



State of Illinois
Illinois Department of Central Management Services

STATE OF ILLINOIS 2015

HISPANIC Employment Plan



Respectfully submitted to the Illinois General Assembly
by Central Management Services



STATE OF ILLINOIS
OFFICE OF THE GOVERNOR
SPRINGFIELD, ILLINOIS 62706

Pat Quinn
GOVERNOR

January 12, 2015

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 one that will serve as an example for all employers across the Land of Lincoln.

Statewide, we have made important progress toward meeting this goal. We must continue to strive for inclusiveness in the workplace in addition to hiring a diverse workforce. A more inclusive workforce will ensure that Illinois remains a leader in diverse employment practices and will enable state government to provide quality services to all residents of the State of Illinois.

Attached you will find the 2015 report of the State Hispanic Employment Plan which outlines the action steps of coded state agencies striving to building a workforce that more accurately reflects the diversity of Illinois. The plan will be submitted by the Illinois Department of Central Management Services to the General Assembly by February 1 as required by law.

The plan has been an integral part of my administration's unwavering commitment to hiring a workforce that truly reflects the diversity of our state. While we have continued to make progress throughout my administration, there is always room for improvement to achieve full representation of Hispanics at all levels of state government.

Throughout my administration, we have faced daunting fiscal challenges but have remained committed to promoting a work environment that is inclusive of everyone and leaves no one left out. I am confident that the Illinois Department of Central Management Services' Diversity Enrichment Program will continue to partner with the Hispanic Employment Plan Council to meet the goals and objectives outline in this year's plan.

Sincerely,

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

Pat Quinn
Governor



ILLINOIS

Pat Quinn, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Simone McNeil, Acting Director

January 12, 2015

Dear General Assembly Member:

Public Act 094-0597, enacted in August 2005, requires the Department of Central Management Services to prepare and submit to the General Assembly an annual Hispanic Employment Plan reporting each agency's activities in implementing the Plan. The legislation is part of the Governor's commitment to diversity in our workforce, including the recruitment, hiring, training, retention, and promotion of Hispanic employees.

I submit the 2015 report is 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. As this report shows, much progress has been made during Governor Quinn's administration, and we look forward to witnessing continued efforts to increase the diversity of the State workforce.

Sincerely,

A handwritten signature in dark ink, appearing to read "Simone McNeil", is written over a light blue rectangular background. To the right of the signature, the letters "It." are handwritten in a similar style.

Simone McNeil
Acting Director

Table of Contents

I.	Executive Summary	2
II.	Current Demographics	3
III.	2014 Hispanic Employment Plan Objectives Status Report	18
IV.	Summary of On-line Surveys	19
	A. Statewide Hispanic Employment Plan Survey 2014 Highlights	20
	B. Bilingual Needs and Bilingual Pay Survey Highlights	23
V.	2015 Hispanic Employment Action Plan and Objectives	24
VI.	Conclusion	25

I. 2014 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, 2014, through December 31, 2014.

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 Employment Plan Advisory Council (HEPAC).

All agencies with Personnel Code-covered employees under the Governor's jurisdiction, in collaboration with the HEPAC 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 HEPAC convened round-table meetings with the following agencies and commissions:

- Department of Children and Family Services
- Department of Transportation
- Department of Employment Security
- Department of Human Services
- Central Management Services
- Illinois State Police
- Illinois Latino Family Commission
- Governor's Office of New Americans

The **three-fold** purpose of the roundtable 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 program service delivery needs of the 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 agency Hispanic Employment Plans
 - Administrative clarification of the law regarding Veterans' preference
 - Targeted Recruitment Partnerships with Illinois Association of Hispanic State Employees, IDES and HEPAC Members
 - Broader distribution of job postings to ensure Spanish-speaking community participation
 - Targeted recruitment of Hispanic Veterans
 - Increasing number of Spanish speaking bilingual staff
 - Agency review of compliance with State Services Assurance Act.
 - The state grading process
 - Uniform random selection methodology
 - Increasing hiring and promotion of Hispanics to senior policy management positions
 - Increasing the number of Hispanics participating as interns or student workers

II. Current Demographics

Data used for developing the 2015 report is based on calendar year 2014, a year in which state agencies continued to face tremendous fiscal challenges and limited opportunities to hire. Overall, the state's workforce experienced a net reduction of 1,725 employees from 44,589 in December 2012 compared to 42,864 at the end of December 2013. At the end of December 2014, the number Personnel Code-covered state employees totaled 44,279 a gain of 1,415 employees from 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, 2014, approximately 2,444 (5.51%), of the state's 44,279 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 NAME	% HISPANIC POPULATION	TOTAL HISPANIC	STATE EMPLOYEES		
			ALL	% HISPANIC	TOTAL HISPANIC
Cook	24.00%	1,244,762	9,397	14.0%	1,317
Kane	30.70%	158,390	1,366	12.4%	169
Will	15.60%	105,817	1,664	9.5%	158
Sangamon	1.80%	3,480	9,442	1.6%	154
DuPage	13.30%	121,506	557	18.1%	101

There are 2,444 Hispanic employees statewide in coded positions. The five state agencies with the largest number of Hispanic employees in Personnel Code-covered state positions are indicated as follows:

AGENCY	Hispanic Employees	% Hispanic
HUMAN SERVICES	1034	8.40%
CORRECTIONS	290	2.70%
CHILDREN & FAMILY SERVICES	203	7.70%
EMPLOYMENT SECURITY	201	15.90%
HEALTHCARE & FAMILY SERVICES	132	6.40%

Of the 2,444 Hispanic employees, 53% (1,301) are currently receiving bilingual pay for the use of the Spanish language. The number of bilingual Spanish speakers increased in 2014 by 22.5%. Four state agencies that have the highest number of Hispanic employees receiving bilingual pay for the use of the Spanish language are shown below.

AGENCY	EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE
HUMAN SERVICES	732
CHILDREN & FAMILY SERVICES	150
EMPLOYMENT SECURITY	137
HEALTHCARE & FAMILY SERVICES	101

Veterans are provided preference in state hiring, which may influence minority hiring among state agencies. Veterans account for 18.1% of the total Personnel Code-covered employee workforce. There are a total of 7,994 veterans employed in coded positions, including 300 Hispanic veterans. Hispanic veterans account for 3.8% of the veterans. The agencies with highest number of veterans are shown below along with the total number of Hispanic veterans.

