



State of Illinois
Department of Central Management Services

Willkommen स्वागतम् Witamy 환영합니다
வரவேற்பு ကကြိုပါတယ် नी आइआ णु। Welcome
E ku abo أهلاً و سهلاً BENVENUTO HOAN NGHÊNH
Dobrodošli Bienvenidos
Benvido Hoş geldiniz
ਪਧਾਰੋ Selamat datang Fáilte நல்வரவு
pagdating καλωσόρισμα Bine ați venit Nau mai
स्वागत हे
VITAJTE 歡迎 خیر فwiph qawlniun
महाराज Mirë se vjen
සුභසූචණ්ණි ససాగ్రతం ようこそ ยินดีต้อนรับ
ସେବନ'ପଦ'ଦ୍ବାର'ବନ୍ଧୁ'ରୁ
Bienvenue Aloha Добро пожаловать!
benvenuti സുവഗതം ברוכים הבאים bem-vindos



Bilingual Needs & Bilingual Pay Survey Report FY22



July 1, 2021 – June 30, 2022

Bilingual Needs and Bilingual Pay Report Report

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Executive Summary

Governor JB Pritzker and the Illinois Department of Central Management Services (CMS) are dedicated to the mission and promotion of diversity, equity and inclusion. The primary goal is ensuring that all Illinois residents have full and equitable access to the services and opportunities the State provides. It is imperative that no communication barriers exist for any of our residents to receive State government services. if we are to achieve true equity.

The Bilingual Needs and Bilingual Pay (BNBP) report is prepared annually to analyze the current communication barriers that exist for residents who do not speak English or have limited English Proficiency (LEP). Most importantly, the report also analyzes the progress throughout State government in eliminating those barriers.

The BNBP report serves as a platform for collaboration, assessment, and continuous improvement for all agencies, including CMS. In previous years, the BNBP report included survey responses for multiple agencies. In collaboration with the Asian American Employment Plan Advisory Council and the Hispanic Employment Plan Advisory Councils, CMS drafted annual agency goals to deliver through the next fiscal year. The concluding remark of this report addresses our progress towards achieving these goals.

In addition, CMS Diversity & Inclusion has increased liaison opportunities with multiple stakeholders including, Governor's Office of Equity, Illinois Association for Hispanic State Employees (IAHSE) and State Statute Employment Plan Advisory Councils (EPACs). These partnerships continue to support and enhance our efforts to expand access to bilingual services throughout State government.

A draft of this report and its goals was shared with the Governor's Office of Equity for review and approval and to all members of the Asian American and Hispanic EPACs for feedback. The new structure for the survey and FY23 collaborative deliverables has been proposed to all EPACs and worked through the All-Chair EPAC meeting led by CMS Diversity & Inclusion on December 5, 2022. Common denominators were identified and connected to IAHSE's campaign to, "Recruit, Retain and Promote" and incorporated into this year's goals.

Quarterly meetings of the Hispanic and Asian American EPACs held during calendar year 2023 that fall within FY23 will include agenda items for presentations, recommendations from councils and CMS troubleshooting support. The FY24 survey will ask all agencies to demonstrate growth through new initiatives and recommendations posed by the councils towards their successful implementation of this report's goals.

Introduction

The Illinois Department of Central Management Services (CMS) is responsible for monitoring and reporting the status and progression for State agencies' bilingual needs and resources. This reporting requires that all State agencies provide information on the nature of their public encounters with requests for language assistance. They also must be prepared to successfully ensure access with the appropriate bilingual resources to overcome language barriers when they occur.

CMS is directed by the Illinois Personnel Code to oversee the State's bilingual program through formulation of strategies for language proficiency testing, required agencies to annually assess their bilingual programs, and filling an annual report to the General Assembly.

Annually, CMS requires each State agency to assess the need for employees with appropriate bilingual capabilities to allow them to provide service to non-English speaking or culturally distinct persons. Pursuant to this legislative directive, each agency completes a survey designed to solicit data and information needed for the agency to assess the extent of its need for bilingual employees.

CMS sent the FY22 Bilingual Needs and Bilingual Pay (BNBP) survey was conducted from August 08, 2022, through September 09, 2022, and included 46 responses from participating agencies. Participants based its responses on the FY22 time period, which began July 1, 2021 and ended June 30, 2022.

The annual BNBP Report must include:

- A. Each agency's needs assessment.
- B. Number of bilingual job postings.
- C. Number of bilingual positions filled.
- D. Number of employees receiving bilingual pay.
- E. Number of employees receiving bilingual pay for languages other than signing or manual communication.
- F. Number of Hispanic/Latinx and non-Hispanic/Latinx employees who receive bilingual pay for languages than signing or manual communication.

This FY22 Bilingual Needs and Bilingual Pay Report includes all statutory required elements.

Data Collection and Agency Assessment

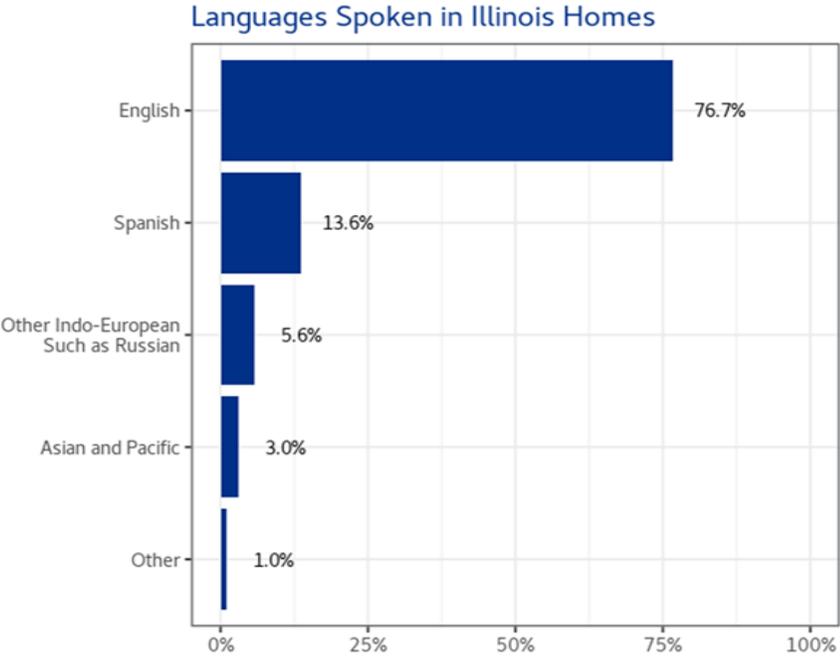
Methodology

The data included in this report is sourced from the following: The Bilingual Needs Survey of State agencies, the Personnel database which houses transactional data for all state employees, and the SuccessFactors hiring platform for state job postings.

Data collected in this survey reflect actions and policies taken by agencies to provide bilingual services as well as the number of bilingual interactions. The Bureau of Personnel system data—from the Personnel Database—allows for a view into bilingual pay, job postings, and bilingual pay by agency and other demographic characteristics. These extracts were taken on September 9, 2022 and apply to the fiscal year ending June 30, 2021. For posting data, the date range is based on job creation rather than posting date. Note that, due to processing lags in the Personnel Mainframe, some data on hires into bilingual pay positions may change as additional hiring is processed.

Illinois Non-English-Speaking Residents

According to U.S. Census data from the 2021 American Community Survey, 23% of Illinois residents are estimated to speak a language other than English at home. The most common language spoken at home is Spanish (13.6%). Of those who spoke a language other than English in the home, 62% speak English “very well”, indicating a strong bilingual presence among Illinois residents.



