



State of Illinois
Illinois Department of Central Management Services

STATE OF ILLINOIS 2014

HISPANIC Employment Plan



Respectfully submitted to the Illinois General Assembly
February 1, 2014, by Central Management Services



STATE OF ILLINOIS
OFFICE OF THE GOVERNOR
SPRINGFIELD, ILLINOIS 62706

Pat Quinn

February 1, 2014

Dear General Assembly Member,

According to the 2010 U.S. Census, Hispanics comprise our state's largest minority group. As a state, we must continue to ensure that we are hiring a workforce that truly reflects the diversity of Illinois and will serve as an example for all employers of the Land of Lincoln.

Statewide we have made important progress towards pursuing this goal, but merely hiring a diverse workforce is not enough; we must strive for inclusiveness in the workplace as well. A more inclusive workforce will ensure that Illinois remains a leader in diverse employment practices and more prepared to provide quality services to all residents of the State of Illinois.

Attached you will find the 2014 report of the State Hispanic Employment Plan outlining action steps of coded State agencies striving to build a governmental workforce that more accurately reflects the diversity of Illinois. The Plan was submitted by the Illinois Department of Central Management Services to the General Assembly on February 1st as required by law.

This Plan is part of my administration's unwavering commitment to hiring a workforce that truly reflects the diversity throughout the Land of Lincoln. During this reporting period, my administration submitted a record-breaking number of Hispanic nominations to serve in Cabinet level positions within state agencies as well as on Boards and Commissions throughout State government. While we have made some progress, there is always room for improvement to achieve full representation of Hispanics at all levels of State government.

As my administration continues to confront the state's daunting fiscal challenges, we remain committed to promoting a working environment that is inclusive of everyone and leaves no one left out. The Illinois Department of Central Management Services will continue to collaborate with the Hispanic Employment Plan Advisory Council in order to meet the goals and objectives outlined in this year's plan.

Sincerely,

A handwritten signature in black ink that reads "Pat Quinn".

Pat Quinn
Governor



ILLINOIS

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Simone McNeil, Acting Director

Pat Quinn, Governor

February 1, 2014

Dear General Assembly Member:

Public Act 094-0597, enacted 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 recruiting, hiring, training, retention, and promotion of Hispanic employees.

The law requires CMS to prepare and submit to the General Assembly an annual Hispanic Employment Plan reporting each agency's activities in implementing the plan. Accordingly, the 2014 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 and 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 blue ink, reading "Simone McNeil", is placed above the printed name.

Simone McNeil
Acting Director

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I. 2013 Executive Summary

Senate Bill 2043, the State Hispanic Employment Plan, was signed into law on August 15, 2005, becoming Public Act 094-0597. It mandates the Department of Central Management Services (CMS), in collaboration with the Hispanic Employment Plan (HEP) Advisory Council, to submit to the General Assembly an annual report on Hispanic Employment in the State of Illinois by February 1st of each year. This report represents data analysis of Hispanic employment throughout state government and outlines the Hispanic Employment Plan Advisory Council's activities for the reporting period of January 1, 2013, through December 31, 2013.

The HEP is part of the Governor's ongoing commitment to diversity in the State's workforce, which includes the recruiting, hiring, training, retention and promotion of Latino employees. To meet the objectives of this important legislation, the Governor's Office continues to play a more proactive role in the implementation of the HEP in collaboration with the Hispanic Advisory Council (HAC).

All agencies with Personnel Code-covered employees under the Governor's jurisdiction, in collaboration with the HAC and the Department of Human Rights, are charged with successfully implementing the legislative intent of State's HEP. CMS provides administrative support to the Council and State agencies.

As an initial step towards meeting this objective during this calendar year, the Governor's Office and HAC convened round-table meetings with the following agencies and commissions:

- Department of Health and Family Services
- Latino Family Commission
- Governor's Office
- New Americans Office

The **three-fold** purpose of the round-table meetings included:

- 1) Review current employment strategies undertaken in implementing the HEP.
- 2) Review current employment strategies undertaken to increase the number of available bilingual/Spanish-speaking employees to meet operational needs of Spanish-speaking community.
- 3) Provide suggestions and recommendations for increasing the number of Hispanic and Spanish-speaking employees.

The topics of discussion at the round-table meetings included but were not limited to:

- Providing technical assistance and hiring best practices as a means of strengthening the tenets of their individual Hispanic Employment Plans.
- Administrative clarification of Veterans Preference Policy.

- Targeted Recruitment Partnerships with Illinois Association of Hispanic State Employees, IDES and HAC Members.
- Translation of State agency websites to effectively communicate with the Spanish-speaking public accessing services.
- Broader distribution of job postings to ensure Spanish-speaking community participation.
- Targeted recruitment of Hispanic Veterans.
- Agency review of compliance with State Services Assurance Act.

II. Current Demographics

Data used for developing the 2014 report is based on calendar year 2013, a year in which State agencies continued to face tremendous fiscal challenges and limited opportunities to hire. Overall, the State's workforce has experienced a net reduction of 1,725 employees from 44,589 in December 2012 compared to 42,864 at the end of December 2013.

Since 2006, CMS has developed an annual plan to address the underutilization of Hispanics and bilingual employees in the State's workforce. This report provides the most recent statistical data on Hispanic representation in Personnel Code-covered positions throughout State agencies. Data presented is from a statewide and agency-level perspective, and shows senior and mid-level supervisory and managerial positions.

According to the 2010 U.S. Census Data, Hispanics represent the largest minority population at 15.8% of Illinois' general population. As of December 31, 2013, approximately 2,161 (5.04%) of the State's 42,864 employees in Personnel Code-covered positions are Hispanic. The five Illinois counties with the highest number of Hispanic state employees are listed below, followed by the corresponding Hispanic populations.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Cook	(1,244,762) 24.0%	(1,197) 13.1%
Will	(105,817) 15.6%	(129) 8.3%
Sangamon	(3,480) 1.8%	(112) 1.5%
Kane	(158,390) 30.7%	(103) 11.9%
DuPage	(121,506) 13.3%	(77) 9.7%

There are 2,161 Hispanic employees statewide in coded positions. The five state agencies with the largest number of Hispanic employees in coded state positions are indicated as follows:

AGENCY	COUNT OF HISPANIC EMPLOYEES
Department of Human Services	814
Department of Corrections	279
Department of Employment Security	207
Department of Children & Family Services	199
Department of Healthcare & Family Services	133

Of the 2,161 Hispanic employees, 1,062 are currently receiving bilingual pay for the use of the Spanish language, representing approximately 49.1% 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.

AGENCY	EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE
Department of Human Services	598
Department of Children & Family Services	153
Department of Employment Security	138
Department of Healthcare & Family Services	109
Department of Corrections	27

As we examine the most recent statistical data and compare gender, the ratio of Hispanic women to men employed statewide in coded positions is nearly 1 to 1. There are 1,226 Hispanic women compared to 935 Hispanic men employed in Personnel Code-covered State positions. The number of Hispanic employees by gender and their percentage of the total agency workforce are indicated below.

