60    | 0.00%             |
| Commerce Commission                          | 0                | 0   | 0     | 0.00%             |
| Corrections                                  | 0                | 117 | 117   | 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                | 2   | 2     | 0.00%             |
| Emergency Management Agency                  | 0                | 6   | 6     | 0.00%             |
| Employment Security                          | 0                | 66  | 66    | 0.00%             |
| Environmental Protection                     | 9                | 55  | 64    | 14.06%            |
| Financial & Professional Regulation          | 0                | 45  | 45    | 0.00%             |
| Gaming Board                                 | 0                | 12  | 12    | 0.00%             |
| Guardianship & Advocacy                      | 0                | 8   | 8     | 0.00%             |
| Healthcare & Family Services                 | 0                | 129 | 129   | 0.00%             |
| Historic Preservation                        | 0                | 6   | 6     | 0.00%             |
| Human Rights Commission                      | 0                | 2   | 2     | 0.00%             |
| Human Rights Department                      | 0                | 9   | 9     | 0.00%             |
| Human Services                               | 13               | 221 | 234   | 5.56%             |
| Illinois Power Agency                        | 0                | 0   | 0     | 0.00%             |
| Insurance                                    | 0                | 17  | 17    | 0.00%             |
| Investment Board                             | 0                | 0   | 0     | 0.00%             |
| Juvenile Justice                             | 0                | 17  | 17    | 0.00%             |
| Labor                                        | 1                | 3   | 4     | 25.00%            |
| Labor Relations Board, Educational           | 0                | 2   | 2     | 0.00%             |
| Labor Relations Board, Local                 | 0                | 0   | 0     | 0.00%             |
| Labor Relations Board, State                 | 0                | 2   | 2     | 0.00%             |
| Law Enforcement Training and Standards Board | 0                | 1   | 1     | 0.00%             |
| Medical District Commission                  | 0                | 0   | 0     | 0.00%             |
| Military Affairs                             | 0                | 2   | 2     | 0.00%             |
| Natural Resources                            | 14               | 34  | 48    | 29.17%            |
| 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                                | 2                | 66  | 68    | 2.94%             |
| Racing Board                                 | 0                | 0   | 0     | 0.00%             |

|                                     |           |              |              |              |
|-------------------------------------|-----------|--------------|--------------|--------------|
| Revenue                             | 0         | 81           | 81           | 0.00%        |
| State Fire Marshal                  | 0         | 6            | 6            | 0.00%        |
| State Police                        | 10        | 21           | 31           | 32.26%       |
| State Police Merit Board            | 0         | 1            | 1            | 0.00%        |
| State Retirement Systems            | 0         | 4            | 4            | 0.00%        |
| Torture Inquiry & Relief Commission | 0         | 0            | 0            | 0.00%        |
| Transportation                      | 0         | 1            | 1            | 0.00%        |
| Veterans' Affairs                   | 0         | 17           | 17           | 0.00%        |
| Workers' Compensation Commission    | 0         | 9            | 9            | 0.00%        |
| <b>Grand Total</b>                  | <b>49</b> | <b>1,233</b> | <b>1,282</b> | <b>3.82%</b> |



**Distribution of PSA Incumbents Between Those Represented by Collective  
Bargaining and Those Not Represented by a Union, as of 12/31/2010**