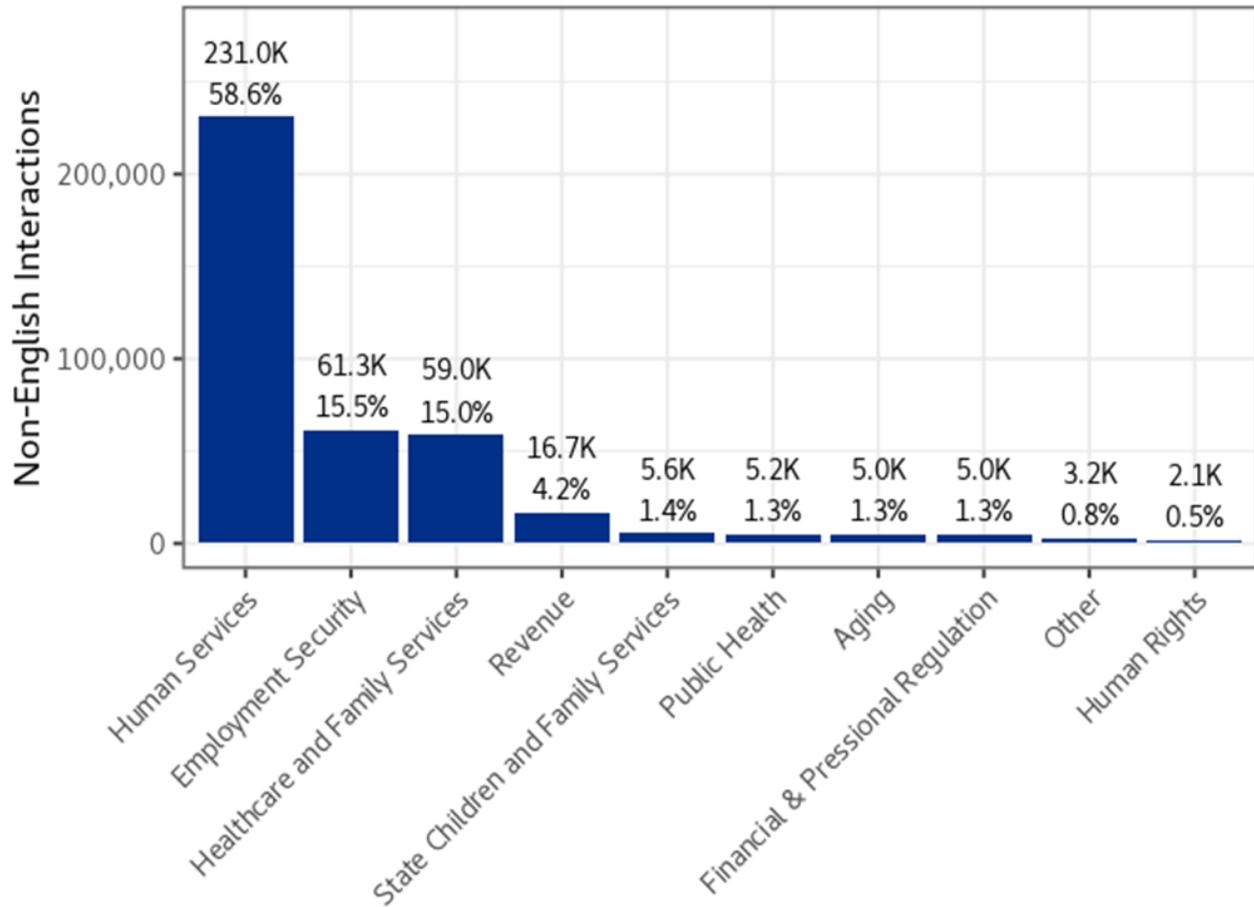
Source: 2021 ACS 1 Year, Table C16001

State Agencies' Needs Assessment, Bilingual Interactions

The below charts indicate the number of non-English engagements each agency conducted in FY2022. Numbers are reported as annual totals.

Known Bilingual Interactions by Agency

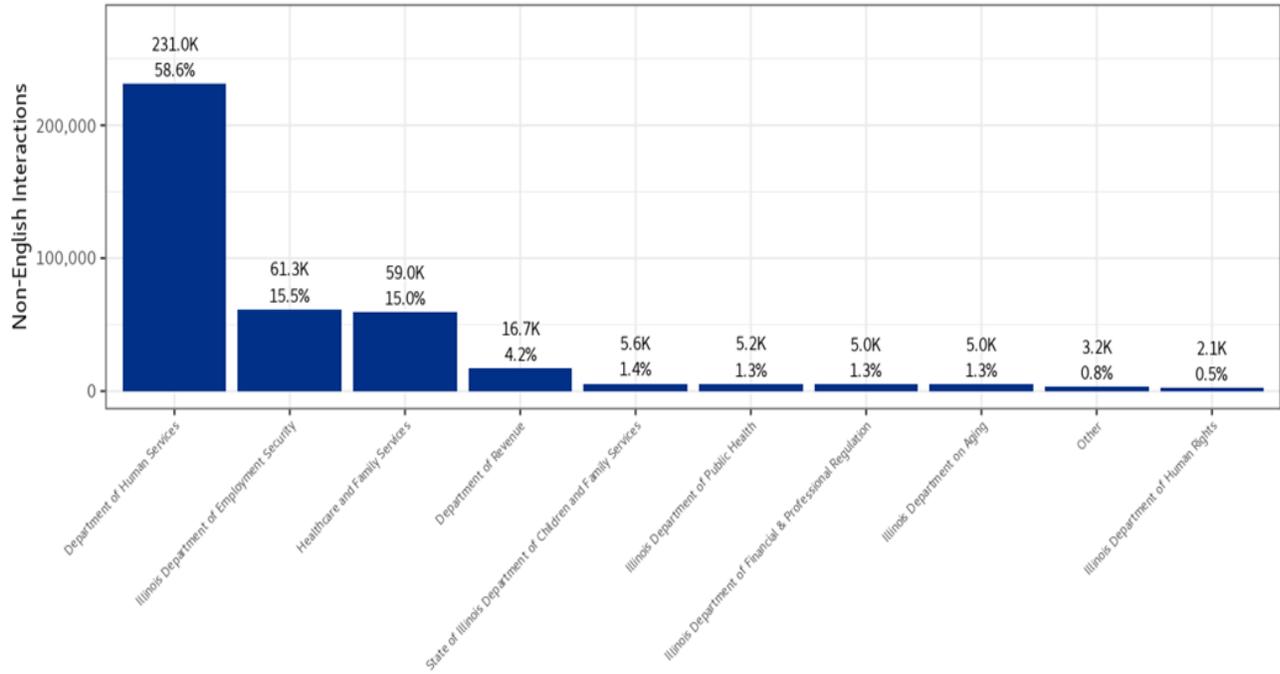
For Agencies with at least 2000 reported interactions. Annual numbers for FY22.



Source: 2022 Bilingual Needs Survey

Known Bilingual Interactions by Agency

For Agencies with at least 2000 reported interactions. Annual numbers for FY22.



Source: 2022 Bilingual Needs Survey

The description is the length of time of bilingual interaction. This chart notes agencies with top five highest length of bilingual interactions.

Top five agencies by length of bilingual interaction (estimated).

Length of interaction	1st	2nd	3rd	4th	5th
Fewer than 15 minutes	Human Services (147,850)	Healthcare & Family Services (43,096)	Employment Security (26,338)	Revenue (8,372)	Financial & Professional Regulation (4,950)
15-60 minutes	Human Services (73,925)	Employment Security (18,375)	Healthcare & Family Services (14,759)	Revenue (5,023)	Children & Family Services (2,007)
60-240 minutes	Human Services (6,930)	Healthcare & Family Services (2,361)	Revenue (1,674)	Employment Security (613)	Public Health (312)
240+ minutes	Children & Family Services (7,249)	Human Services (2,310)	Revenue (1,674)	Public Health (104)	Human Rights (63)

Source: Bilingual Needs FY22 Survey

Agency Participation and Bilingual Engagement Findings

A total of 65 coded and non-coded agencies were invited to participate. A total of 46 (70.8%) agencies responded to the FY22 Bilingual Needs and Bilingual Pay survey. This includes agencies that were required to respond as well as agencies who volunteered to respond.

36 of the 46 agencies responding to the Bilingual Needs Survey reported that they regularly engage in customer service, whether with members of the public or with other agencies.

28 agencies reported that they engaged in at least one interaction in which interpretation was needed.

Agencies that reported they do not regularly engage in customer service, whether with members of the public or with other agencies:

- Illinois State Police Merit Board
- IL Law Enforcement Training and Standards Board (ILETSB)
- IL Deaf and Hard of Hearing Commission
- State Police Merit Board
- Illinois State Board of Investment (non-coded agency)
- Procurement Policy Board
- Juvenile Justice
- Illinois Guardianship and Advocacy Commission
- Healthcare and Family Services
- Illinois Department of Corrections (IDOC)

Agencies with no recorded instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients were:

- Illinois State Police Merit Board
- Labor
- Pollution Control Board
- IL Law Enforcement Training and Standards Board (ILETSB)
- Board of Elections
- State Retirement Systems
- State Police Merit Board
- Illinois State Board of Investment (non-coded agency)
- Civil Service Commission
- Procurement Policy Board
- Illinois State Police
- Department of Military Affairs
- Illinois Department Veterans' Affairs
- Capital Development Board
- Illinois Labor Relations Board
- Central Management Services
- Illinois Department of Transportation

Twenty-four agencies, who regularly engage in customer services, whether with members of the public or with other agencies, indicated that they were tracking bilingual interactions across several modes of communication.

Agencies that stated they do not track bilingual interactions:

- Illinois State Police Merit Board
- Labor
- IL Law Enforcement Training and Standards Board (ILETSB)
- Illinois Liquor Control Commission
- Board of Elections
- State Retirement Systems
- State Police Merit Board
- Illinois State Board of Investment (non-coded agency)
- Civil Service Commission
- Illinois State Police
- Illinois Racing Board
- Illinois Gaming Board
- Illinois Department Veterans' Affairs
- Capital Development Board
- Abraham Lincoln Presidential Library and Museum
- Department of Commerce and Economic Opportunity
- Illinois Prisoner Review Board
- Central Management Services
- Illinois Department of Transportation

13 agencies tracked email interactions, 23 agencies tracked telephone interactions, 16 agencies tracked in-person interactions, and 8 agencies tracked interactions from all employees regardless of bilingual status.

Of agencies interacting with the public and tracking, the most common approach for tracking interactions was with employee estimates (18 agencies) and the next most common approach was computer software tracking (15 agencies).

2 (4%) of the 46 reported they had written policies in place to address the number of bilingual staff required at satellite offices. Of agencies interacting with the public, 9 (20%) agencies reported that they had policies in place to determine whether their employees had enough linguistic ability to interact with the public when facing a bilingual interaction.