GENDER	COUNT OF HISPANIC EMPLOYEES
Women	1,226 (56.7%)
Men	935 (43.3%)

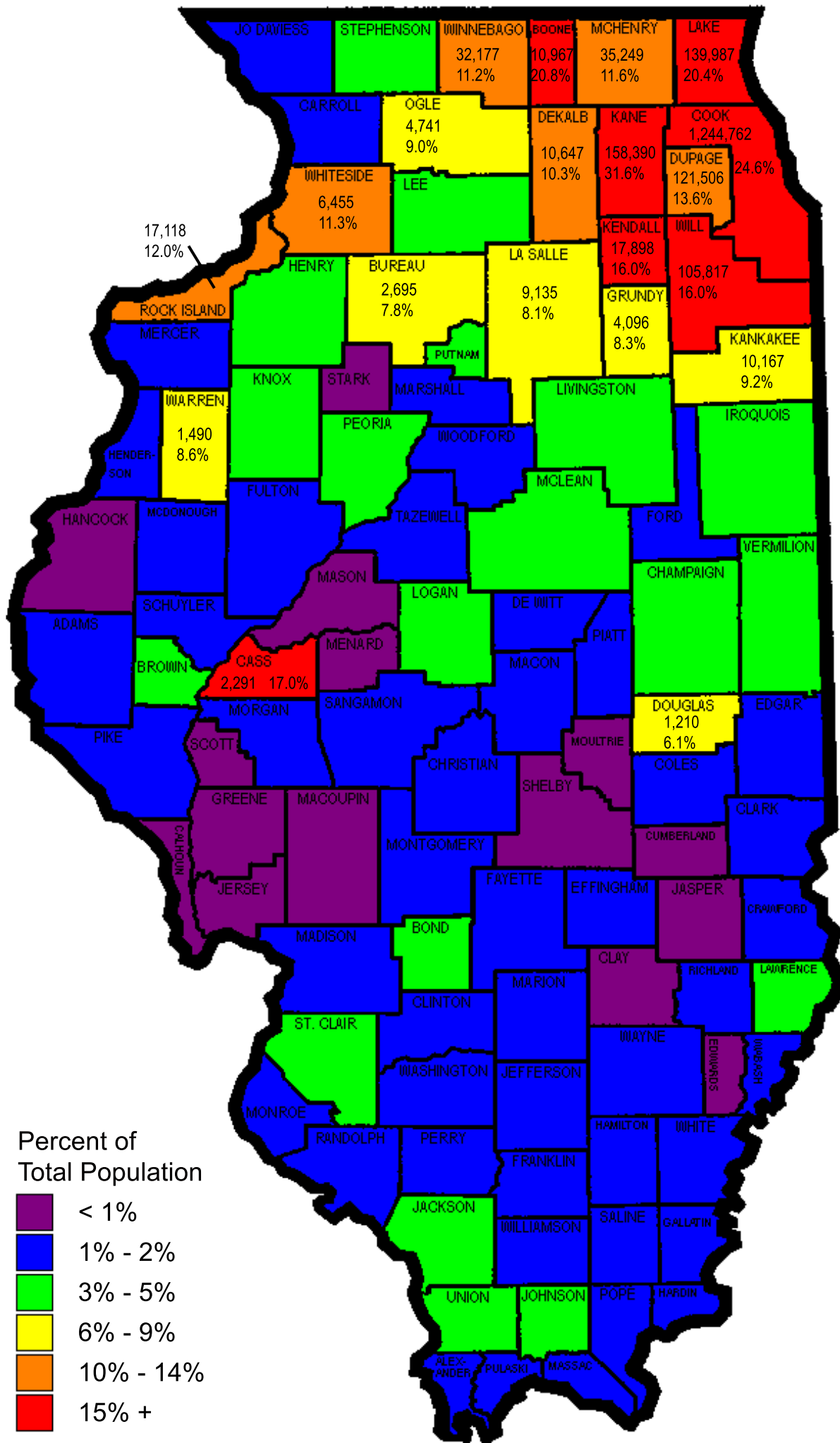
The total number of open competitive exams administered during this calendar year was 163,904. Of those, 17,566 were administered to Hispanics. The total number of exams as well as the number administered to Hispanics trended up during this reporting period with an increase of 4,077 Hispanic applicants. Although the number of Hispanic applicants with qualifying grades was lower than last year the number of Hispanics with A and B grades increased for 2013. The graph below illustrates how Hispanics fared when compared to all applicants.

CY 2013	HISPANICS	NON-HISPANICS	TOTAL
Open Competitive Total Grades	12,315	100,682	112,997
A Grade	3,832	43,127	46,959
B Grade	5,111	38,576	43,687
C Grade	3,372	18,979	22,351
Failed Grade	5,251	45,656	50,907

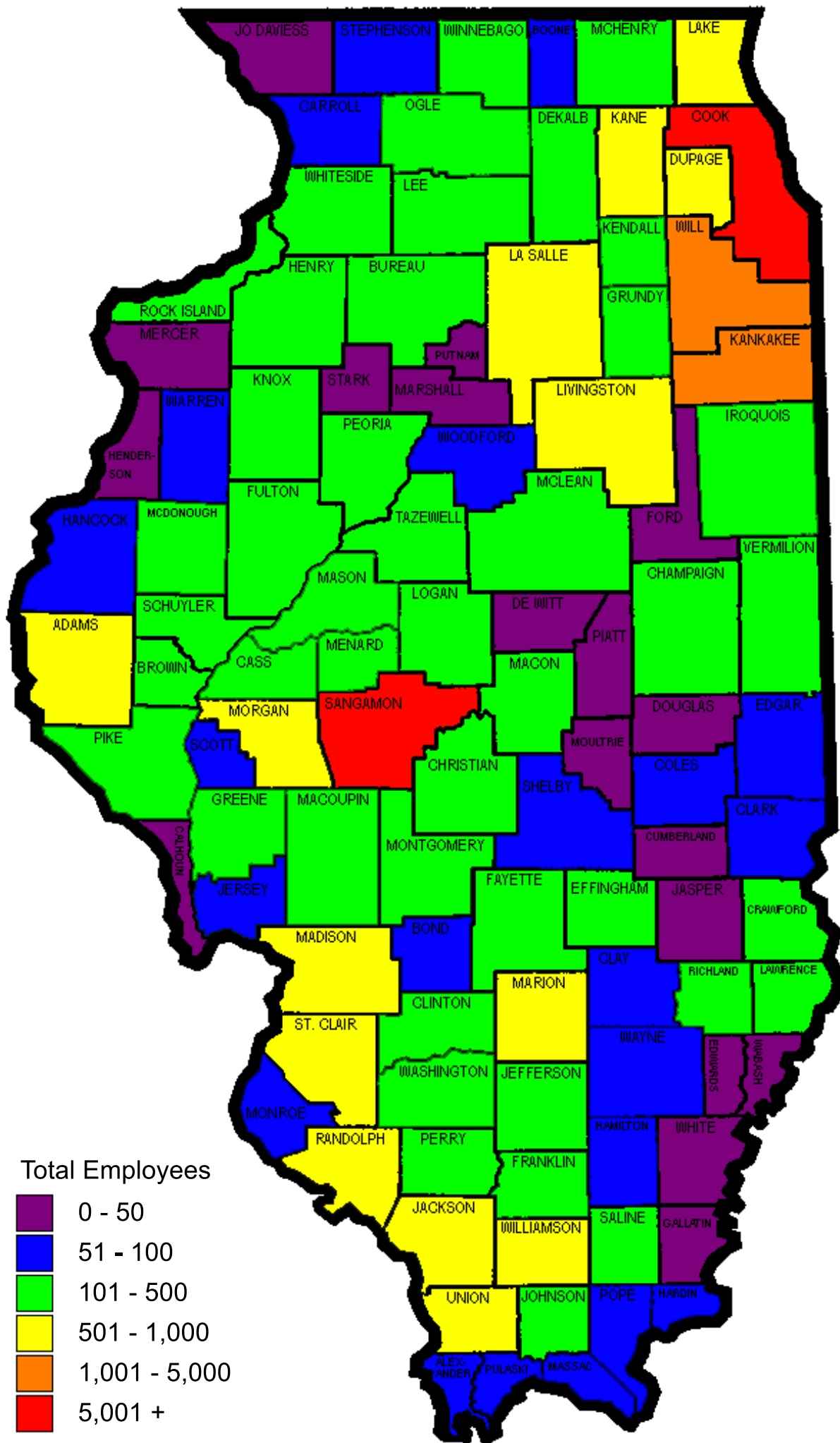
CMS received 20,744 promotional grade applications during 2013, out of which 14,755 received a qualifying promotional grade. There were 1,363 requests for promotional grades from Hispanic State employees, of which 946 Hispanic employees received a qualifying grade. Of the total number of promotional grades issued to Hispanic employees, 87% were given an A grade (823).