| Agency                                       | Bargaining Unit? |     | Total | Barg<br>Unit<br>% |
|----------------------------------------------|------------------|-----|-------|-------------------|
|                                              | Yes              | No  |       |                   |
| Aging                                        | 19               | 5   | 24    | 79.17%            |
| Agriculture                                  | 21               | 3   | 24    | 87.50%            |
| Arts Council                                 | 1                | 2   | 3     | 33.33%            |
| Capital Development Board                    | 1                | 0   | 1     | 100.00%           |
| Central Management Services                  | 227              | 28  | 255   | 89.02%            |
| Children & Family Services                   | 549              | 10  | 559   | 98.21%            |
| Civil Service Commission                     | 0                | 1   | 1     | 0.00%             |
| Commerce & Economic Opportunity              | 103              | 3   | 106   | 97.17%            |
| Commerce Commission                          | 1                | 0   | 1     | 100.00%           |
| Corrections                                  | 217              | 18  | 235   | 92.34%            |
| Criminal Justice Information Authority       | 7                | 5   | 12    | 58.33%            |
| Deaf and Hard of Hearing Commission          | 0                | 2   | 2     | 0.00%             |
| Developmental Disabilities Council           | 2                | 1   | 3     | 66.67%            |
| Emergency Management Agency                  | 16               | 2   | 18    | 88.89%            |
| Employment Security                          | 184              | 54  | 238   | 77.31%            |
| Environmental Protection                     | 77               | 2   | 79    | 97.47%            |
| Financial & Professional Regulation          | 55               | 7   | 62    | 88.71%            |
| Gaming Board                                 | 17               | 0   | 17    | 100.00%           |
| Guardianship & Advocacy                      | 12               | 1   | 13    | 92.31%            |
| Healthcare & Family Services                 | 261              | 11  | 272   | 95.96%            |
| Historic Preservation                        | 10               | 1   | 11    | 90.91%            |
| Human Rights Commission                      | 0                | 1   | 1     | 0.00%             |
| Human Rights Department                      | 19               | 1   | 20    | 95.00%            |
| Human Services                               | 657              | 112 | 769   | 85.44%            |
| Illinois Power Agency                        | 0                | 0   | 0     | 0.00%             |
| Insurance                                    | 60               | 13  | 73    | 82.19%            |
| Investment Board                             | 0                | 0   | 0     | 0.00%             |
| Juvenile Justice                             | 23               | 1   | 24    | 95.83%            |
| Labor                                        | 7                | 1   | 8     | 87.50%            |
| Labor Relations Board, Educational           | 0                | 7   | 7     | 0.00%             |
| Labor Relations Board, Local                 | 0                | 0   | 0     | 0.00%             |
| Labor Relations Board, State                 | 0                | 10  | 10    | 0.00%             |
| Law Enforcement Training and Standards Board | 2                | 0   | 2     | 100.00%           |
| Medical District Commission                  | 0                | 0   | 0     | 0.00%             |
| Military Affairs                             | 3                | 0   | 3     | 100.00%           |
| Natural Resources                            | 64               | 8   | 72    | 88.89%            |
| Pollution Control Board                      | 1                | 8   | 9     | 11.11%            |
| Prisoner Review Board                        | 0                | 1   | 1     | 0.00%             |
| Property Tax Appeal Board                    | 3                | 0   | 3     | 100.00%           |
| Public Health                                | 240              | 6   | 246   | 97.56%            |
| Racing Board                                 | 0                | 1   | 1     | 0.00%             |

|                                     |              |            |              |               |
|-------------------------------------|--------------|------------|--------------|---------------|
| Revenue                             | 187          | 13         | 200          | 93.50%        |
| State Fire Marshal                  | 16           | 1          | 17           | 94.12%        |
| State Police                        | 79           | 10         | 89           | 88.76%        |
| State Police Merit Board            | 0            | 1          | 1            | 0.00%         |
| State Retirement Systems            | 9            | 2          | 11           | 81.82%        |
| Torture Inquiry & Relief Commission | 0            | 0          | 0            | 0.00%         |
| Transportation                      | 8            | 2          | 10           | 80.00%        |
| Veterans' Affairs                   | 18           | 22         | 40           | 45.00%        |
| Workers' Compensation Commission    | 12           | 2          | 14           | <b>85.71%</b> |
| <b>Grand Total</b>                  | <b>3,188</b> | <b>379</b> | <b>3,567</b> | <b>89.37%</b> |