Bilingual Policies

Agencies with written policies to address the number of bilingual staff are:

- Illinois Department of Employment Security
- Juvenile Justice

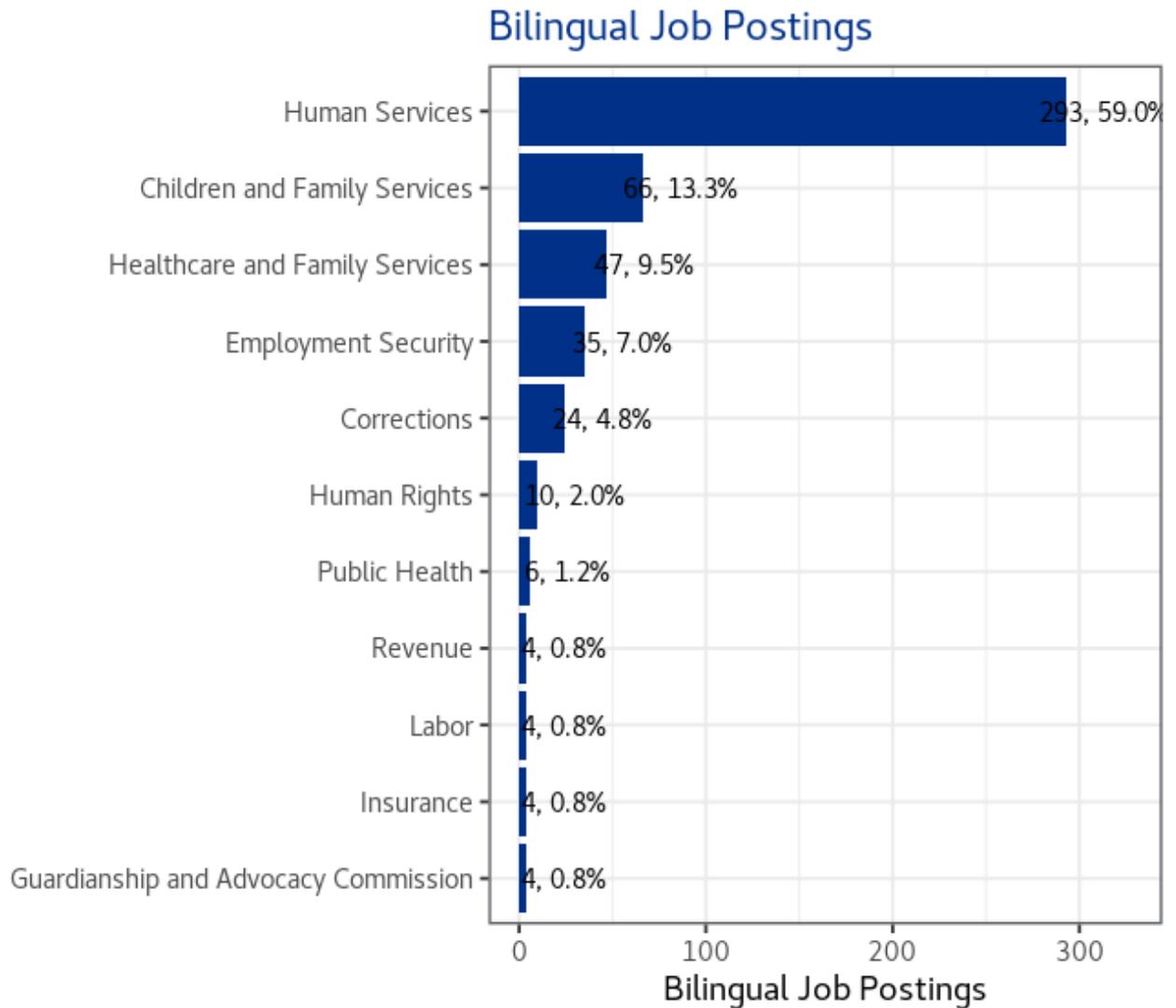
Agencies that have policies in place to determine whether their employees had enough linguistic ability to interact with the public are:

- IL Deaf and Hard of Hearing Commission
- Department of Revenue
- Lottery
- Department of Human Services
- State of Illinois Department of Children and Family Services
- Department of Insurance
- Juvenile Justice
- Illinois Department on Aging
- Illinois Prisoner Review Board

Number of Bilingual Job Postings, Position Review Process, and Bilingual Pay

Bilingual Job Postings

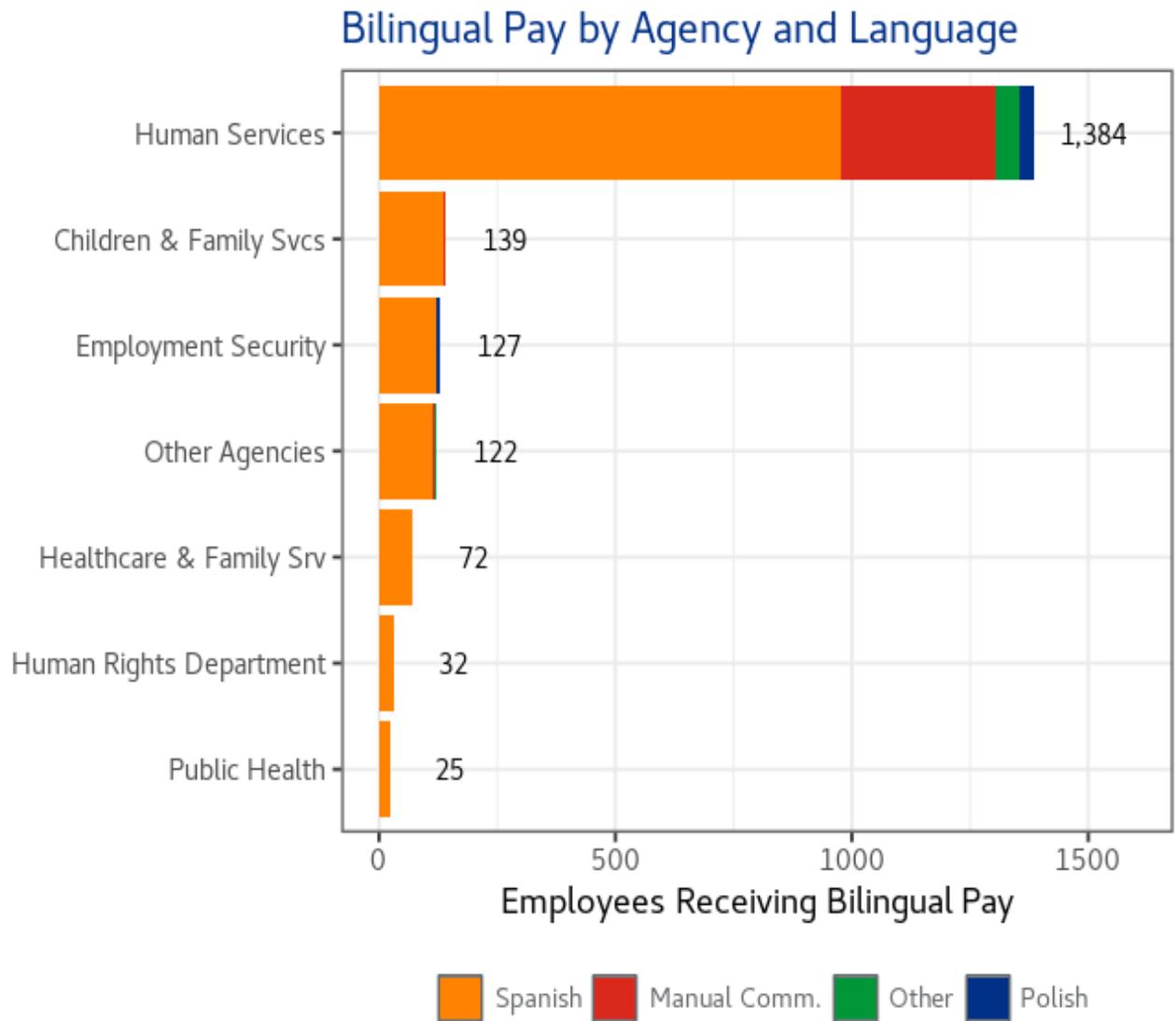
The chart below details the number of job postings that required bilingual skills.



Source: SuccessFactors Hiring System from FY22. Not all positions were filled.