VETERANS			
	TOTAL	ALL VETS	%
AGENCY	HISPANIC	TOTAL	HISPANIC VETERANS
CORRECTIONS	56	2,366	2.4%
TRANSPORTATION	61	1,600	3.8%
HUMAN SERVICES	61	1,185	5.1%
HEALTHCARE & FAMILY SRV	11	319	3.4%
EMPLOYMENT SECURITY	26	303	8.6%
NATURAL RESOURCES	6	261	2.3%
VETERANS AFFAIRS	11	253	4.3%
REVENUE	7	238	2.9%
CENTRAL MANAGEMENT SVCS	4	231	1.7%
CHILDREN & FAMILY SVCS	6	187	3.2%
JUVENILE JUSTICE	9	157	5.7%
STATE POLICE	5	136	3.7%
PUBLIC HEALTH	1	104	1.0%
ENVIRONMENTAL PROTECTION	3	102	2.9%

As we examine the most recent statistical data and compare gender, the ratio of Hispanic women to men employed statewide in Personnel Code-covered positions is nearly 1 to 1. There are 1,425 Hispanic women compared to 1,019 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	1,425 (58.3%)
Men	1,019 (41.7%)

The total number of open competitive exams administered during this calendar year was 151,353. Of those, 15,597 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 1,969 Hispanic applicants. Although the number of Hispanic applicants increased, the number with qualifying grades was lower than last year. The graph below illustrates how Hispanics fared when compared to non-Hispanic applicants.

CY 2014	HISPANICS	NON-HISPANICS	TOTAL
Open Competitive Total Grades	15,597	135,756	151,353
A Grade	3,158	36,906	40,064
B Grade	4,439	40,143	44,582
C Grade	3,141	19,611	22,752
Failed Grade	4,859	39,096	43,955

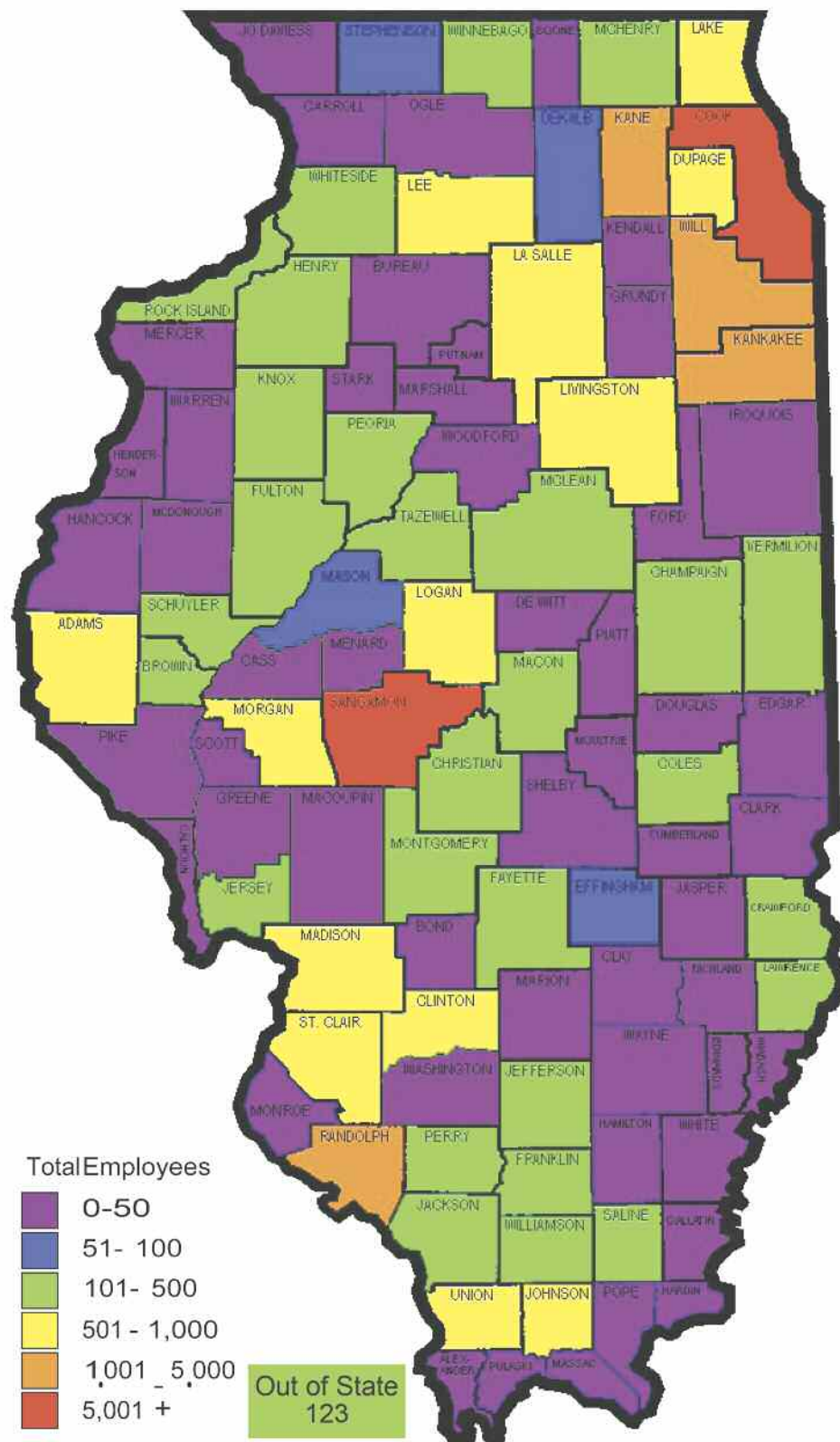
CMS received 20,705 promotional applications during 2014, out of which 14,526 received a qualifying promotional grade. There were 1,418 requests for promotional grades from Hispanic state employees, of which 955 Hispanic employees received a qualifying grade. Of the total number of promotional grades issued to Hispanic employees, 60.5% earned an A grade (858). The non-Hispanics A-grade percentage was at 62.7%.

Through the Upward Mobility Program, 37 Hispanic employees were promoted during 2014, which more than doubled from the 16 Hispanic employees who were promoted through the program in 2013.