(A total of 3,110 employees were promoted in calendar year 2013 (through the Upward Mobility Program, promotion, Merit System Transfer with promotion, and Promotion to Term); of that total, 179 (5.8%) were Hispanic, an increase of 14% from last year's total number of promotions among Hispanics.

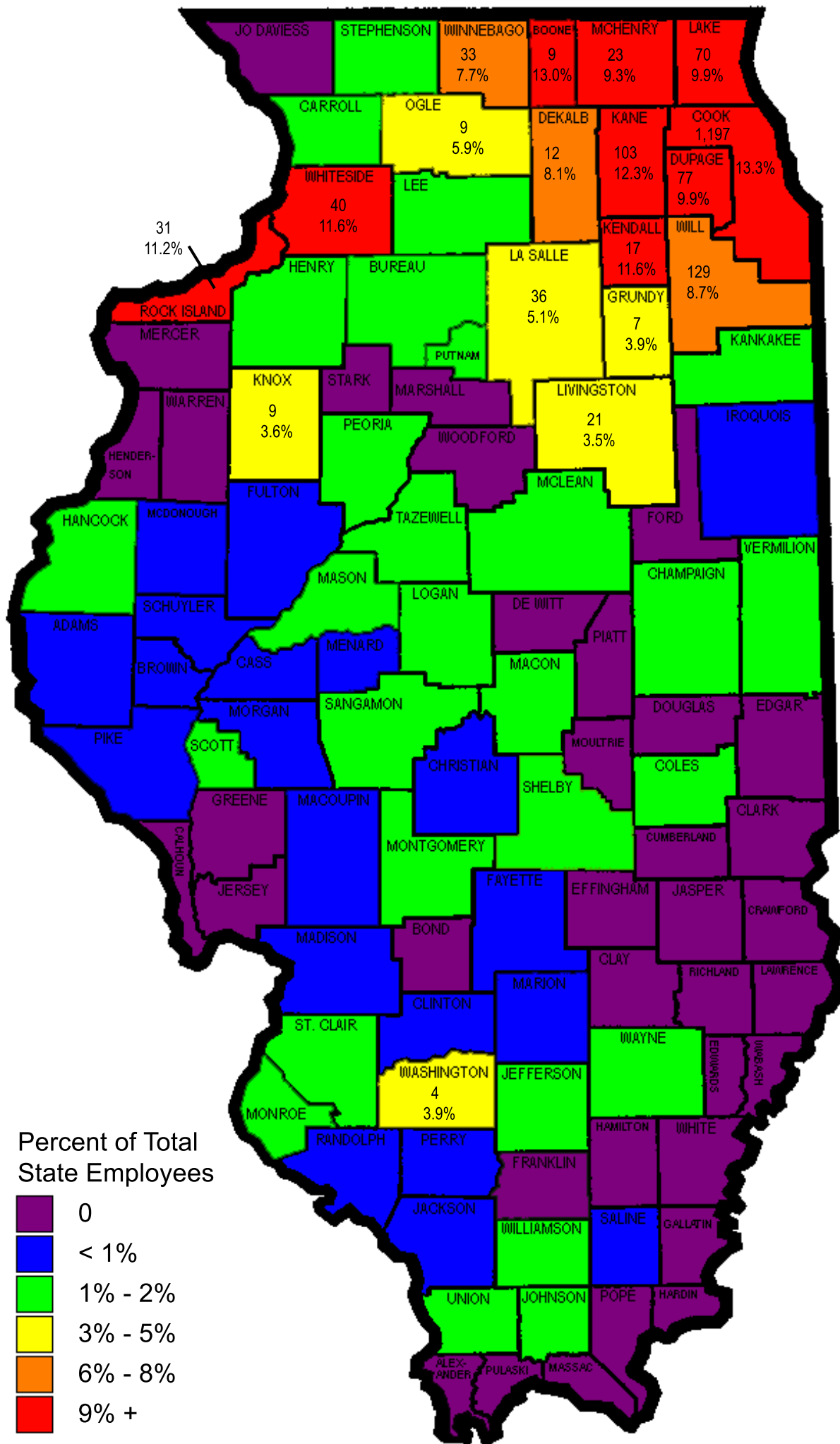
Illinois Hispanic Population 2010 Census Data