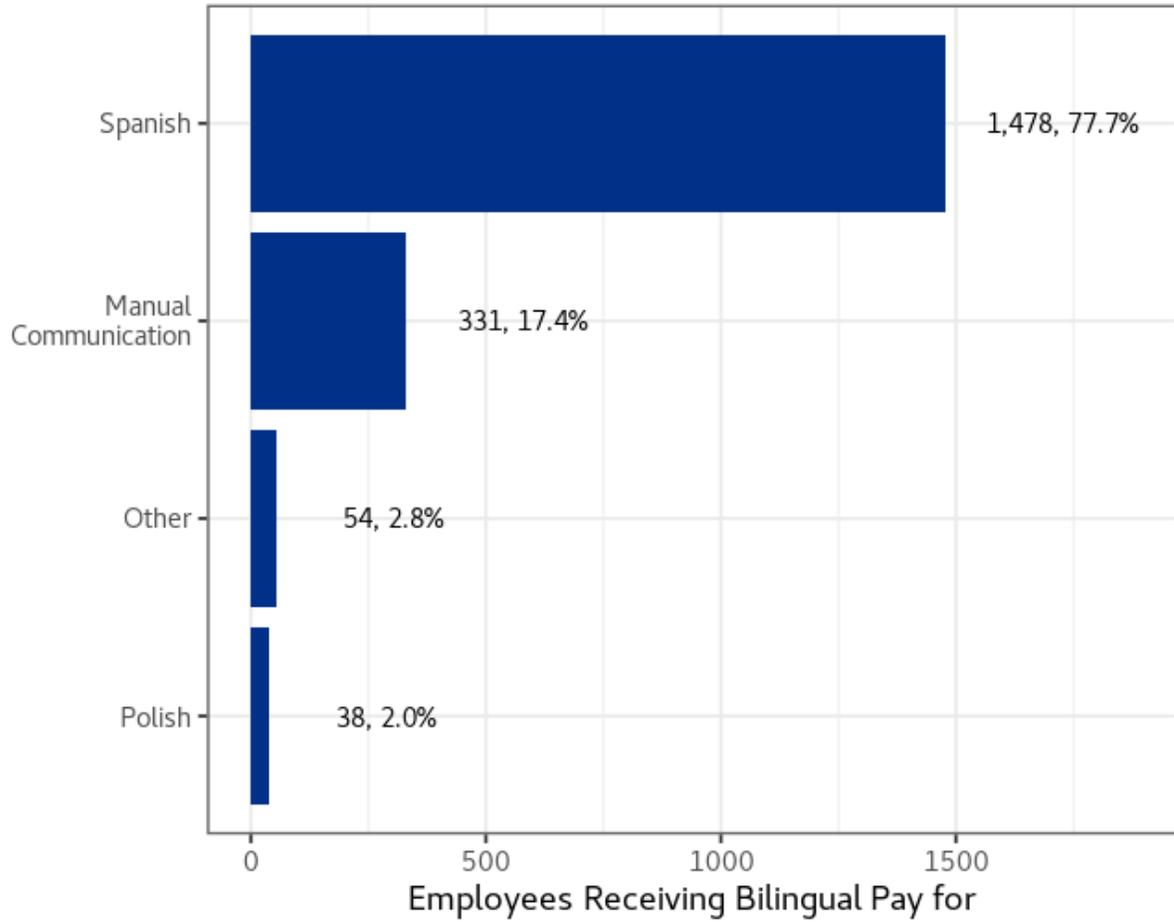
Bilingual Pay

The chart below disaggregates by agency the number of employees by language who are receiving bilingual pay. Bilingual pay is guided by the AFSCME collective bargaining agreement (CBA), providing employees utilizing bilingual skills to serve the public, additional compensation. Under the current CBA bilingual pay is set at \$100 per month or 5% of an employee's base salary, whichever is higher.



Source: CMS Personnel Mainframe, end of FY22 queried 09/09/2022.
Note that a transaction backlog exists and these numbers may change.

Bilingual Pay by Language

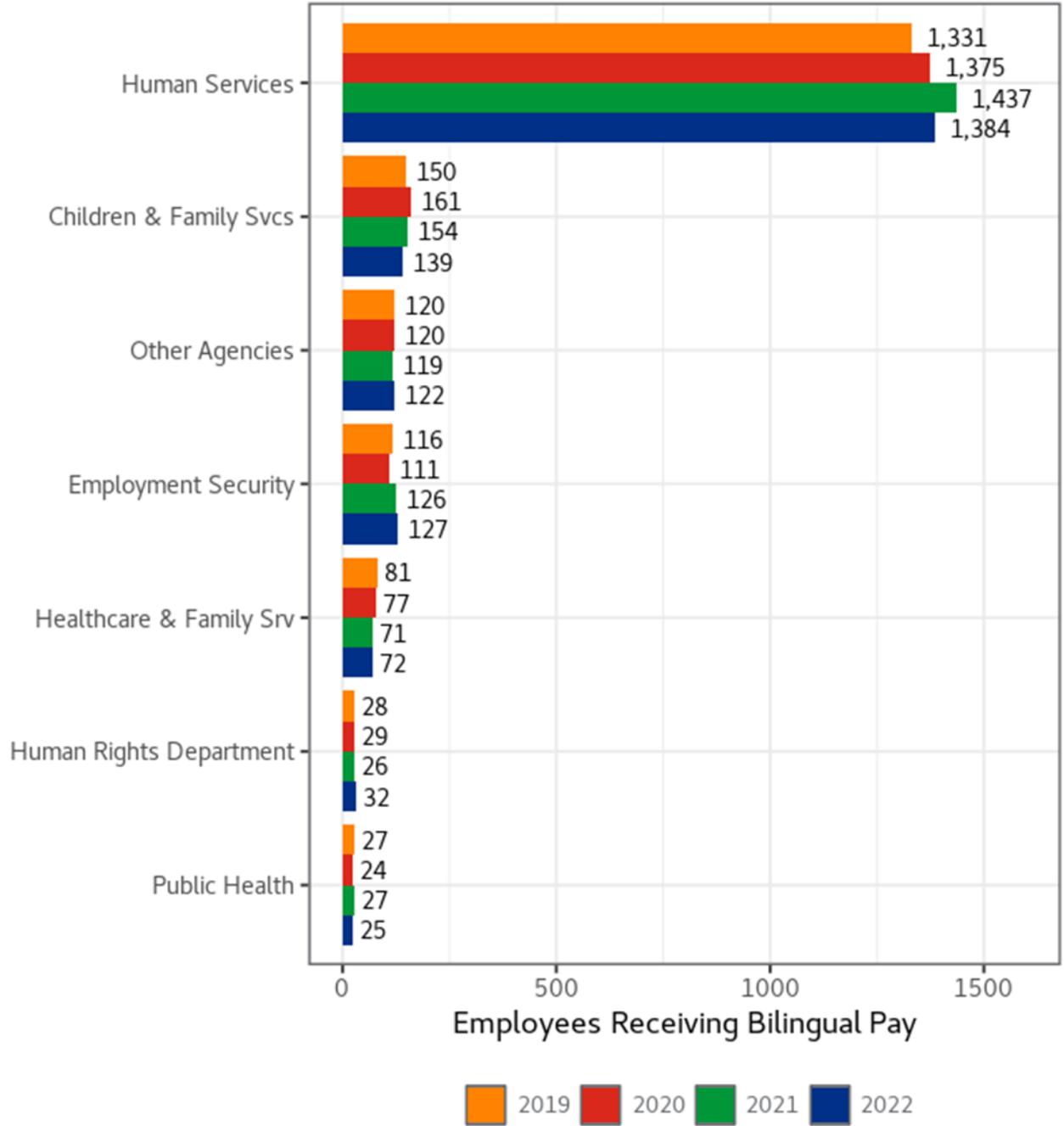


Source: CMS Personnel Mainframe, end of FY22 queried 09/09/2022.
Note that a transaction backlog exists and these numbers may change.

Historic Bilingual Pay by Language and Agency

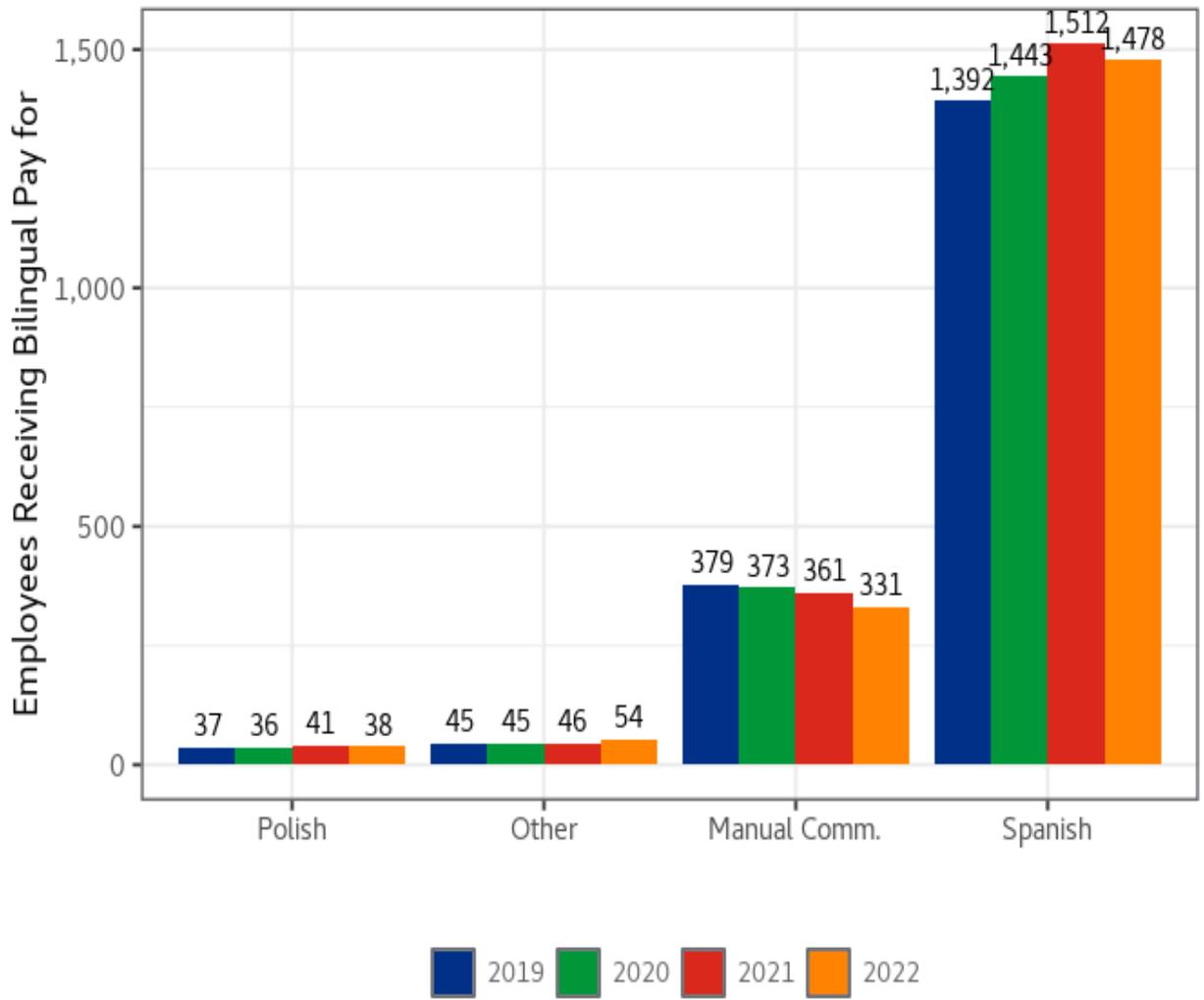
The following graphs show Bilingual Pay by Language and Agency for FY19 to present.