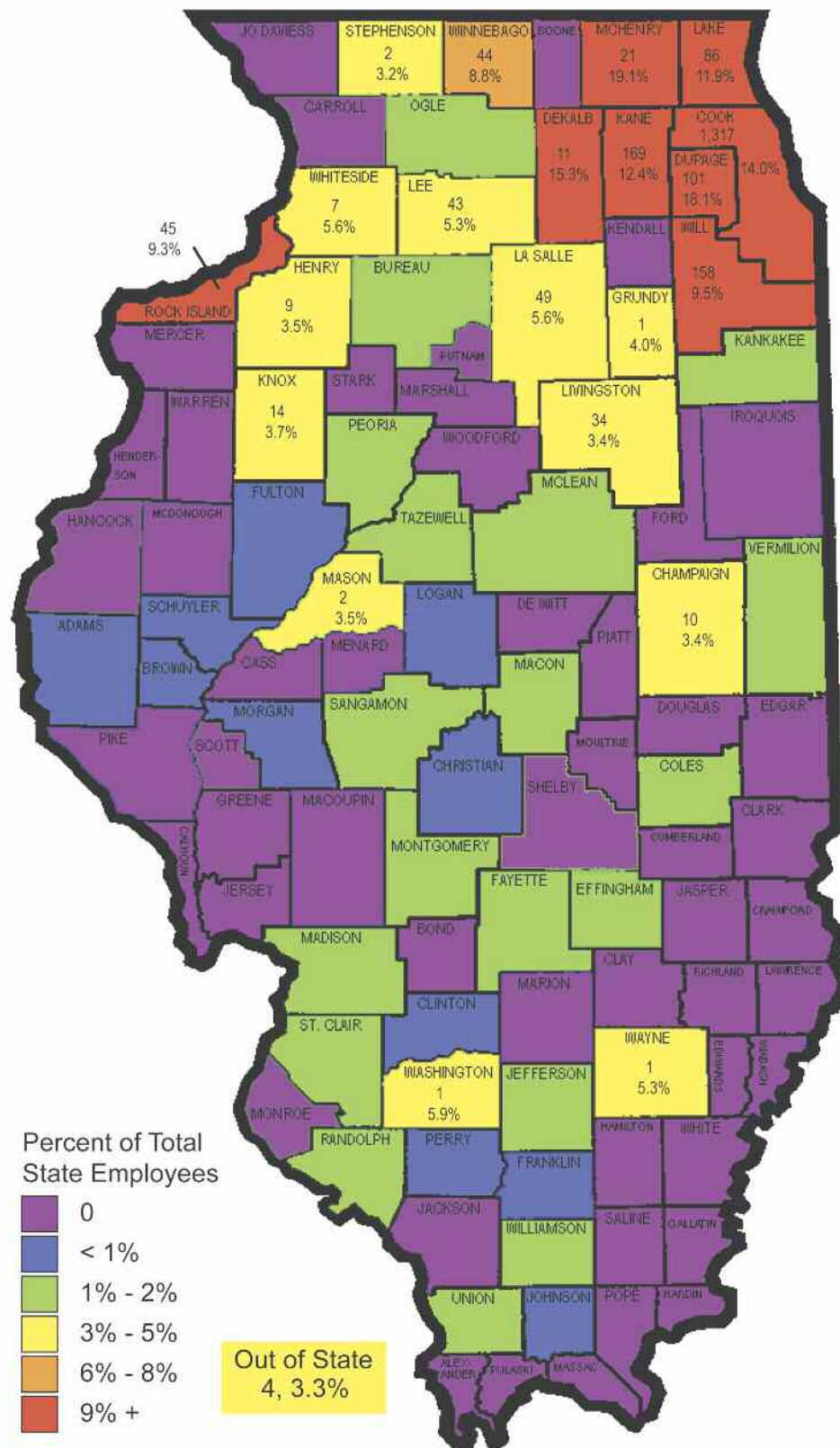
Percent of Total Population

- <1%
- 1%-2%
- 3%-5%
- 6%-9%
- 10%-14%
- 15%+

Coded State Employees as of 12/31/2014



Coded Hispanic State Employees as of 12/31/2014



Hispanic Population * vs. Workforce 2014**

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC
Adams	67,103	1.20%	776	635	0.9%	6
Alexander	8,238	1.90%	155	23	0.0%	0
Bond	17,768	3.10%	547	15	0.0%	0
Boone	54,165	20.20%	10,967	5	0.0%	0
Brown	6,937	5.80%	402	359	0.6%	2
Bureau	34,978	7.70%	2,695	48	2.1%	1
Calhoun	5,089	0.80%	40	23	0.0%	0
Carroll	15,387	2.80%	437	15	0.0%	0
Cass	13,642	16.80%	2,291	16	0.0%	0
Champaign	201,081	5.30%	10,607	297	3.4%	10
Christian	34,800	1.40%	471	257	0.4%	1
Clark	16,335	1.10%	172	13	0.0%	0
Clay	13,815	1.10%	151	16	0.0%	0
Clinton	37,762	2.80%	1,058	920	0.7%	6
Coles	53,873	2.10%	1,155	110	1.8%	2
Cook	5,194,675	24.00%	1,244,762	9,397	14.0%	1,317
Crawford	19,817	1.80%	362	256	0.0%	0
Cumberland	11,048	0.70%	75	8	0.0%	0
De Kalb	105,160	10.10%	10,647	72	15.3%	11
De Witt	16,561	2.10%	354	32	0.0%	0
Douglas	19,980	6.10%	1,210	25	0.0%	0
DuPage	916,924	13.30%	121,506	557	18.1%	101
Edgar	18,576	1.00%	187	38	0.0%	0
Edwards	6,721	0.90%	59	0	0.0%	0
Effingham	34,242	1.70%	597	93	1.1%	1
Fayette	22,140	1.40%	304	374	1.6%	6
Ford	14,081	2.10%	294	18	0.0%	0
Franklin	39,561	1.20%	475	105	1.0%	1
Fulton	37,069	2.40%	896	357	0.3%	1
Gallatin	5,589	1.20%	66	1	0.0%	0
Greene	13,886	0.80%	115	10	0.0%	0
Grundy	50,063	8.20%	4,096	25	4.0%	1
Hamilton	8,457	1.20%	105	6	0.0%	0
Hancock	19,104	1.00%	185	16	0.0%	0
Hardin	4,320	1.30%	56	7	0.0%	0
Henderson	7,331	1.10%	79	10	0.0%	0
Henry	50,486	4.80%	2,402	259	3.5%	9
Iroquois	29,718	5.30%	1,584	28	0.0%	0
Jackson	60,218	4.00%	2,403	134	0.0%	0
Jasper	9,698	0.80%	79	19	0.0%	0
Jefferson	38,827	2.10%	799	463	1.3%	6
Jersey	22,985	1.00%	222	114	0.0%	0
Jo Daviess	22,678	2.70%	609	17	0.0%	0
Johnson	12,582	3.00%	376	765	0.1%	1
Kane	515,269	30.70%	158,390	1,366	12.4%	169
Kankakee	113,449	9.00%	10,167	1,711	2.0%	35
Kendall	114,736	15.60%	17,898	22	0.0%	0
Knox	52,919	4.80%	2,558	383	3.7%	14
La Salle	113,924	8.00%	9,135	879	5.6%	49
Lake	703,462	19.90%	139,987	720	11.9%	86
Lawrence	16,833	3.30%	553	405	0.0%	0
Lee	36,031	5.00%	1,802	818	5.3%	43
Livingston	38,950	3.90%	1,532	991	3.4%	34