### III. 2010 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 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                                                                   | Met. Letter included in HEP submitted to the General Assembly, 2/1/10                                                                                                                       |
| <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                                                           | Council met on 3/26/10, 6/28/10, and 10/18/10                                                                                                                                               |
| <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                                                                                      | Met. HEP submitted to the General Assembly per deadline.                                                                                                                                    |
| <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 2011 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> 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, Illinois Association of Hispanic State Employees (IAHSE) | The central theme of the 10/8/10 IAHSE annual theme was jobs and included an onsite job fair. CMS participated in several workshops to advise participants on the state employment process. |
| <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                                                                                                                                                                                     |

| STRATEGY                                                                                                                                                                                                                                                       | WHO                                                       | WHEN                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <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                      | Goal will be carried over to 2011 second quarter due to 2010 census data not yet ready for distribution. |
| <b><u>Accountability</u></b><br><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 | Survey sent out to all agencies on 10/01/10 with deadline for completion of 10/29/10.                    |
| <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                                                       | Met. Summary to be included as part of 2011 Hispanic Employment Plan submitted on 2/1/11.                |
| <b>4.2</b> Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.                                                                                                                                            | CMS, Hispanic Advisory Council                            | Council met on 10/18/10 to develop objectives presented as Part V of this report.                        |
| <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                                                       | Letter included in 2011 Hispanic Employment Plan.                                                        |

| STRATEGY                                                                                                                                                                                             | WHO                                                    | WHEN                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.4 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 New American's Initiative Project | Model Policy developed and submitted to the Advisory Council and the Governor's New American's Office for review. Waiting on the Office of New Americans to act on Executive Order 2 so that Model Policy can be distributed to state agencies. |
| 4.5 Develop a statewide multi-year workforce plan                                                                                                                                                    | CMS, all state agencies, HAC                           | Goal to be carried over due to new legislative responsibilities to develop an African American Employment Plan.                                                                                                                                 |

#### 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 2010 Highlights

The revised survey was distributed on October 1, 2010, to all coded agencies under the jurisdiction of the Governor, and responses were to be returned to CMS by October 29th, 2010. All agencies responded. Survey highlights include the following:

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

- Agency established a Diversity Committee which meets on a monthly basis to address agency issues dealing with hiring, recruiting and affirmative action.

- Established 4 positions in the Affirmative Action Division specifically assigned to work directly on Hispanic hiring and outreach.
- Utilized the IDES Skills match website, along with the CMS electronic posting system for recruitment of bilingual and Hispanic candidates.
- Created an Outreach Committee composed of representatives from 6 state agencies who meet bi-monthly to discuss diversity outreach and recruitment.
- Deputy Director of Human Resources and Agency Director met regularly to strategize efforts to increase the number of qualified Latinas/Latinos, as well as meet Affirmative Action goals.
- Established a specific number of summer internship positions to be filled by Hispanics.
- Developed a comprehensive Hispanic Employment Recruitment Plan inclusive of Hispanic and bilingual recruitment.
- Developed a “Diversity Boot Camp” which is mandatory training for all agency employees.
- Whenever any hiring interviews are scheduled, all Hispanics on grade category list are invited to interview.
- Continued participation in Hispanic professional and student organizations through sponsorship opportunities.
- In an effort to recruit on a broader level, agency now posts on social network sites such as Facebook and Twitter.

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

- Agency established additional Spanish-speaking option positions to be filled once EPAR is approved.
- Agency will be reviewing 2010 Census data, once released, in creating additional bilingual option positions, where needed.
- 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.
- Agency created a Latino Hiring Initiative Committee to review and analyze the need for additional Spanish-speaking option positions.
- Agency determines need for bilingual positions based on number of LEP clients, volume of calls requesting language interpreter and review of local census data.
- Agency includes a bilingual employee on Rutan interview panel whenever it fills bilingual positions.
- Agency implemented a worker-initiated request for bilingual testing for conversion into a Spanish-speaking option position when needed.
- Agency developed a structured oral and written test to ensure bilingual proficiency at time of interview.