Bilingual Pay by Agency and Year



Source: CMS Personnel Mainframe, end of FY22 queried 09/09/2022.
 Note that a transaction backlog exists and these numbers may change.

Bilingual Pay by Language and Year



Source: CMS Personnel Mainframe, queries for FY19-present.
 Note that a transaction backlog exists and these numbers may change.

Bilingual Pay X Race and Ethnicity

The chart below details the breakdown of bilingual pay recipients by race and ethnicity.

Code-covered Employees Receiving Bilingual Pay Supplement as of August 31, 2022

Race/Ethnicity	Total	Percent
Hispanic or Latinx	1,407	74.0%
White	391	20.6%
African American	59	3.1%
Asian	40	2.1%
American Indian/Alaskan	4	0.2%
Total	1,901	100%

Source: 2021 Bilingual Needs Survey

Bilingual Pay Findings

Of the 10,994 job postings, 518 (47%) had a bilingual designation associated with the posting. A total of 88 employees were hired with bilingual pay. 47.2% of these hires were for Spanish, 1.1% for Polish, 0.0% for Manual Communication, and 1.7% for Chinese.

The Department of Human Services hired the most with bilingual pay, accounting for 64.8% of all these hires. 19 agencies surveyed indicated that they had policies in place to determine whether a new job posting ought to be categorized as bilingual. (15 out of 19 agencies reporting these policies were also engaged in customer service with other agencies or members of the public).

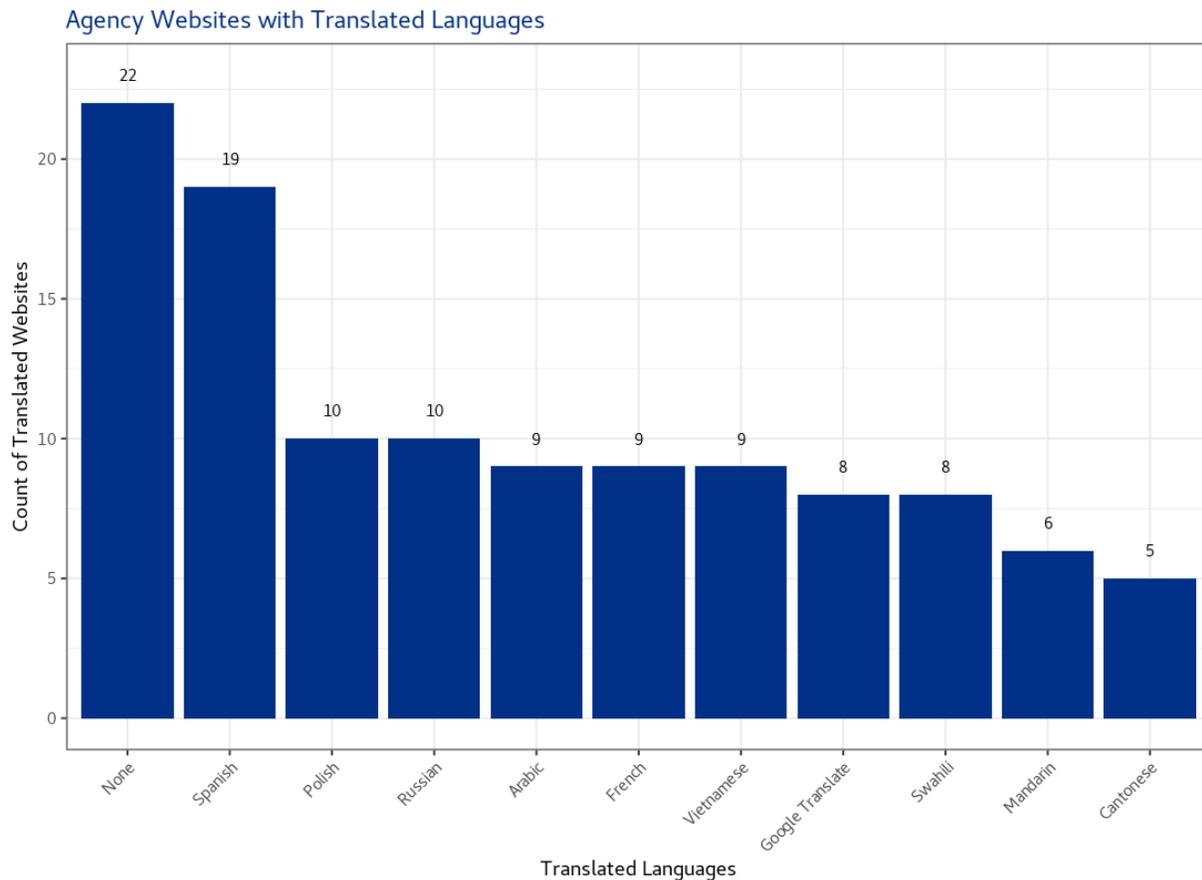
According to the Bilingual Needs Survey, 71 positions were revised to include a bilingual designation and 9 had the bilingual designation removed from the position description. Agencies also reported 83 employees vacating positions designated with the bilingual option and 169 employees hired into positions designated with the bilingual option.

The majority of employees receiving bilingual pay with designation for Manual Communication went to 326 staff in the Department of Human Services. 13 employees receiving bilingual pay for Braille also worked for the Department of Human Services.

21 of the 36 agencies engaged in customer service have budgets that include a specific allocation for bilingual employment.

Promoting Awareness of Bilingual Services

The chart below illustrates the responses from agencies who reported their progress on translating their websites into multiple languages to make them more accessible to the public.



Nineteen agencies reported having websites with Spanish translation and 10 with Polish translation. The following languages were all reported in to be in use by three agencies: Counts are inclusive of agencies translating into multiple languages. 29 agencies reported having written materials translated into Spanish, 12 reported having materials translated into Polish, and 3 reported having materials translated into Cantonese. Of the agencies engaged in customer service, 11 of the 36 reported that they do not currently translate materials into other languages.

Only 10 of the 46 agencies utilize external translation services outside of the State’s master contracts (CMS and DoIT).

Agencies must be proactive about ensuring public awareness of the availability of free bilingual services to overcome the opposite presumption. To counteract individuals with LEP self-selecting out of our data

pool on the false assumption that attempts at communication will be futile, agencies should proactively and widely publicize the availability of free bilingual services.

Agencies have the resources to reach the LEP population through their websites and written materials. To that end, agencies should translate the most important and most visited portions of their websites into the languages most commonly encountered along with the agency's most important and most disseminated written materials.

In addition to the LEP population that contacts an agency, we must consider the potential LEP population that would contact the agency absent perceived language barriers, some of which we are not yet aware. Otherwise, we hinder our ability to accomplish our goal of equal and meaningful access to State government for all.

To counteract individuals with LEP self-selecting out of our data pool on the false assumption that attempts at communication will be futile, agencies should widely publicize the availability of free bilingual services and examine factors that could positively influence communication flow between State government and LEP populations.

FY23 Action Items

I. Bilingual Services

Agencies should widely publicize the availability of free bilingual services and examine factors that could positively influence communication flow between State government and LEP populations. CMS will invite agencies who have translated materials and that actively conduct outreach in different languages to join and present at future FY23 Asian American and Hispanic Employment Plan Council meetings. This will allow fellow agencies who do not actively publicize the availability of free bilingual services to:

- Note methods by which website and handouts are translated
- Note cultural competence required for effective language translation
- Pose questions to peer agencies and members of the Asian American and Hispanic Employment Plan Councils.
- Share drafted initiatives with council members, CMS and agency peers
- Begin to implement and promote bilingual services

II. Non-English Interaction Tracking

CMS will invite agencies who have standard operating procedures for collecting non-English language interactions to present at Asian American and Hispanic Employment Plan Council meetings.

This will allow fellow agencies who do not currently track bilingual interactions to:

- Initiate communication with other State agencies who currently track bilingual interactions
- Learn what systems and procedures already exist within the State
- Note resources, opportunities and lessons learned as other agencies develop and track bilingual interactions
- Pose questions to presenting agencies and council members to best adopt and implement the data collection for their agencies

This will also allow all agencies to:

- Identify a continuous assessment method to ensure that scope of bilingual services is meeting the needs of persons with LEP by service area
- Identify when to transition from interpreter usage into bilingual positions

III. Bilingual Employee Pay

All agencies will work towards encouraging bilingual staff to seek promotions to all levels of the organization. CMS will coordinate an FY23 quarterly meeting of the Asian American Employment Plan Advisory Council as well as the Hispanic Employment Plan Advisory Council to address bilingual promotions. All agencies will be invited to attend and:

- Note recommendations from the Asian American Employment Plan Advisory Council and the Hispanic Employment Plan Advisory Council
- Ask questions to CMS regarding logistical and legal implementation of such recommendations
- Share drafted initiatives with council members, CMS and agency peers
- Kick-off initiatives towards encouraging bilingual staff to seek promotions to all levels of the organization.