Hispanic Population * vs. Workforce 2014**

COUNTY	TOTAL	%	TOTAL	STATE EMPLOYEES	%	TOTAL
NAME	POPULATION	HISPANIC	HISPANIC	All	HISPANIC	HISPANIC
Logan	30,305	2.90%	893	671	0.7%	5
Macon	110,768	1.90%	2,072	374	1.9%	7
Macoupin	47,765	0.90%	418	41	0.0%	0
Marshall	12,640	2.50%	314	13	0.0%	0
Mason	14,666	0.80%	117	57	3.5%	2
Massac	15,429	1.90%	290	34	0.0%	0
Mc Donough	32,612	2.70%	867	38	0.0%	0
Mc Henry	308,760	11.40%	35,249	110	19.1%	21
Mc Lean	169,572	4.40%	7,434	155	1.9%	3
Menard	12,705	1.00%	121	13	0.0%	0
Mercer	16,434	1.90%	307	9	0.0%	0
Monroe	32,957	1.40%	450	22	0.0%	0
Montgomery	30,104	1.50%	459	434	1.2%	5
Morgan	35,547	2.00%	712	748	0.4%	3
Moultrie	14,846	0.90%	129	12	0.0%	0
Ogle	53,497	8.90%	4,741	45	2.2%	1
Peoria	186,494	3.80%	7,102	446	2.9%	13
Perry	22,350	2.70%	599	479	0.2%	1
Piatt	16,729	1.00%	167	9	0.0%	0
Pike	16,430	1.00%	172	28	0.0%	0
Pope	4,470	1.40%	64	10	0.0%	0
Pulaski	6,161	1.60%	97	8	0.0%	0
Putnam	6,006	4.20%	252	4	0.0%	0
Randolph	33,476	2.60%	867	1,372	1.1%	15
Richland	16,233	1.30%	205	41	0.0%	0
Rock Island	147,546	11.60%	17,118	483	9.3%	45
Saline	24,913	1.40%	340	283	0.0%	0
Sangamon	197,465	1.80%	3,480	9,442	1.6%	154
Schuyler	7,544	1.20%	90	222	0.9%	2
Scott	5,355	0.80%	43	5	0.0%	0
Shelby	22,363	0.80%	180	19	0.0%	0
St. Clair	270,056	3.30%	8,785	659	1.1%	7
Stark	5,994	1.00%	59	11	0.0%	0
Stephenson	47,711	2.90%	1,406	63	3.2%	2
Tazewell	135,394	1.90%	2,514	137	2.2%	3
Union	17,808	4.80%	863	648	1.4%	9
Vermilion	81,625	4.20%	3,441	369	1.6%	6
Wabash	11,947	1.30%	158	24	0.0%	0
Warren	17,707	8.40%	1,490	19	0.0%	0
Washington	14,716	1.30%	197	17	5.9%	1
Wayne	16,760	1.10%	176	19	5.3%	1
White	14,665	1.10%	158	14	0.0%	0
Whiteside	58,498	11.00%	6,455	126	5.6%	7
Will	677,560	15.60%	105,817	1,664	9.5%	158
Williamson	66,357	2.00%	1,301	265	1.1%	3
Winnebago	295,266	10.90%	32,177	499	8.8%	44
Woodford	38,664	1.40%	527	14	0.0%	0
Totals	12,830,632	15.80%	2,027,578	44,280	5.5%	2,444

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

** Reflects Code Employees as of 12/31/2014

Personnel Code-Covered Hispanic Employees as of 12/31/2014

Agency	Employees		Hispanic %
	Hispanics	Total	
AGING	11	135	8.1%
AGRICULTURE	12	343	3.5%
ARTS COUNCIL	4	17	23.5%
CAPITAL DEVELOPMENT BOARD	0	47	0.0%
CENTRAL MANAGEMENT SERVICES	36	1,394	2.6%
CHILDREN & FAMILY SERVICES	203	2,649	7.7%
CIVIL SERVICE COMMISSION	0	4	0.0%
COMMERCE & ECONOMIC OPPORTUNITY	22	358	6.1%
COMMERCE COMMISSION	2	69	2.9%
CORRECTIONS	290	10,904	2.7%
CRIMINAL JUSTICE AUTHORITY	5	53	9.4%
DEAF&HARD OF HEARING COMMISION	0	7	0.0%
DEVELOPMENTAL DISABILITIES COUNCIL	0	9	0.0%
EMERGENCY MANAGEMENT AGENCY	0	81	0.0%
EMPLOYMENT SECURITY	201	1,261	15.9%
ENVIRONMENTAL PROTECTION	18	788	2.3%
FINANCIAL & PROFESSIONAL REGULATIONS	41	439	9.3%
GAMING BOARD	9	159	5.7%
GUARDIANSHIP & ADVOCACY	5	105	4.8%
HEALTHCARE & FAMILY SERVICES	132	2,061	6.4%
HISTORIC PRESERVATION	2	154	1.3%
HUMAN RIGHTS COMMISSION	5	14	35.7%
HUMAN RIGHTS DEPARTMENT	27	138	19.6%
HUMAN SERVICES	1034	12,308	8.4%
IL TORTURE INQUIRY RELIEF COMMISSION	0	3	0.0%
INDEPENDENT TAX TRIBUNAL	0	1	0.0%
INSURANCE	9	237	3.8%
INVESTMENT BOARD	0	4	0.0%
JUVENILE JUSTICE	53	1,020	5.2%
LABOR	17	91	18.7%
LABOR RELATIONS BOARD EDUCATIONAL	0	11	0.0%
LABOR RELATIONS BOARD	1	18	5.6%
LAW ENF TRNG&STANDARD BD	1	17	5.9%
LOTTERY	8	132	6.1%
MILITARY AFFAIRS	5	123	4.1%
NATURAL RESOURCES	14	1,216	1.2%
POLLUTION CONTROL BOARD	0	20	0.0%
PRISONER REVIEW BOARD	1	17	5.9%
PROPERTY TAX APPEAL BOARD	3	31	9.7%
PUBLIC HEALTH	52	1,139	4.6%
RACING BOARD	0	2	0.0%
REVENUE	42	1,698	2.5%
STATE FIRE MARSHAL	5	128	3.9%
STATE POLICE*	36	1,095	3.3%
STATE POLICE MERIT BOARD	0	5	0.0%
STATE RETIREMENT SYSTEMS	1	95	1.1%
TRANSPORTATION**	88	2,202	4.0%
VETERANS AFFAIRS	38	1,351	2.8%
WORKERS COMPENSATION COMMISION	11	126	8.7%
STATE WIDE TOTALS :	2444	44,279	5.5%

*The State Police total number of code personnel represents 37.8% of the total State Police workforce. There are a total of 1,804 sworn personnel that are not coded employees of which 148 are Hispanic. Hispanics account for 8.2% of the total sworn personnel officer.