Coded State Employees as of 12/31/2013



Coded Hispanic State Employees as of 12/31/2013



Hispanic Population * vs. Workforce **

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC
Adams	67,103	1.2%	776	601	0.2%	1
Alexander	8,238	1.9%	155	96	0.0%	0
Bond	17,768	3.1%	547	98	0.0%	0
Boone	54,165	20.2%	10,967	69	13.0%	9
Brown	6,937	5.8%	402	146	0.7%	1
Bureau	34,978	7.7%	2,695	138	2.9%	4
Calhoun	5,089	0.8%	40	40	0.0%	0
Carroll	15,387	2.8%	437	75	1.3%	1
Cass	13,642	16.8%	2,291	180	0.6%	1
Champaign	201,081	5.3%	10,607	278	2.2%	6
Christian	34,800	1.4%	471	454	0.9%	4
Clark	16,335	1.1%	172	53	0.0%	0
Clay	13,815	1.1%	151	64	0.0%	0
Clinton	37,762	2.8%	1,058	325	0.6%	2
Coles	53,873	2.1%	1,155	78	1.3%	1
Cook	5,194,675	24.0%	1,244,762	9,033	13.3%	1,197
Crawford	19,817	1.8%	362	215	0.0%	0
Cumberland	11,048	0.7%	75	37	0.0%	0
De Kalb	105,160	10.1%	10,647	148	8.1%	12
De Witt	16,561	2.1%	354	35	0.0%	0
Douglas	19,980	6.1%	1,210	36	0.0%	0
DuPage	916,924	13.3%	121,506	776	9.9%	77
Edgar	18,576	1.0%	187	90	0.0%	0
Edwards	6,721	0.9%	59	30	0.0%	0
Effingham	34,242	1.7%	597	117	0.0%	0
Fayette	22,140	1.4%	304	329	0.9%	3
Ford	14,081	2.1%	294	36	0.0%	0
Franklin	39,561	1.2%	475	353	0.0%	0
Fulton	37,069	2.4%	896	302	0.3%	1
Gallatin	5,589	1.2%	66	21	0.0%	0
Greene	13,886	0.8%	115	154	0.0%	0
Grundy	50,063	8.2%	4,096	179	3.9%	7
Hamilton	8,457	1.2%	105	68	0.0%	0
Hancock	19,104	1.0%	185	54	1.9%	1
Hardin	4,320	1.3%	56	53	0.0%	0
Henderson	7,331	1.1%	79	17	0.0%	0
Henry	50,486	4.8%	2,402	243	2.9%	7
Iroquois	29,718	5.3%	1,584	135	0.7%	1
Jackson	60,218	4.0%	2,403	547	0.7%	4
Jasper	9,698	0.8%	79	48	0.0%	0
Jefferson	38,827	2.1%	799	204	2.5%	5
Jersey	22,985	1.0%	222	71	0.0%	0
Jo Daviess	22,678	2.7%	609	40	0.0%	0
Johnson	12,582	3.0%	376	305	1.3%	4
Kane	515,269	30.7%	158,390	838	12.3%	103
Kankakee	113,449	9.0%	10,167	1,473	1.8%	27
Kendall	114,736	15.6%	17,898	146	11.6%	17
Knox	52,919	4.8%	2,558	253	3.6%	9
Lake	703,462	19.9%	139,987	709	9.9%	70
La Salle	113,924	8.0%	9,135	711	5.1%	36
Lawrence	16,833	3.3%	553	107	0.0%	0
Lee	36,031	5.0%	1,802	452	2.9%	13
Livingston	38,950	3.9%	1,532	592	3.5%	21

Hispanic Population * vs. Workforce **

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC
Logan	30,305	2.9%	893	479	1.5%	7
Mc Donough	32,612	2.7%	867	113	0.9%	1
Mc Henry	308,760	11.4%	35,249	248	9.3%	23
Mc Lean	169,572	4.4%	7,434	325	2.5%	8
Macon	110,768	1.9%	2,072	441	1.6%	7
Macoupin	47,765	0.9%	418	376	0.3%	1
Madison	269,282	2.7%	7,313	568	0.7%	4
Marion	39,437	1.4%	542	598	0.7%	4
Marshall	12,640	2.5%	314	41	0.0%	0
Mason	14,666	0.8%	117	174	1.1%	2
Massac	15,429	1.9%	290	65	0.0%	0
Menard	12,705	1.0%	121	425	0.7%	3
Mercer	16,434	1.9%	307	31	0.0%	0
Monroe	32,957	1.4%	450	68	1.5%	1
Montgomery	30,104	1.5%	459	433	1.6%	7
Morgan	35,547	2.0%	712	762	0.8%	6
Moultrie	14,846	0.9%	129	31	0.0%	0
Ogle	53,497	8.9%	4,741	152	5.9%	9
Peoria	186,494	3.8%	7,102	374	2.7%	10
Perry	22,350	2.7%	599	340	0.9%	3
Piatt	16,729	1.0%	167	30	0.0%	0
Pike	16,430	1.0%	172	205	0.5%	1
Pope	4,470	1.4%	64	57	0.0%	0
Pulaski	6,161	1.6%	97	95	0.0%	0
Putnam	6,006	4.2%	252	37	2.7%	1
Randolph	33,476	2.6%	867	779	0.4%	3
Richland	16,233	1.3%	205	136	0.0%	0
Rock Island	147,546	11.6%	17,118	278	11.2%	31
St. Clair	270,056	3.3%	8,785	547	1.5%	8
Saline	24,913	1.4%	340	257	0.8%	2
Sangamon	197,465	1.8%	3,480	7,444	1.5%	112
Schuyler	7,544	1.2%	90	143	0.7%	1
Scott	5,355	0.8%	43	86	1.2%	1
Shelby	22,363	0.8%	180	86	1.2%	1
Stark	5,994	1.0%	59	26	0.0%	0
Stephenson	47,711	2.9%	1,406	71	1.4%	1
Tazewell	135,394	1.9%	2,514	232	1.7%	4
Union	17,808	4.8%	863	551	1.1%	6
Vermilion	81,625	4.2%	3,441	298	2.3%	7
Wabash	11,947	1.3%	158	36	0.0%	0
Warren	17,707	8.4%	1,490	100	0.0%	0
Washington	14,716	1.3%	197	103	3.9%	4
Wayne	16,760	1.1%	176	75	1.3%	1
White	14,665	1.1%	158	31	0.0%	0
Whiteside	58,498	11.0%	6,455	346	11.6%	40
Will	677,560	15.6%	105,817	1,484	8.7%	129
Williamson	66,357	2.0%	1,301	559	1.1%	6
Winnebago	295,266	10.9%	32,177	428	7.7%	33
Woodford	38,664	1.4%	527	96	0.0%	0
Totals	12,830,632	15.8%	2,027,578	42,312	5.0%	2,133