IV. “Yo Soy Illinois” Campaign

In efforts to promote equitable representation of State workforce, CMS is working to build a campaign in Spanish named, *Yo Soy Illinois* (I am Illinois). This inaugural campaign begins with Spanish as it is the highest non-English interaction in the State and will collaborate with the Hispanic Employment Plan Advisory Council due to largest gap in workforce representation. Agencies will have the opportunity to work in building this campaign by

- Promoting the CMS survey for employee participation throughout their agency
- Better identify bilingual employees
- Create a space for bilingual employee engagement and promotion

Conclusion

CMS continues to strive for equity in representation and in building an inclusive workplace. An example of these efforts is the revamping of this annual report and goals to ensure increased collaboration, leveraging of existing resources and collective growth. To do so, all State agencies will receive a copy of these goals and be given the opportunity to join quarterly meetings of the Asian American Employment Advisory Council as well as the Hispanic Employment Advisory Council through CMS invitations and facilitation.

Future reports will measure what recommendations from councils were received and implemented by each agency.

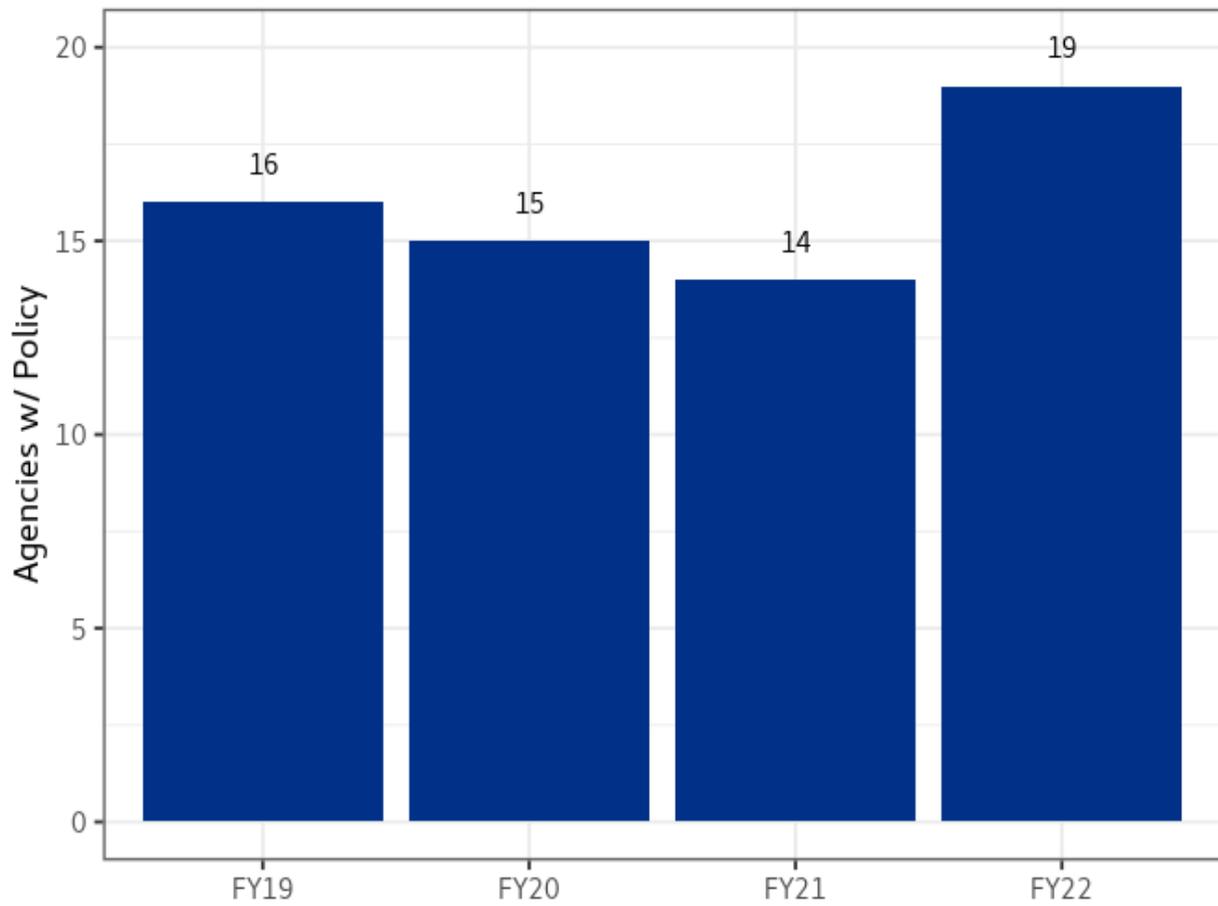
Contact Information

Patricia Santoyo-Marin
Deputy Director, Diversity & Inclusion
Illinois Department of Central Management Services