**The Department of Transportation total number of code personnel represents 42.0% of the total department's workforce. There are 3,036 non-code employees of which 140 are Hispanic. Hispanics account for 4.0% of the total non-code employees.

**Personnel-Code Covered Employees Requiring Use of the Spanish Language
as of 12/31/2014**

Agency	Employees		Hispanic %
	Hispanics	Total	
AGING	11	135	8.1%
AGRICULTURE	1	343	0.3%
ARTS COUNCIL	0	17	0.0%
CAPITAL DEVELOPMENT BD	0	47	0.0%
CENTRAL MANAGEMENT SVCS	6	1,394	0.4%
CHILDREN & FAMILY SVCS	150	2,649	5.7%
CIVIL SERVICE COMMISSION	0	4	0.0%
COMMERCE & ECONOMIC OPPORTUNITY	5	358	1.4%
COMMERCE COMMISSION	1	69	1.4%
CORRECTIONS	26	10,904	0.2%
CRIMINAL JUSTICE AUTH	0	53	0.0%
DEAF&HARD OF HEARING COM	0	7	0.0%
DEV DISABILITIES COUNCIL	0	9	0.0%
EMERGENCY MGMT AGENCY	0	81	0.0%
EMPLOYMENT SECURITY	137	1,261	10.9%
ENVIRONMENTAL PROTECTION	2	788	0.3%
FINANCIAL & PROFESSIONAL REGULATIONS	12	439	2.7%
GAMING BOARD	0	159	0.0%
GUARDIANSHIP & ADVOCACY	5	105	4.8%
HEALTHCARE & FAMILY SRV	101	2,061	4.9%
HISTORIC PRESERVATION	1	154	0.6%
HUMAN RIGHTS COMMISSION	3	14	21.4%
HUMAN RIGHTS DEPARTMENT	27	138	19.6%
HUMAN SERVICES	732	12,309	5.9%
IL TORTURE INQRY RLF COM	0	3	0.0%
INDEPENDENT TAX TRIBUNAL	0	1	0.0%
INSURANCE	3	237	1.3%
INVESTMENT BOARD	0	4	0.0%
JUVENILE JUSTICE	6	1,020	0.6%
LABOR	13	91	14.3%
LABOR REL BD EDUCATIONAL	0	11	0.0%
LABOR RELATIONS BD ILL	1	18	5.6%
LAW ENF TRNG&STANDARD BD	1	17	5.9%
LOTTERY	2	132	1.5%
MILITARY AFFAIRS	0	123	0.0%
NATURAL RESOURCES	1	1,216	0.1%
POLLUTION CONTROL BOARD	0	20	0.0%
PRISONER REVIEW BOARD	1	17	5.9%
PROPERTY TAX APPEAL BD	0	31	0.0%
PUBLIC HEALTH	22	1,139	1.9%
RACING BOARD	0	2	0.0%
REVENUE	14	1,698	0.8%
STATE FIRE MARSHAL	2	128	1.6%
STATE POLICE	1	1,095	0.1%
STATE POLICE MERIT BOARD	0	5	0.0%
STATE RETIREMENT SYSTEMS	0	95	0.0%
TRANSPORTATION	11	2,202	0.5%
VETERANS AFFAIRS	1	1,351	0.1%
WORKERS COMPENSATION COM	2	126	1.6%
GRAND TOTAL:	1,301	44,280	2.9%

Hispanic Employees in SPSA Positions as of 12/31/2014

Agency	SPSA's		Hispanic %
	Hispanics	Total	
ARTS COUNCIL	2	3	66.7%
CAPITAL DEVELOPMENT BD	0	0	0.0%
CENTRAL MANAGEMENT SVCS	9	123	7.3%
CHILDREN & FAMILY SVCS	7	84	8.3%
CIVIL SERVICE COMMISSION	0	1	0.0%
COMM & ECON OPPORTUNITY	8	74	10.8%
COMMERCE COMMISSION	0	0	0.0%
CORRECTIONS	7	124	5.6%
CRIMINAL JUSTICE AUTH	1	4	25.0%
DEAF&HARD OF HEARING COM	0	2	0.0%
DEV DISABILITIES COUNCIL	0	2	0.0%
EMERGENCY MGMT AGENCY	0	5	0.0%
EMPLOYMENT SECURITY	9	62	14.5%
ENVIRONMENTAL PROTECTION	1	47	2.1%
FINANCIAL & PROFESSIONAL REGULATIONS	7	43	16.3%
GAMING BOARD	0	12	0.0%
GUARDIANSHIP & ADVOCACY	0	7	0.0%
HEALTHCARE & FAMILY SRV	6	139	4.3%
HISTORIC PRESERVATION	0	16	0.0%
HUMAN RIGHTS COMMISSION	0	2	0.0%
HUMAN RIGHTS DEPARTMENT	2	9	22.2%
HUMAN SERVICES	15	198	7.6%
IL TORTURE INQRY RLF COM	0	1	0.0%
INDEPENDENT TAX TRIBUNAL	0	0	0.0%
INSURANCE	3	18	16.7%
INVESTMENT BOARD	0	2	0.0%
JUVENILE JUSTICE	1	30	3.3%
LABOR	2	8	25.0%
LABOR REL BD EDUCATIONAL	0	2	0.0%
LABOR RELATIONS BD ILL	0	3	0.0%
LAW ENF TRNG&STANDARD BD	0	2	0.0%
LOTTERY	0	6	0.0%
MILITARY AFFAIRS	0	2	0.0%
NATURAL RESOURCES	2	45	4.4%
POLLUTION CONTROL BOARD	0	1	0.0%
PRISONER REVIEW BOARD	0	0	0.0%
PROPERTY TAX APPEAL BD	0	2	0.0%
PUBLIC HEALTH	5	71	7.0%
RACING BOARD	0	1	0.0%
REVENUE	3	61	4.9%
STATE FIRE MARSHAL	0	11	0.0%
STATE POLICE	1	28	3.6%
STATE POLICE MERIT BOARD	0	1	0.0%
STATE RETIREMENT SYSTEMS	0	7	0.0%
TRANSPORTATION	0	0	0.0%
VETERANS AFFAIRS	1	16	6.3%
WORKERS COMPENSATION COM	4	15	26.7%
GRAND TOTAL:	97	1,331	7.3%