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

- Ensure that all recruitment and hiring personnel are informed of underutilization prior to scheduling candidates for interview, allowing for increased representation of targeted group on the eligibility list.
- Include Hispanics on all Rutan interview panels.

- Bring more Latinos on board by increasing the use of internships and cooperative programs, thereby improving the likelihood of recruiting them on a permanent basis.
- CMS should organize job fairs with on-site testing and counseling where need is the greatest.
- The CMS application grading process has to be evaluated in that too much time elapses between application and receipt of actual grades.
- Develop and implement onsite Spanish classes for staff.
- It is important for Agency personnel to understand the importance and advantages of having a multifaceted and diverse workforce. This change will only come with education and communication on this issue. Increased training is needed.
- Need an increased budget allocation to fill our many vacancies.
- Identify and implement steps to increase internal programs geared toward retention and advancement of current Hispanic employees.
- Decrease the amount of time required to get EPAR approval.

*See Appendix for completed agency surveys.*

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

Survey responses were due to CMS by December 3, 2010. All required agencies complied with the survey request; 17 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. 2011 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 2011 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 2011 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 |

| STRATEGY                                                                                                                                                                                                                                                        | WHO                                                       | WHEN                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------|
| <b>1.3</b> Address the need for increased Hispanic representation at the Governor's Cabinet level, as well as Agency Director appointments, Deputy Directors and Bureau Chiefs.                                                                                 | CMS, HAC, Governor's Office                               | 1 <sup>st</sup> Quarter                                  |
| <b><u>Recruitment and Selection</u></b><br><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                            | 3rd 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><u>Education</u></b><br><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, All code agencies                               | Ongoing                                                  |
| <b>3.1</b> Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS agency personnel manager meetings.                                                                                                                                       | CMS                                                       | 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                                                       | 2 <sup>nd</sup> Quarter                                  |
| <b>3.3</b> Address the Appropriations Chair and Committee on the Status of the Hispanic Employment Plan, highlighting agencies who are not meeting goals on Hispanic or bilingual hiring.                                                                       | CMS, IDHR, Hispanic Advisory Council                      | 2nd Quarter                                              |
| <b><u>Accountability</u></b><br><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, Hispanic Advisory Council                            | 3rd 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, all state agencies under the Governor's jurisdiction | 4 <sup>th</sup> Quarter                                  |



| STRATEGY                                                                                                                                                                                             | WHO                            | WHEN                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------|
| 4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.                                                                                         | CMS                            | 4 <sup>th</sup> 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, Hispanic Advisory Council | 4 <sup>th</sup> Quarter |
| 4.4 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                            | 4 <sup>th</sup> Quarter |
| 4.5 Meet with the Illinois Latino Caucus to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.                                                                  | CMS, Hispanic Advisory Council | 3rd Quarter             |

## VI. Conclusion

The State Hispanic Employment Plan has actualized lasting and meaningful change relevant to the underutilization of Hispanics in the State workforce. Many gains have resulted since the first year of the Plan, including the establishment of the Hispanic Employment Plan Advisory Council, the restructuring of the eligibility list to identifying underutilized candidates for interview, better tracking of data relevant to Hispanics, and increased numbers of bilingual/Spanish employees available to serve the Spanish-speaking public. As a result of these and other accomplishments, the State Hispanic Employment Plan has built a foundation on which to build long term success.

However, much more remains to be done, as can be deduced from this year's report. For the first time since 2006, the number of Hispanics in the State workforce failed to increase from the previous year. Also of concern, the growth of bilingual/Spanish employees in the workforce increased by only 7 from the previous year. Given that the population of Hispanics in Illinois continues to increase as well as the need for bilingual services, the number of bilingual employees available to provide services should likewise be growing exponentially. It can be argued that given the budget challenges and loss in the workforce, overall, Hispanic numbers remained fairly stable. However, given the vast underutilization of Hispanics, any loss in their numbers within the State workforce is a significant back-slide.

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