Patricia.Santoyo-Marin@illinois.gov

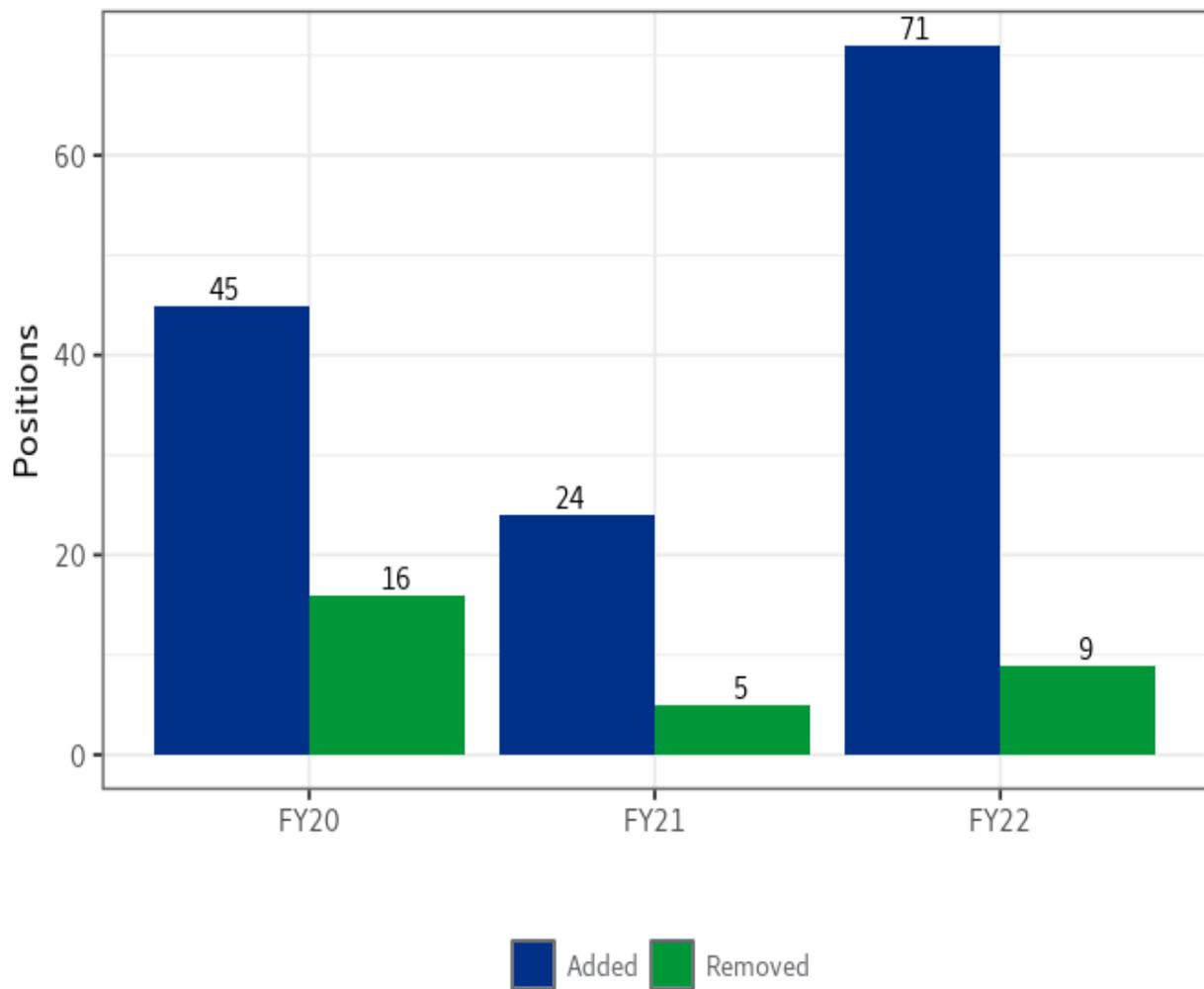
Ad Hoc Graphs

Agencies with Process for Bilingual Categorization of New Positions



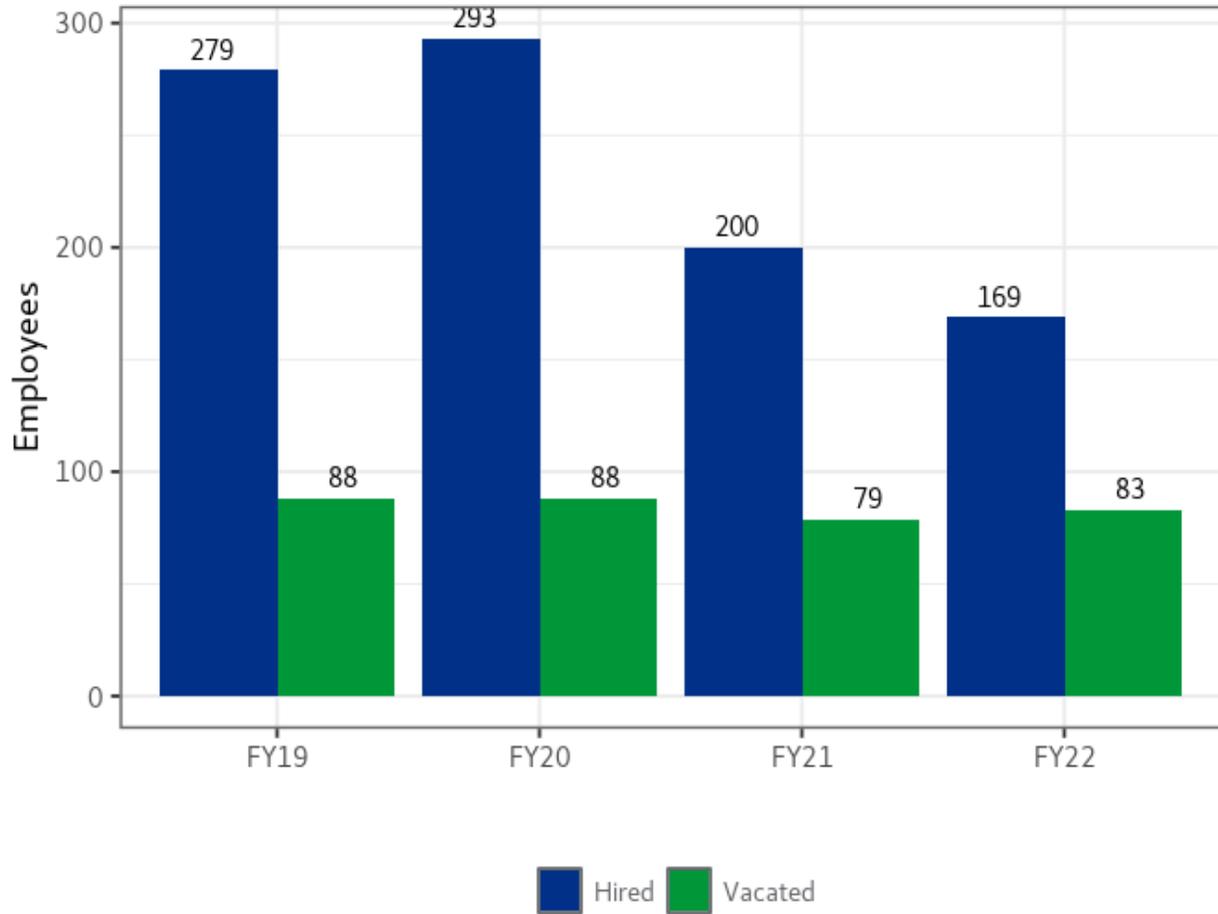
Source: FY19-22 Bilingual Needs Surveys

Positions with Bilingual Designation Added or Removed



FY20-22 Bilingual Needs Surveys

Employees Hired or Vacated from Bilingual Designated Positions



Source: FY19-22 Bilingual Needs Surveys

The below chart details the top 15 Agencies responding to the question “During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons?”

Agency	Count
Department of Human Services	1,394
Illinois Department of Corrections (IDOC)	168
Illinois Department of Employment Security	146
State of Illinois Department of Children and Family Services	142
Healthcare and Family Services	69
Illinois Department of Human Rights	31
Illinois Department of Public Health	27
Juvenile Justice	21
Illinois Gaming Board	20
Department of Revenue	18
Illinois Guardianship and Advocacy Commission	14
Illinois Emergency Management Agency	14
Labor	11
Illinois Department on Aging	10
Illinois Environmental Protection Agency	9

Source: Bilingual Needs FY21 Survey

The below list details the 21 Agencies responding “Yes” to the question, “Does your agency’s budget include an allocation for bilingual employment, e.g. money to employ a sufficient number of bilingual employees to serve Illinois’ culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours?”

- Labor
- Illinois Liquor Control Commission
- IL Deaf and Hard of Hearing Commission
- Illinois Department of Agriculture
- Department of Revenue
- Lottery
- Department of Human Services
- State of Illinois Department of Children and Family Services
- Office of the Illinois State Fire Marshal
- Illinois Gaming Board
- Juvenile Justice
- Illinois Guardianship and Advocacy Commission
- Illinois Environmental Protection Agency
- Illinois Department on Aging
- Illinois Emergency Management Agency
- Illinois Department of Commerce and Economic Opportunity
- Illinois Prisoner Review Board
- Illinois Department of Human Rights
- Central Management Services
- Illinois Department of Financial & Professional Regulation
- Illinois Department of Corrections

All Survey Answers by Agency

View results

Respondent

1

Anonymous

03:12

Time to complete

Contact Information

1. Agency *

Illinois State Police Merit Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

NA

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- N/A

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

2

Anonymous

08:28

Time to complete

Contact Information

1. Agency *

Labor

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

2

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

8

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

3

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

1

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

11

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Spanish

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

3

Anonymous

05:19

Time to complete

Contact Information

1. Agency *

Pollution Control Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

NA

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- spreadsheet

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

0

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Chinese, Hindi, Tagalog

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

4 Anonymous

18:15
Time to complete

Contact Information

1. Agency *

IL Law Enforcement Training and Standards Board (ILETSB)

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

0 Not Applicable ILETSB is not a public facing agency the vast majority of our contacts are with law enforcement agencies or other state agencies.

6. What percent of these instances took fewer than fifteen minutes? *

NA

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

NA

8. What percent of these instances took greater than one hour and less than half of a work day? *

NA

9. What percent of these instances took greater than than half of a work day? *

NA

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Bilingual services are not offered

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

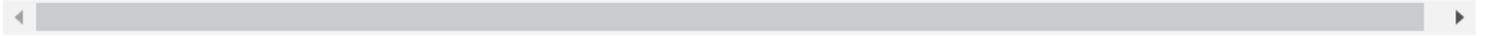
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

5

Anonymous

45:34

Time to complete

Contact Information

1. Agency *

ILCC

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

4

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Poster has the languages the our contractor offre

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

6

Anonymous

64:23

Time to complete

Contact Information

1. Agency *

IL Deaf and Hard of Hearing Commission

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

Independent Sign Language Interpreters are utilized on an as needed basis for staff who have a hearing loss to attend meetings, Commission Board Meetings, Licensure Board Meetings, trainings, etc.

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

100% Communication is ongoing in our office between staff.

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

7

Anonymous

03:48

Time to complete

Contact Information

1. Agency *

Illinois Workers' Compensation Commission

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

3

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

8

Anonymous

01:57

Time to complete

Contact Information

1. Agency *

Board of Elections

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

9

Anonymous

03:56

Time to complete

Contact Information

1. Agency *

State Retirement Systems

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

N/A

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

10

Anonymous

03:31

Time to complete

Contact Information

1. Agency *

Illinois Human Rights Commission

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Modified Chinese

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

4

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

11

Anonymous

03:47

Time to complete

Contact Information

1. Agency *

State Police Merit Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

12

Anonymous

21:01

Time to complete

Contact Information

1. Agency *

Illinois State Board of Investment (non-coded agency)

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

n/a

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- n/a we do not interact with the public or have

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- n/a

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- n/a

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

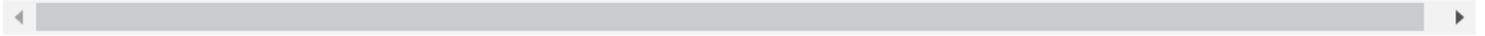
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

13

Anonymous

08:07

Time to complete

Contact Information

1. Agency *

Civil Service Commission

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

N/A

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

14

Anonymous

06:29

Time to complete

Contact Information

1. Agency *

Illinois Department of Agriculture

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Supervisor Tracking

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

15

Anonymous

02:38

Time to complete

Contact Information

1. Agency *

Procurement Policy Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Excel

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

16

Anonymous

37:00

Time to complete

Contact Information

1. Agency *

Department of Revenue

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

Less than 10 percent

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

2

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

18

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Use Google Translate

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese

- working on vital document list for translation to

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- signage pending for public entrances

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

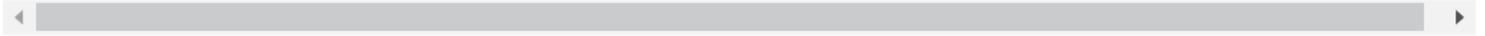
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

17

Anonymous

07:45

Time to complete

Contact Information

1. Agency *

Lottery

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- ALL - Started to use PROPIO for FY 2023

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

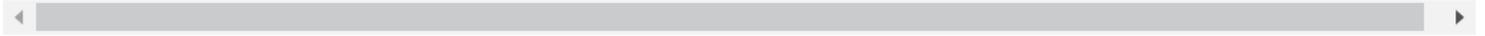
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

18

Anonymous

203:48

Time to complete

Contact Information

1. Agency *

Illinois State Police

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

Agency does not track.

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Google Translate on website.

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

2

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

19

Anonymous

06:15

Time to complete

Contact Information

1. Agency *

Illinois Commerce Commission

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

3%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Consumer Services tracks w/ computer software

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

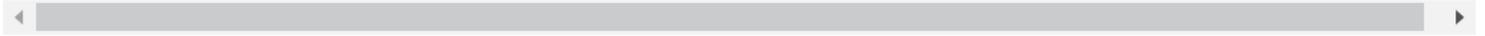
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

20

Anonymous

02:34

Time to complete

Contact Information

1. Agency *

Department of Human Services

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

1%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Call logs, payment invoices to Chicago Area Inte

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

76

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

17

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

7

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

34

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

1394

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

599

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

21

Anonymous

11:57

Time to complete

Contact Information

1. Agency *

State of Illinois Department of Children and Family Services

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

All 130 documents take half day to a full day per document to translate. Some legal documents are several pages.