Hispanic Employees in PSA Positions as of 12/31/2014

Agency	PSA's		Hispanic %
	Hispanics	Total	
AGING	0	22	0.0%
AGRICULTURE	0	17	0.0%
ARTS COUNCIL	1	2	50.0%
CAPITAL DEVELOPMENT BD	0	1	0.0%
CENTRAL MANAGEMENT SVCS	4	196	2.0%
CHILDREN & FAMILY SVCS	25	455	5.5%
CIVIL SERVICE COMMISSION	0	1	0.0%
COMMERCE & ECONOMIC OPPORTUNITY	5	78	6.4%
COMMERCE COMMISSION	0	1	0.0%
CORRECTIONS	5	207	2.4%
CRIMINAL JUSTICE AUTH	1	10	10.0%
DEAF&HARD OF HEARING COM	0	2	0.0%
DEV DISABILITIES COUNCIL	0	3	0.0%
EMERGENCY MGMT AGENCY	0	15	0.0%
EMPLOYMENT SECURITY	17	157	10.8%
ENVIRONMENTAL PROTECTION	1	77	1.3%
FINANCIAL & PROFESSIONAL REGULATIONS	7	64	10.9%
GAMING BOARD	0	35	0.0%
GUARDIANSHIP & ADVOCACY	1	12	8.3%
HEALTHCARE & FAMILY SRV	7	247	2.8%
HISTORIC PRESERVATION	0	8	0.0%
HUMAN RIGHTS COMMISSION	0	1	0.0%
HUMAN RIGHTS DEPARTMENT	5	19	26.3%
HUMAN SERVICES	35	656	5.3%
IL TORTURE INQRY RLF COM	0	1	0.0%
INDEPENDENT TAX TRIBUNAL	0	1	0.0%
INSURANCE	1	56	1.8%
INVESTMENT BOARD	0	0	0.0%
JUVENILE JUSTICE	0	20	0.0%
LABOR	0	8	0.0%
LABOR REL BD EDUCATIONAL	0	7	0.0%
LABOR RELATIONS BD ILL	0	9	0.0%
LAW ENF TRNG&STANDARD BD	0	4	0.0%
LOTTERY	0	9	0.0%
MILITARY AFFAIRS	0	3	0.0%
NATURAL RESOURCES	1	56	1.8%
POLLUTION CONTROL BOARD	0	9	0.0%
PRISONER REVIEW BOARD	0	1	0.0%
PROPERTY TAX APPEAL BD	1	4	25.0%
PUBLIC HEALTH	10	254	3.9%
RACING BOARD	0	0	0.0%
REVENUE	3	139	2.2%
STATE FIRE MARSHAL	0	14	0.0%
STATE POLICE	0	57	0.0%
STATE POLICE MERIT BOARD	0	1	0.0%
STATE RETIREMENT SYSTEMS	0	11	0.0%
TRANSPORTATION	0	17	0.0%
VETERANS AFFAIRS	1	39	2.6%
WORKERS COMPENSATION COM	0	12	0.0%
GRAND TOTAL:	131	3,018	4.3%

**Distribution of SPSA Incumbents Represented by Collective Bargaining Units and
Not Represented by Collective Bargaining Units, as of 12/31/2014**

Agency	Bargaining Unit?		Total	Bargaining Unit %
	Yes	No		
AGING	0	17	17	0.0%
AGRICULTURE	0	24	24	0.0%
ARTS COUNCIL	0	3	3	0.0%
CAPITAL DEVELOPMENT BD	0	0	0	0.0%
CENTRAL MANAGEMENT SVCS	0	123	123	0.0%
CHILDREN & FAMILY SVCS	0	84	84	0.0%
CIVIL SERVICE COMMISSION	0	1	1	0.0%
COMMERCE & ECONOMIC OPPORTUNITY	0	74	74	0.0%
COMMERCE COMMISSION	0	0	0	0.0%
CORRECTIONS	0	124	124	0.0%
CRIMINAL JUSTICE AUTH	0	4	4	0.0%
DEAF&HARD OF HEARING COM	0	2	2	0.0%
DEV DISABILITIES COUNCIL	0	2	2	0.0%
EMERGENCY MGMT AGENCY	0	5	5	0.0%
EMPLOYMENT SECURITY	0	62	62	0.0%
ENVIRONMENTAL PROTECTION	0	47	47	0.0%
FINANCIAL & PROFESSIONAL REGULATIONS	0	43	43	0.0%
GAMING BOARD	5	7	12	41.7%
GUARDIANSHIP & ADVOCACY	0	7	7	0.0%
HEALTHCARE & FAMILY SRV	0	139	139	0.0%
HISTORIC PRESERVATION	0	16	16	0.0%
HUMAN RIGHTS COMMISSION	0	2	2	0.0%
HUMAN RIGHTS DEPARTMENT	0	9	9	0.0%
HUMAN SERVICES	0	198	198	0.0%
IL TORTURE INQRY RLF COM	0	1	1	0.0%
INDEPENDENT TAX TRIBUNAL	0	0	0	0.0%
INSURANCE	0	18	18	0.0%
INVESTMENT BOARD	0	2	2	0.0%
JUVENILE JUSTICE	0	30	30	0.0%
LABOR	0	8	8	0.0%
LABOR REL BD EDUCATIONAL	0	2	2	0.0%
LABOR RELATIONS BD ILL	0	3	3	0.0%
LAW ENF TRNG&STANDARD BD	0	2	2	0.0%
LOTTERY	0	6	6	0.0%
MILITARY AFFAIRS	0	2	2	0.0%
NATURAL RESOURCES	0	45	45	0.0%
POLLUTION CONTROL BOARD	0	1	1	0.0%
PRISONER REVIEW BOARD	0	0	0	0.0%
PROPERTY TAX APPEAL BD	0	2	2	0.0%
PUBLIC HEALTH	0	71	71	0.0%
RACING BOARD	0	1	1	0.0%
REVENUE	0	61	61	0.0%
STATE FIRE MARSHAL	0	11	11	0.0%
STATE POLICE	4	24	28	14.3%
STATE POLICE MERIT BOARD	0	1	1	0.0%
STATE RETIREMENT SYSTEMS	0	7	7	0.0%
TRANSPORTATION	0	0	0	0.0%
VETERANS AFFAIRS	0	16	16	0.0%
WORKERS COMPENSATION COM	0	15	15	0.0%
GRAND TOTAL:	9	1,322	1,331	1%