* Information on the general population of Illinois is from the 2010 census

** Reflects Code Employees as of 12/31/2013

Personnel Code-Covered Hispanic Employees as of 12/31/2013

Agency			Hispanic %
	Hispanics	Total	
Aging	12	137	8.76%
Agriculture	10	330	3.03%
Arts Council	4	16	25.00%
Capital Development Board	0	46	0.00%
Central Management Services	36	1,437	2.51%
Children & Family Services	199	2,704	7.36%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	22	365	6.03%
Commerce Commission	3	74	4.05%
Corrections	279	10,775	2.59%
Criminal Justice Information Authority	4	56	7.14%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	8	0.00%
Emergency Management Agency	0	84	0.00%
Employment Security	207	1,405	14.73%
Environmental Protection	17	805	2.11%
Financial & Professional Regulation	38	406	9.36%
Gaming Board	10	146	6.85%
Guardianship & Advocacy	5	102	4.90%
Healthcare & Family Services	133	2,057	6.47%
Historic Preservation	0	158	0.00%
Human Rights Commission	5	13	38.46%
Human Rights Department	27	140	19.29%
Human Services	814	11,207	7.26%
Insurance	8	213	3.76%
Investment Board	0	3	0.00%
Juvenile Justice	47	976	4.82%
Labor	15	87	17.24%
Labor Relations Board, Educational	0	9	0.00%
Labor Relations Board, Illinois	0	17	0.00%
Law Enforcement Training & Standards	1	18	5.56%
Lottery	9	138	6.52%
Military Affairs	3	122	2.46%
Natural Resources	12	1,088	1.10%
Pollution Control Board	0	21	0.00%
Prisoner Review Board	1	16	6.25%
Property Tax Appeal Board	2	28	7.14%
Public Health	40	1,066	3.75%
Racing Board	0	2	0.00%
Revenue	34	1,691	2.01%
State Fire Marshal	4	129	3.10%
State Police	32	1,075	2.98%
State Police Merit Board	0	5	0.00%
State Retirement Systems	1	96	1.04%
Torture Inquiry & Relief Commission	1	4	25.00%
Transportation	85	2,169	3.92%
Veterans' Affairs	26	1,275	2.04%
Workers' Compensation Commission	15	134	11.19%
Grand Total	2,161	42,864	5.04%

**Personnel-Code Covered Positions Requiring Use of the Spanish Language as
of 12/31/2013**

Agency	Employees		Requiring Spanish %
	Requiring Spanish	Total	
Aging	11	137	8.03%
Agriculture	1	330	0.30%
Arts Council	0	16	0.00%
Capital Development Board	0	46	0.00%
Central Management Services	6	1,437	0.42%
Children & Family Services	153	2,704	5.66%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	5	365	1.37%
Commerce Commission	1	74	1.35%
Corrections	27	10,775	0.25%
Criminal Justice Information Authority	0	56	0.00%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	8	0.00%
Emergency Management Agency	0	84	0.00%
Employment Security	138	1,405	9.82%
Environmental Protection	2	805	0.25%
Financial & Professional Regulation	11	406	2.71%
Gaming Board	0	146	0.00%
Guardianship & Advocacy	4	102	3.92%
Healthcare & Family Services	109	2,057	5.30%
Historic Preservation	0	158	0.00%
Human Rights Commission	3	13	23.08%
Human Rights Department	26	140	18.57%
Human Services	598	11,207	5.34%
Insurance	1	213	0.47%
Investment Board	0	3	0.00%
Juvenile Justice	6	976	0.61%
Labor	12	87	13.79%
Labor Relations Board, Educational	0	9	0.00%
Labor Relations Board, Illinois	3	17	17.65%
Law Enforcement Training & Standards	1	18	5.56%
Lottery	2	138	1.45%
Military Affairs	0	122	0.00%
Natural Resources	2	1,088	0.18%
Pollution Control Board	0	21	0.00%
Prisoner Review Board	1	16	6.25%
Property Tax Appeal Board	0	28	0.00%
Public Health	19	1,066	1.78%
Racing Board	0	2	0.00%
Revenue	14	1,691	0.83%
State Fire Marshal	2	129	1.55%
State Police	1	1,075	0.09%
State Police Merit Board	0	5	0.00%
State Retirement Systems	0	96	0.00%
Torture Inquiry & Relief Commission	0	4	0.00%
Transportation	12	2,169	0.55%
Veterans' Affairs	0	1,275	0.00%
Workers' Compensation Commission	5	134	3.73%
Grand Total	1,176	42,864	2.74%

Hispanic Employees in SPSA Positions as of 12/31/2013

	SPSA's		Hispanic %
	Hispanics	Total	
Aging	0	13	0.00%
Agriculture	0	24	0.00%
Arts Council	2	3	66.67%
Capital Development Board	0	0	0.00%
Central Management Services	8	127	6.30%
Children & Family Services	5	81	6.17%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	7	71	9.86%
Commerce Commission	0	0	0.00%
Corrections	7	117	5.98%
Criminal Justice Information Authority	0	4	0.00%
Deaf and Hard of Hearing Commission	0	0	0.00%
Developmental Disabilities Council	0	2	0.00%
Emergency Management Agency	0	5	0.00%
Employment Security	6	59	10.17%
Environmental Protection	1	56	1.79%
Financial & Professional Regulation	8	41	19.51%
Gaming Board	0	13	0.00%
Guardianship & Advocacy	0	8	0.00%
Healthcare & Family Services	3	128	2.34%
Historic Preservation	0	13	0.00%
Human Rights Commission	0	2	0.00%
Human Rights Department	2	10	20.00%
Human Services	13	196	6.63%
Insurance	2	17	11.76%
Investment Board	0	1	0.00%
Juvenile Justice	0	18	0.00%
Labor	2	7	28.57%
Labor Relations Board, Educational	0	2	0.00%
Labor Relations Board, Illinois	0	2	0.00%
Law Enforcement Training & Standards	0	2	0.00%
Lottery	0	6	0.00%
Military Affairs	0	2	0.00%
Natural Resources	2	48	4.17%
Pollution Control Board	0	2	0.00%
Prisoner Review Board	0	0	0.00%
Property Tax Appeal Board	0	2	0.00%
Public Health	5	58	8.62%
Racing Board	0	1	0.00%
Revenue	2	62	3.23%
State Fire Marshal	0	10	0.00%
State Police	1	30	3.33%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	6	0.00%
Torture Inquiry & Relief Commission	0	2	0.00%
Transportation	0	1	0.00%
Veterans' Affairs	2	16	12.50%
Workers' Compensation Commission	3	15	20.00%
Grand Total	81	1,285	6.30%

Hispanic Employees in PSA Positions as of 12/31/2013

Agency	PSA's		Hispanic %
	Hispanics	Total	
Aging	0	24	0.00%
Agriculture	0	18	0.00%
Arts Council	1	3	33.33%
Capital Development Board	0	1	0.00%
Central Management Services	4	199	2.01%
Children & Family Services	24	472	5.08%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	5	80	6.25%
Commerce Commission	0	1	0.00%
Corrections	5	195	2.56%
Criminal Justice Information Authority	0	10	0.00%
Deaf and Hard of Hearing Commission	0	0	0.00%
Developmental Disabilities Council	0	3	0.00%
Emergency Management Agency	0	16	0.00%
Employment Security	17	164	10.37%
Environmental Protection	1	73	1.37%
Financial & Professional Regulation	6	56	10.71%
Gaming Board	0	27	0.00%
Guardianship & Advocacy	1	11	9.09%
Healthcare & Family Services	5	223	2.24%
Historic Preservation	0	8	0.00%
Human Rights Commission	0	1	0.00%
Human Rights Department	5	19	26.32%
Human Services	37	675	5.48%
Insurance	1	58	1.72%
Investment Board	0	0	0.00%
Juvenile Justice	0	19	0.00%
Labor	0	6	0.00%
Labor Relations Board, Educational	0	6	0.00%
Labor Relations Board, Illinois	0	10	0.00%
Law Enforcement Training & Standards	0	4	0.00%
Lottery	1	12	8.33%
Military Affairs	0	2	0.00%
Natural Resources	1	58	1.72%
Pollution Control Board	0	10	0.00%
Prisoner Review Board	0	1	0.00%
Property Tax Appeal Board	1	4	25.00%
Public Health	8	239	3.35%
Racing Board	0	0	0.00%
Revenue	3	155	1.94%
State Fire Marshal	0	14	0.00%
State Police	0	57	0.00%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	12	0.00%
Torture Inquiry & Relief Commission	0	0	0.00%
Transportation	0	14	0.00%
Veterans' Affairs	1	40	2.50%
Workers' Compensation Commission	2	14	14.29%
Grand Total	129	3,016	4.28%