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

15

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

12

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

19

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

142

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Agencies lobbies and waiting rooms

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

154

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

22

Anonymous

10:28

Time to complete

Contact Information

1. Agency *

Illinois Racing Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

23

Anonymous

05:48

Time to complete

Contact Information

1. Agency *

Dept. of Innovation & Technology

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Use Goggle Translate Widget to translate many l

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

24

Anonymous

16:35

Time to complete

Contact Information

1. Agency *

Office of the Illinois State Fire Marshal

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

33%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- HR/EEO Officer Reported Instances

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

1

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- We offer Google Translate on our Website

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Email position postings to all OSFM Staff, & shar

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- We offer Google Translate on our Website

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

25

Anonymous

17:13

Time to complete

Contact Information

1. Agency *

Department of Military Affairs

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

n/a

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- formal language access plan requests

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- ASL

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- as requested

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- each staff member have received the Language :

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

26

Anonymous

27:06

Time to complete

Contact Information

1. Agency *

Illinois Department of Employment Security

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0% (20)

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- EEO Monitoring and/or through external vendor

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

20

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

20

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

5

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

146

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- IDES website uses a translation widget, so the tr

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese

- IDES website uses a translation widget, so the tr

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Resource Room and Lobby (Waiting Area) IDES a

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- English, Arabic, Armenian, Cambodian, Cantones

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

117

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

27

Anonymous

64:36

Time to complete

Contact Information

1. Agency *

Illinois Gaming Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

20

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- casino locations, bulletin boards

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

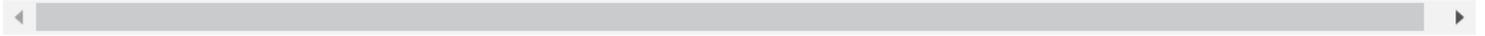
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

28

Anonymous

1385:25

Time to complete

Contact Information

1. Agency *

Department of Insurance

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

100

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Multilingual Connections

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

2

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- hindi, chinese (simplified), armenian, filipino, jap:

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Korean

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

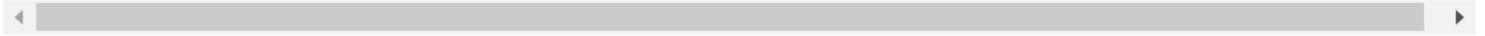
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

29

Anonymous

19:00

Time to complete

Contact Information

1. Agency *

Juvenile Justice

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

3

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

21

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

3

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

30

Anonymous

56:06

Time to complete

Contact Information

1. Agency *

Illinois Department Veterans' Affairs

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

3

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

3

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

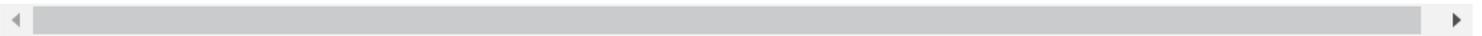
3

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

31

Anonymous

24:28

Time to complete

Contact Information

1. Agency *

Illinois Department of Healthcare and Family Services

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

7

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

1

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- None. HFS uses Google Translate

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

32

Anonymous

10:14

Time to complete

Contact Information

1. Agency *

Illinois Guardianship and Advocacy Commission

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Propio Telephonic Translations Service

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

3

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

2

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

14

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- All per Google Translate

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Expressed in documentation and verbally in inter

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

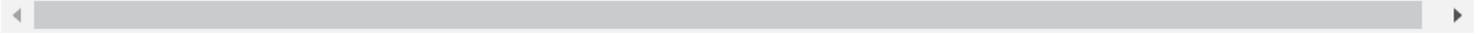
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

33

Anonymous

20:47

Time to complete

Contact Information

1. Agency *

Illinois Environmental Protection Agency

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese

- Browser Technology allows user to set language

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Motorist Assistance telephone recording also in

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Motorist Assistance telephone recording also in

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

14

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

34

Anonymous

16:06

Time to complete

Contact Information

1. Agency *

Healthcare and Family Services

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

13

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

11

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

69

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- The website is translated into every language by

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

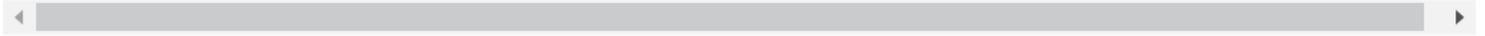
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

35

Anonymous

02:51

Time to complete

Contact Information

1. Agency *

Illinois Department on Aging

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

1

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Many more

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Hindi, Tagalog

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Agency is not public facing.

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Agency is not public facing.

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

36

Anonymous

18:28

Time to complete

Contact Information

1. Agency *

Illinois Department of Public Health

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

2%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Calendar

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

11

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

7

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

27

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Agency's Intranet

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

27

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

37

Anonymous

135:11

Time to complete

Contact Information

1. Agency *

Capital Development Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Google Translate offers many language options

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- no posted notices

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

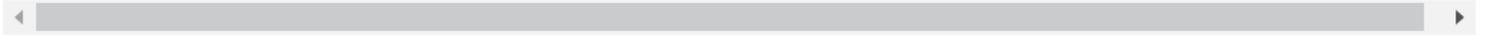
Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

38

Anonymous

204:37

Time to complete

Contact Information

1. Agency *

Illinois Emergency Management Agency

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

0

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

0

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

14

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

39

Anonymous

05:14

Time to complete

Contact Information

1. Agency *

Illinois Labor Relations Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

N/A

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

40

Anonymous

03:48

Time to complete

Contact Information

1. Agency *

Abraham Lincoln Presidential Library and Museum

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

1

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese

- German/Japanese

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

41

Anonymous

55:14

Time to complete

Contact Information

1. Agency *

DCEO

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

less than 10% of the time

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- We don't track but will use employee estimation

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

2

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- All of the above with the Google translate function

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Certain applications and notices are translated in

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

3

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

42

Anonymous

03:27

Time to complete

Contact Information

1. Agency *

Illinois Prisoner Review Board

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

1%

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

1

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

43

Anonymous

47:39

Time to complete

Contact Information

1. Agency *

Illinois Department of Human Rights

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

3&

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

3

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

1

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese

- Korean, Hindi, Urdu, Tagalog, Italian, Japanese, B

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Staff at entrances provide information regarding

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- English and Spanish

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

44

Anonymous

32:36

Time to complete

Contact Information

1. Agency *

Central Management Services

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

Unknown

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

45

Anonymous

14:02

Time to complete

Contact Information

1. Agency *

Illinois Department of Financial & Professional Regulation

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

1

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

1

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

Department of Corrections, mental health and developmental centers operated by the Department of Human Services, Department of Human Services, family and community resource centers operated by the Department of Human Services, Department of Children and Family Services, Department of Veterans Affairs, Environmental Protection Agency, Department of Employment Security, Department of Natural Resources, Department of Public Health, Department of State Police, and the Department of Juvenile Justice

Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

46

Anonymous

08:50

Time to complete

Contact Information

1. Agency *

Illinois Department of Corrections (IDOC)

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

10

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Billing Software

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

8

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

The value must be a number

21. What languages is your agency's main website translated into? (Check all that apply.) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Google Translate List of Languages

22. What languages are your agency's most important public facing written materials translated into? (Check all that apply) *

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Other

23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

- Agency does not post notices
- Website
- Facility's public entrances
- Service desks of frontline staff
- Health and Housing Units. Visitor areas at Facility

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other

27. The State Services Assurance Act covers the following:

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Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. How many employees in your agency were in positions designated as bilingual and in titles represented by the American Federation of State, County, and Municipal Employees (AFSCME) as of June 30, 2007? *

25

The value must be a number

29. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree



View results

Respondent

48

Anonymous

02:05

Time to complete

Contact Information

1. Agency *

Illinois Department of Transportation

2. Name of Representative Completing Survey *

[REDACTED]

3. Phone Number *

[REDACTED]

The value must be a number

4. Email Address *

Bilingual Interactions

5. Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.) *

6. What percent of these instances took fewer than fifteen minutes? *

7. What percent of these instances took greater than fifteen minutes and less than one hour? *

8. What percent of these instances took greater than one hour and less than half of a work day? *

9. What percent of these instances took greater than than half of a work day? *

0

10. Which bilingual interactions with the public does your agency track? (Check all that apply) *

- None
- In-person
- Email
- Telephone
- Interactions by all employees, even if not earning supplemental bilingual pay

11. How does your agency track bilingual interactions? (Check all that apply and explain if "other") *

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Other

12. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT master contracts for language assistance? *

- Yes
- No

13. Does your agency have a written policy regarding how to determine whether a job candidate for a bilingual position has sufficient linguistic ability to render effective public service? *

Yes

No

14. Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *

Yes

No

15. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *

Yes

No

16. During fiscal year 2022, how many employees did your agency hire into positions designated with the bilingual option? *

0

The value must be a number

17. During fiscal year 2022, how many employees vacated positions designated with the bilingual option? *

0

The value must be a number

18. During fiscal year 2022, how many positions were revised to delete the bilingual designation? *

The value must be a number

19. During fiscal year 2022, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

20. During Fiscal year 2022, regardless of position, how many employees does your agency have who are persons having sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise culturally distinct persons? *

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23. Does your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment events targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *

- Yes
- No

24. Does your agency engage in customer service, whether with members of the public or other state employees? *

- Yes
- No

25. Where in each facility does your agency post notices regarding the availability of bilingual services? (Check all that apply and explain if "other") *

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- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

26. In which languages are your agency's notices posted regarding the availability of bilingual services? (List language if "other") *

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Is your agency covered by the State Services Assurance Act? *

- Yes
- No

28. By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the bilingual needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. *

I Agree

I Do Not Agree