**Distribution of PSA Incumbents Represented by Collective Bargaining Units and
Not Represented by Collective Bargaining Units, as of 12/31/2014**

Agency	Bargaining Unit?		Total	Bargaining Unit
	Yes	No		
AGRICULTURE	4	13	17	23.5%
ARTS COUNCIL	0	2	2	0.0%
CAPITAL DEVELOPMENT BD	1	0	1	100.0%
CENTRAL MANAGEMENT SVCS	114	82	196	58.2%
CHILDREN & FAMILY SVCS	310	145	455	68.1%
CIVIL SERVICE COMMISSION	0	1	1	0.0%
COMMERCE & ECONOMIC OPPORTUNITY	49	29	78	62.8%
COMMERCE COMMISSION	1	0	1	100.0%
CORRECTIONS	69	138	207	33.3%
CRIMINAL JUSTICE AUTH	5	5	10	50.0%
DEAF&HARD OF HEARING COM	0	2	2	0.0%
DEV DISABILITIES COUNCIL	0	3	3	0.0%
EMERGENCY MGMT AGENCY	7	8	15	46.7%
EMPLOYMENT SECURITY	63	94	157	40.1%
ENVIRONMENTAL PROTECTION	70	7	77	90.9%
FINANCIAL & PROFESSIONAL REGULATIONS	36	28	64	56.3%
GAMING BOARD	30	5	35	85.7%
GUARDIANSHIP & ADVOCACY	6	6	12	50.0%
HEALTHCARE & FAMILY SRV	175	72	247	70.9%
HISTORIC PRESERVATION	0	8	8	0.0%
HUMAN RIGHTS COMMISSION	0	1	1	0.0%
HUMAN RIGHTS DEPARTMENT	18	1	19	94.7%
HUMAN SERVICES	293	363	656	44.7%
IL TORTURE INQRY RLF COM	0	1	1	0.0%
INDEPENDENT TAX TRIBUNAL	0	1	1	0.0%
INSURANCE	41	15	56	73.2%
INVESTMENT BOARD	0	0	0	0.0%
JUVENILE JUSTICE	3	17	20	15.0%
LABOR	4	4	8	50.0%
LABOR REL BD EDUCATIONAL	0	7	7	0.0%
LABOR RELATIONS BD ILL	0	9	9	0.0%
LAW ENF TRNG&STANDARD BD	1	3	4	25.0%
LOTTERY	6	3	9	66.7%
MILITARY AFFAIRS	0	3	3	0.0%
NATURAL RESOURCES	33	23	56	58.9%
POLLUTION CONTROL BOARD	4	5	9	44.4%
PRISONER REVIEW BOARD	0	1	1	0.0%
PROPERTY TAX APPEAL BD	2	2	4	50.0%
PUBLIC HEALTH	244	10	254	96.1%
RACING BOARD	0	0	0	0.0%
REVENUE	12	127	139	8.6%
STATE FIRE MARSHAL	6	8	14	42.9%
STATE POLICE	30	27	57	52.6%
STATE POLICE MERIT BOARD	0	1	1	0.0%
STATE RETIREMENT SYSTEMS	8	3	11	72.7%
TRANSPORTATION	15	2	17	88.2%
VETERANS AFFAIRS	1	38	39	2.6%
WORKERS COMPENSATION COM	7	5	12	58.3%
GRAND TOTAL:	1,675	1,343	3,018	55.5%

III. 2014 Hispanic Employment Action Plan and Objectives Status

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 Employment Plan Advisory Council, Governor's Office & agency heads	The Hispanic Employment Plan Advisory Council codified January 1, 2014. Met 4/25/14, 4/25/14, 7/25/14, 10/24/14, 12/5/14.
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	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, HEPAC, 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 completed as required.
2.1 Review and analyze the Bilingual Needs/Bilingual Pay Survey data used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council, HEPAC, Governor's Office of New Americans	Met. HEPAC, HAC and CMS reviewed changes and launched online BNP survey 3 rd QTR.
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	Ongoing. Gaming Board, State Police and Natural Resources submitted employment plans based on recommendations from CMS and HEPAC during second and third quarters.
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 Employment Plan Advisory Council	2 nd Quarter Met Training conducted 6/24/14 and follow up meeting 9/30/14.
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 Employment Plan 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 Employment Plan Advisory Council	Met. CMS and HAC launched the HEP survey on 12/03/14 with submission deadline of 12/19/14.
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 1/12/15.

STRATEGY	WHO	WHEN
4.2 Reconvene the Hispanic Employment Plan Advisory Council to assist in developing plan objectives for next reporting year.	CMS	4 th Quarter Met. Meeting held 10/24/14.
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 January 2015.
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 April and May of 2014.
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 HEPAC successfully launched an online survey in accordance with the 2014 Hispanic Employment Plan Action Plan and Objective 4.0. This survey guides 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 2014 Highlights

Hispanics Rutan certified to conduct interviews:

State agencies are encouraged to have diverse interview panels as part of the hiring and promotion selection. There were 205 Hispanic Employees trained and certified to perform interviews. This is an increase from 2013 where 144 Hispanics were certified interviewers. Hispanic employees participated on Rutan interview panels for 576 Rutan interviews.

Number of Hispanic Employees provided tuition reimbursement or enrolled in the Upward Mobility Program:

There were a total of 3,757 employees participating in the Upward Mobility Program or provided tuition reimbursement including 219 Hispanic Employees.

The State of Illinois Upward Mobility Program (UMP) is a career mobility program designed to give state employees an opportunity to advance to more challenging, higher paying positions. It is a joint venture between CMS and AFSCME. The number of Hispanics participating in the UMP substantially increased from 2013 to 2014. See chart below:

Upward Mobility Program	
Year	Hispanic
2014	238
2013	95

Veteran Hiring:

Based on the surveys the total number of Hispanic veterans hired through June 30, 2014 was 46. The Illinois Department of Corrections hired the most veterans with 313 of which 7 were Hispanics. The Department Human Services hired 188 veterans including 10 Hispanic veterans. The Department of Transportation hired 152 veterans of which 6 were Hispanics.