Distribution of SPSA Incumbents Between Those Represented by Collective Bargaining and Those Not Represented by a Union, as of 12/31/2013

Agency	Bargaining Unit?		Total	Barg Unit %
	Yes	No		
Aging	0	13	13	0.00%
Agriculture	0	24	24	0.00%
Arts Council	0	3	3	0.00%
Capital Development Board	0	0	0	0.00%
Central Management Services	8	119	127	6.30%
Children & Family Services	0	81	81	0.00%
Civil Service Commission	0	1	1	0.00%
Commerce & Economic Opportunity	4	67	71	5.63%
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	0	0	0.00%
Developmental Disabilities Council	0	2	2	0.00%
Emergency Management Agency	0	5	5	0.00%
Employment Security	0	59	59	0.00%
Environmental Protection	37	19	56	66.07%
Financial & Professional Regulation	0	41	41	0.00%
Gaming Board	5	8	13	38.46%
Guardianship & Advocacy	0	8	8	0.00%
Healthcare & Family Services	9	119	128	7.03%
Historic Preservation	0	13	13	0.00%
Human Rights Commission	0	2	2	0.00%
Human Rights Department	0	10	10	0.00%
Human Services	16	180	196	8.16%
Insurance	0	17	17	0.00%
Investment Board	0	1	1	0.00%
Juvenile Justice	0	18	18	0.00%
Labor	1	6	7	14.29%
Labor Relations Board, Educational	0	2	2	0.00%
Labor Relations Board, Illinois	0	2	2	0.00%
Law Enforcement Training & Standards	0	2	2	0.00%
Lottery	0	6	6	0.00%
Military Affairs	0	2	2	0.00%
Natural Resources	11	37	48	22.92%
Pollution Control Board	0	2	2	0.00%
Prisoner Review Board	0	0	0	0.00%
Property Tax Appeal Board	0	2	2	0.00%
Public Health	13	45	58	22.41%
Racing Board	0	1	1	0.00%
Revenue	3	59	62	4.84%
State Fire Marshal	0	10	10	0.00%
State Police	10	20	30	33.33%
State Police Merit Board	0	1	1	0.00%
State Retirement Systems	0	6	6	0.00%
Torture Inquiry & Relief Commission	0	2	2	0.00%
Transportation	0	1	1	0.00%
Veterans' Affairs	0	16	16	0.00%
Workers' Compensation Commission	0	15	15	0.00%
Grand Total	117	1,168	1,285	9.11%

**Distribution of PSA Incumbents Between Those Represented by Collective
Bargaining and Those Not Represented by a Union, as of 12/31/2013**

Agency	Bargaining Unit?		Total	Barg Unit %
	Yes	No		
Aging	19	5	24	79.17%
Agriculture	15	3	18	83.33%
Arts Council	1	2	3	33.33%
Capital Development Board	1	0	1	0.00%
Central Management Services	171	28	199	85.93%
Children & Family Services	459	13	472	97.25%
Civil Service Commission	0	1	1	0.00%
Commerce & Economic Opportunity	77	3	80	96.25%
Commerce Commission	1	0	1	0.00%
Corrections	180	15	195	92.31%
Criminal Justice Information Authority	9	1	10	90.00%
Deaf and Hard of Hearing Commission	0	0	0	0.00%
Developmental Disabilities Council	2	1	3	66.67%
Emergency Management Agency	15	1	16	93.75%
Employment Security	125	39	164	76.22%
Environmental Protection	70	3	73	95.89%
Financial & Professional Regulation	47	9	56	83.93%
Gaming Board	26	1	27	96.30%
Guardianship & Advocacy	11	0	11	0.00%
Healthcare & Family Services	221	2	223	99.10%
Historic Preservation	8	0	8	0.00%
Human Rights Commission	0	1	1	0.00%
Human Rights Department	19	0	19	0.00%
Human Services	586	89	675	86.81%
Insurance	48	10	58	82.76%
Investment Board	0	0	0	0.00%
Juvenile Justice	18	1	19	94.74%
Labor	4	2	6	66.67%
Labor Relations Board, Educational	0	6	6	0.00%
Labor Relations Board, Illinois	0	10	10	0.00%
Law Enforcement Training & Standards	2	2	4	50.00%
Lottery	11	1	12	91.67%
Military Affairs	1	1	2	50.00%
Natural Resources	45	13	58	77.59%
Pollution Control Board	10	0	10	0.00%
Prisoner Review Board	0	1	1	0.00%
Property Tax Appeal Board	4	0	4	0.00%
Public Health	233	6	239	97.49%
Racing Board	0	0	0	0.00%
Revenue	99	56	155	63.87%
State Fire Marshal	12	2	14	85.71%
State Police	53	4	57	92.98%
State Police Merit Board	0	1	1	0.00%
State Retirement Systems	10	2	12	83.33%
Torture Inquiry & Relief Commission	0	0	0	0.00%
Transportation	14	0	14	0.00%
Veterans' Affairs	14	26	40	35.00%
Workers' Compensation Commission	12	2	14	85.71%
Grand Total	2,653	363	3,016	87.96%

III. 2013 Hispanic Employment Action Plan and Objectives Status

STRATEGY	WHO	WHEN
<u>Leadership</u>		
1.0 Reconvene the Hispanic Advisory Council to serve as a gratis council of Hispanic subject matter experts to CMS and the Hispanic Employment Plan Administrator and explore codifying HAC Membership during 98 th General Assembly.	CMS, Hispanic Advisory Council, Governor's Office & agency heads	Met 1/25/13, 4/26/13, 7/26/13, 10/4/13, 12/13/13. The Hispanic Employment Plan Council codified January 1, 2014. Meet quarterly at minimum.
1.1 Analyze all relevant data to develop 2013 HEP for presentation to the General Assembly by February 1 st , as required by PA 094-0597.	CMS, Hispanic Advisory Council, Governor's Office	Met. HEP submitted to the General Assembly as required.
1.3 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	The Governor appointed Hispanics to Cabinet during this reporting period.
<u>Recruitment and Selection</u>		
2.0 Mandated Hiring and/or Promotion Monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.	CMS, DHR, all state agencies under the Governor's jurisdiction	Met. Ongoing; all forms are reviewed as required.
2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council, Governor's Office of New Americans	Met. HAC and CMS reviewed changes and launched online BNBP survey.
2.2 Review state agencies' outreach efforts to ensure that Hispanics are fully informed of e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, Hispanic Advisory Council, Shared Services, all state agencies under the Governor's jurisdiction	Data is provided in HEP annual report.
<u>Education</u>		
3.0 In accordance with Section 7-105 (H) of the Human Rights Act, CMS will assist agencies identified by the Department of Human Rights with establishing or continuing training to assist the affected agency in meeting the goals established in the agency's affirmative action plan.	CMS, DHR, Governor's Office and all code agencies	Ongoing
3.1 Host a seminar for EEO/AA officers to present on the status of the Hispanic state workforce and the Hispanic Employment Plan in conjunction with CMS agency personnel manager meetings.	CMS, DHS, Hispanic Advisory Council	2 nd Quarter

STRATEGY	WHO	WHEN
3.2 Identify underserved regions based on but not limited to most recent Census data, Interpreter Services, State Services Assurance Report and the American Community Survey. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS, Hispanic Advisory Council and all code agencies	Ongoing
<u>Accountability</u> 4.0 CMS will survey agencies via an online data base portal to assess their activities in implementing the plan. Each year CMS will work collaboratively with the Hispanic Employment Plan Advisory Council to review and revise, as needed.	CMS, Hispanic Advisory Council	Met. CMS and HAC launched the HEP survey on 12/03/13 with submission deadline of 12/20/13.
4.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 th Quarter Met. Executive Summary included as part of the 2014 Hispanic Employment Plan submitted on 2/1/14.
4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS	4 th Quarter Met. Meeting held 10/4/2013
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	Letter sent to Agency Directors February 2014.
4.4 In partnership with the Governor's New Americans' Initiative Project and the Governor's Office, develop and implement Model Policy to standardize testing of language proficiency across all state agencies pursuant to Executive Order Number 2 issued by the Governor March 31, 2010.	CMS, Governor's Office	This objective is ongoing and will be carried over to the next reporting period.
4.5 Meet with the Illinois Latino Caucus and interested General Assembly members to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.	Governor's Office, CMS, Hispanic Advisory Council	2 nd Quarter; HEP was provided to Senator Martinez and Representative Soto for the state employment hearings in May and June of 2013.
4.6 CMS will facilitate meetings with Governor's Deputy Chiefs of Staff, agency heads and Shared Services Directors (if applicable) to review progress towards meeting stated goals relevant to Hispanic employment and share human resource best practices.	CMS, Governor's Office, Hispanic Advisory Council, agency heads and Shared Services	Met. Ongoing communication

IV. Summary of Surveys

In partnership with the Department of Human Rights, CMS and the HAC successfully launched an online survey in accordance with the 2013 Hispanic Employment Plan Action Plan and Objective 4.0. This survey shall guide CMS in identifying agencies' best practices and deficiencies and will be utilized to develop and evaluate the HEP goals and objectives.

All agencies with Personnel Code-covered employees under the Governor's jurisdiction submitted their completed surveys in accordance with the HEP. Survey responses varied depending on each individual State agency's mission, fiscal year budget allocations and year-to-year priorities. Copies of all electronically date-stamped agency surveys are included in the appendices of this report.

A. Statewide Hispanic Employment Plan Survey 2013 Highlights

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

- Participated in the Hispanic Employment Plan Advisory Council Meetings.
- Established training to assist in meeting goals established in the agency's affirmative action plan.
- Made presentations before minority organizations regarding the job vacancies.
- Developed a statewide email distribution listing to promote agency job opportunities in addition to a Monthly Newsletter titled "Diversity Matters."
- Established a Diversity Recruitment Program to assist EEO Officer and address issues and topics dealing with hiring, recruiting and complying with EEO mandates as well as underutilization of Hispanics.
- Partnering with other State agencies to develop and launch Diversity Symposium to attract diverse community organizations that are advocates for underutilized persons seeking gainful employment.
- Conducted employment workshop sessions at Colleges.
- Participated in targeted job fairs to address under-represented populations such as Hispanics.
- Continue a Latino events calendar for the entire State for targeting recruitment of Latino/Bilingual candidates.
- Maintain an Office of Latino Outreach to perform targeted recruitment of qualified candidates.
- Posted jobs on agency website.
- Developed and produced recruitment literature both Spanish and English.
- Agency partnered with community colleges to launch targeted training pilot program to help increase the qualified applicant pool for targeted positions where underrepresentation exists as part of strategic recruitment.

- Networked with Latino coalitions to help bolster Latino and bilingual employment.
- Maintained agency electronic mailbox for employment inquiries.
- Sent e-mail to targeted community contacts regarding job vacancies.
- Agency encouraged eligible staff to participate in the Upward Mobility Program, which is a joint venture between the State of Illinois and the American Federation of State, County and Municipal Employees Collective Bargaining Unit.
- Agency encouraged employees to participate in a variety of training programs, such as the training clearinghouse or tuition reimbursement, when available, to increase career advancement opportunities for qualified employees.
- Agency heads reviewed Human Rights' Quarterly reports to gauge agency effectiveness in establishing and maintain a diverse workforce.

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

- Assigned senior staff to participate in the Governor's Office New Americans' (GONA) Limited English Proficiency (LEP) Workgroup to standardize the assessment and development of bilingual positions.
- Agency included a bilingual employee on Rutan interview panel whenever it fills bilingual positions.
- Developed and implemented a structured oral and written test to ensure bilingual proficiency at the time of interview and selection.
- Utilization of 2010 Latino U.S. Census data to complete targeted recruitment of qualified bilingual/Spanish-speaking candidates.
- Completed determination of need for bilingual positions based on number of Limited English Proficiency (LEP) clients, volume of calls requesting language interpreter, and review of local census data.
- Maintenance of a Latino outreach calendar of events for the entire state which signals the opportunity to participate in the targeting recruitment of Latino/bilingual employees.
- Agency implemented a worker-initiated request for bilingual testing for conversion into a Spanish-speaking option position when needed.
- Agency hired additional personnel staff to assist in the targeted recruitment of qualified Spanish-speaking candidates throughout the state.
- Agency created the Limited English Proficiency (LEP) Committee to review and analyze the need for additional Spanish-speaking positions.
- Agency established an Office of Latino Outreach to fulfill EEO mandates and perform targeted recruitment of qualified candidates.
- Agency partnered with community organizations on career fairs in geographical areas with high numbers of Hispanic residents according to Census data.
- Priority given to refilling 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.

- Begun initiatives including participation in a graduate internship program and the formalization of a mentoring program to foster upward mobility for Hispanics.