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

- Participated in the Hispanic Employment Plan Advisory Council Meetings.
- Presentations to minority organizations regarding the job vacancies.
- Developed a statewide email distribution listing to promote agency job opportunities in addition to a Monthly Newsletter
- When recruiting for a professional position (licensed attorney) the personnel manager posted the vacancy with Hispanic legal associations which resulted in Hispanic attorney being hired.
- Hire a Spanish Speaking Human Resources Representative
- 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.
- Send e-mail to targeted Hispanic community contacts regarding job vacancies such as:
 - ✓ Hispanic Alliance for Career Enhancement
 - ✓ National Latino Educational Institute
 - ✓ Instituto del Progreso Latino
 - ✓ LARES from UIC
 - ✓ Illinois Migrant Council
 - ✓ Latino Round Table Southwest Illinois
 - ✓ El Centro in Elgin
 - ✓ Hispanic Illinois State Law Enforcement Association
 - ✓ League of United Latin American Citizens
- 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.
- Outreach efforts with Illinois Department of Employment Security (IDES), Illinois Department of Veterans' Affairs (IDVA), Illinois Department of Commerce and Economic Opportunity (DCEO).
- FACEBOOK page where people can get up to-date information on our job postings

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

- Limited English-speaking customer analyses which include surveying local offices and programs to assess whether or not the needs of the community are being met.
- EEO Monitor's assessment of number of instances staff encounter limited English speaking clients & review of the census data.
- Established curriculum in the schools of social work such as Aurora, Loyola and Northeastern IL Universities to meet the requirements for state social service titles.
- Prior to posting a position, discuss with the staff of the Diversity Enrichment Program.
- Agency included a bilingual employee on Rutan interview panel whenever it fills bilingual positions.
- 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 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.

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

- Needs of a diverse workforce are discussed in both Sr. Staff and HR meetings.
- Increase the number of Hispanic Rutan Interviewers
- Prior to posting front line vacancies, review job description duties to evaluate the need to modify and include the Spanish speaking option
- Review logs of incoming calls and walk-ins to determine need for bilingual employees.
- When recruiting for a professional position (licensed attorney) the personnel manager will post the vacancy with Hispanic legal associations to hire a Hispanic attorney.
- 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.
- Send employment announcement to Illinois workNet centers serving significant Hispanic populations.
- 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.
- 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 state agencies to attend targeted recruitment
- 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.
- Market job opportunities through faith-based and community partnerships.

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 the Department of Central Management Services (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, the State Hispanic Employment Plan, enacted in 2006, calls for each state agency to include in its annual report its activities in implementing the State Hispanic Employment Plan and the bilingual employment plan.

To comply with these mandates, we have surveyed the personnel offices of state agencies under the jurisdiction of the Personnel Code 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. Bilingual staff at state agencies acted in 406,796 instances, as compared to 340,154 instances in 2013, which represents a significant increase in services provided to non-English speaking individuals. Thirty-three agencies reported a need for bilingual services, while 19 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: 1,241 Hispanic; 130 Non-Hispanic. The total number of state employees receiving bilingual pay reported for 2014 was 1,854, which is an increase of 201 employees paid for bilingual skills from 2013. There were 16 agencies that used telephone interpreters available from a master contract.

See Appendix for the full report.

V. 2015 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 Employment Plan Advisory Council, Governor's Office & agency heads	Quarterly at minimum
1.1 Analyze all relevant data to develop 2015 HEP for presentation to the General Assembly by February 1 st , as required by PA 094-0597.	CMS, Hispanic Employment Plan 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
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

STRATEGY	WHO	WHEN
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. Governor Quinn's administration 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.

Central Management Services' Diversity Enrichment Program works to improve the diversity of the state's workforce by actively recruiting well-qualified minorities, females, and persons with disabilities for employment with the agencies, boards, and commissions under the jurisdiction of the Governor. The following are some of the recruiting activities the Program undertook in 2014.

CMS Hispanic Outreach

The Diversity Enrichment Program participated in 79 outreach events in 2014 which included job fairs and workshop presentations. This is an increase from 2013 when outreach events totaled 60. CMS recruitment counselors conducted state employment workshops throughout the year within the significant Hispanic communities including Lake, Cook, Will, Kane Winnebago and St. Clair Counties. In addition presentations were made within the Springfield and Champaign communities.

Hispanics in Cook County account for 24% of the county workforce. CMS participated in a number of outreach events within significant Hispanic communities and colleges with significant Hispanic student populations. Events in Cook County included schools such as Northeastern Illinois University, University of Illinois Chicago, Morton College, Harper College, Oakton Community College, Truman College and Wright College. In addition, CMS conducted employment workshops in Cicero, Northlake, Chicago Ridge, and Chicago which have large Hispanic populations. Within Chicago targeted recruitment included Hispanic neighborhoods such as Riis Park, Humboldt Park, Little Village, Logan Square, and Southeast Chicago.

Veteran Outreach

In an effort to increase employment participation among minority veterans, CMS counselors presented employment workshops at Jesse Brown and Hines Veterans Hospitals. In addition, CMS staff participated at the Rock Island Arsenal Resource Fair to recruit veterans. To expand outreach to veterans, CMS presented a state employment workshop to Veteran Service Officers to encourage veterans to consider state employment.

Special Initiatives

The CMS Diversity Enrichment Program staff partnered with the Illinois Latino Family Commission to present a workshop to workforce providers on December 11, 2014. The National Latino Educational Institute hosted the event for 60 attendees from various workforce providers who work with Hispanic job seekers. The goal of the presentation was to enlarge CMS's recruitment network to increase referrals to state employment. Partnering with CMS at the event was the Department of Human Services, Department of Children and Family Services, Department of Revenue, Department of Public Health, Department of Corrections and State Police.

On September 26, 2014 CMS conducted a workshop for state employees attending the Hispanic Employees Annual Training Conference. The workshop provided information about the promotional grading process and the Upward Mobility program. A separate workshop was presented by CMS to non-state employees on how to navigate state employment process and co-presenters included a number of state agencies. Attending the conference were a number of legislators including Representative Soto and Senator Martinez. Participants were provided an overview of the 2013 Hispanic Employment Plan.

On July 22, 2014 a targeted evening workshop was held in Chicago at the Conrad Sulzer Library to address the shortage of Hispanic social workers. In collaboration with the Illinois Department of Employment a targeted email was sent to IDHS job seekers with college degrees in the Chicago area. CMS presented along with Human Services and Children and Family Services about the available jobs in social work along with the required education and experience needed to successfully be graded as qualified by CMS.

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 to make progress and improve recruitment, hiring, training; promotion and retention of qualified minority candidates statewide to improve services to all citizens of Illinois. We continue 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 Carlos.Charneco@illinois.gov