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

- Complete an agency-wide bilingual needs assessment and develop a strategic hiring plan based on operational needs.
- Prior to agency abolishment of any current bilingual positions, develop approval process requiring EEO Officer/AA Officer, agency head and GOMB sign-off.
- Agencies improve diversity among Rutan interview panels by mandating minority senior staff participate in CMS-sponsored training for the Hiring, Interview and Selection program.
- 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.
- Sent employment announcement to Illinois Worknet Centers in serving significant Hispanic populations.
- Develop an electronic on-line training session for hiring authorities to promote inclusive workforce.
- Posted job openings on Illinois JobLink.com.
- Share job postings with DES local offices that serve significant Hispanic populations.
- Increase targeted recruitment and promotion of minority candidates by partnering with the CMS Diversity Enrichment Program, local colleges, universities and the Illinois Association of Hispanic State Employees (IAHSE) once positions are approved for posting.
- CMS should organize targeted job fairs and provide on-site testing, examination and counseling and promote job fairs in regions where the need is greatest.
- Agency heads should assume active role implementing the Hispanic Employment Plan and work collaboratively with EEO/AA Officer to address underutilization goals.
- Increase the use of internship and co-op programs to bring Hispanics on board and to provide a permanent path to state employment.
- Partner with fellow State agencies to perform targeted recruitment of qualified candidates due to resource challenges.
- Develop an electronic on-line training session for hiring authorities and HR personnel to promote the goal of an Inclusive Workforce.
- Increase the number of highly qualified minorities as Human Resource Managers.
- Establish a minority mentorship program for current state employees.
Strategically target the recruitment of qualified minorities by marketing open positions through partnerships with the HACIA, IAHSE, Latino Family Commission, Illinois Hispanic Chamber of Commerce, ILLCF, and National Society of Hispanic MBAs.

- Increase Diversity training amongst senior hiring personnel within agencies.
- Market job opportunities through faith-based and community partnerships.
- Create and advertise public service recruitment announcements in Spanish-speaking media and newspapers,

See Appendix for completed agency surveys.

B. Bilingual Needs and Bilingual Pay Online Survey Highlights

The Personnel Code, at 20 ILCS 415/9(6), requires that CMS conduct an annual assessment of all agencies regarding their need for employees with bilingual capabilities to serve significant numbers of non-English speaking or culturally distinct persons. Furthermore, to increase the diversity of the State's workforce, each agency is required to include in its annual report its activities in implementing the HEP and the Bilingual Needs/Bilingual Pay Survey.

To comply with these mandates, CMS surveyed the personnel offices of State agencies with Personnel Code-covered employees regarding their work with non-English speaking or culturally distinct persons who require the assistance of an employee with bilingual skills to benefit fully from the services available.

State agencies reported more than 340,000 cases in which bilingual staff members were used. Twenty-eight agencies reported a need for bilingual services, while 13 agencies reported they did not have a need for bilingual services. Based on this survey, the number of State employees receiving the bilingual pay supplement for language skills, other than manual communication skills or Braille transcription skills, in a language other than English is: 1,062 Hispanic and 593 Non-Hispanic. There were 14 agencies that used telephone interpreters.

See Appendix for the full report.

V. 2014 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<u>Leadership</u>		
1.0 Convene the Hispanic Employment Plan Advisory Council. Hispanic Advisory Council to provide subject matter expertise for newly formed Council.	CMS, Hispanic Advisory Council, Governor's Office & agency heads	Quarterly at minimum
1.1 Analyze all relevant data to develop 2014 HEP for presentation to the General Assembly by February 1 st , as required by PA 094-0597.	CMS, Hispanic Advisory Council, Governor's Office	1 st Quarter
1.3 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 st Quarter
<u>Recruitment and Selection</u>		
2.0 Mandated Hiring and/or Promotion Monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.	CMS, DHR, all state agencies under the Governor's jurisdiction	Ongoing
2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council, Governor's Office of New Americans	2 nd Quarter
2.2 Review state agencies' outreach efforts to ensure that Hispanics are fully informed of e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, Hispanic Advisory Council, Shared Services, all state agencies under the Governor's jurisdiction	Ongoing. Testing statistics detailed in each annual HEP.
<u>Education</u>		
3.0 In accordance with Section 7-105 (H) of the Human Rights Act, CMS will assist agencies identified by the Department of Human Rights with establishing or continuing training to assist the affected agency in meeting the goals established in the agency's affirmative action plan.	CMS, DHR, Governor's Office and all code agencies	Ongoing
3.1 Host a seminar for EEO/AA officers to present on the status of the Hispanic state workforce and the Hispanic Employment Plan in conjunction with CMS agency personnel manager meetings.	CMS, DHS, Hispanic Advisory Council	Ongoing
3.2 Identify underserved regions based on but not limited to most recent Census data, Interpreter Services, State Services Assurance Report and the American Community Survey. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS, Hispanic Advisory Council and all code agencies	Ongoing
<u>Accountability</u>		
4.0 CMS will survey agencies via an online data base portal to assess their activities in implementing the plan. Each year CMS will work collaboratively with the Hispanic Employment Plan Advisory Council to review and revise, as needed.	CMS, Hispanic Advisory Council	3rd Quarter

STRATEGY	WHO	WHEN
4.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 th Quarter
4.2 Reconvene the Hispanic Employment Plan Advisory Council to assist in developing plan objectives for next reporting year.	CMS	4 th Quarter
4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS, Hispanic Advisory Council	4 th Quarter
4.4 In partnership with the Governor's New Americans Initiative Project and the Governor's Office, develop and implement Model Policy to standardize testing of language proficiency across all state agencies pursuant to Executive Order Number 2 issued by the Governor March 31, 2010.	CMS, Governor's Office	Ongoing
4.5 Meet with the Illinois Latino Caucus and interested General Assembly members to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.	Governor's Office, CMS, Hispanic Advisory Council	2 nd Quarter
4.6 CMS will facilitate meetings with Governor's Deputy Chiefs of Staff, agency heads and Shared Services Directors (if applicable) to review progress towards meeting stated goals relevant to Hispanic employment and share human resource best practices.	CMS, Governor's Office, Hispanic Advisory Council, agency heads and Shared Services	Quarterly at minimum

VI. Conclusion

Since 2006, CMS has developed an annual plan to address the underutilization of Hispanics and bilingual employees in the State's workforce. To date, there has been progress; however there are opportunities for improvement in fully addressing the underutilization of Hispanics and bilingual/Spanish-speaking employees in the State's workforce. This administration has demonstrated a commitment to collaborating with the Hispanic Employment Plan Advisory Council and building on the successful platform of prior years' State Hispanic Employment Plans to achieve objectives relevant to increasing the number of bilingual employees serving on Rutan interview panels; utilizing on-line annual surveys for tracking data; and increasing the number of bilingual/Spanish-speaking employees available to serve the Spanish-speaking public in compliance with the State Services Assurance Act of 2008.

According to the 2010 U.S. Census data, the population of Hispanics is the largest minority in Illinois and continues to increase; therefore, the need for hiring additional bilingual/Spanish-speaking employees is a necessity to provide quality public services to all citizens of the State.

Seeking greater diversity and increasing minority employment and promotional opportunities within State government shall be the guiding principles of the HEP Advisory Council in collaboration with CMS. We must continue striving to improve targeted recruitment, hiring, training, promotion, and retention of qualified bilingual/Spanish-speaking candidates statewide to improve service delivery to communities of Illinois.

Questions on the State Hispanic Employment Plan or the Bilingual Needs and Bilingual Pay Survey may be directed to: Carlos R. Charneco, 312/814-0922
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