

## **FY23 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX**

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2023 report provides data to mark progress of efforts and demographic trends.

This document serves as an appendix that details electronic survey answers as submitted by each agency.

Redacted information is contact information for each staff completing survey.

The full FY23 Bilingual Needs & Bilingual Pay Report can be found online at:

<https://cms.illinois.gov/personnel/dep/bnbp.html>



**INDEX**

Illinois Department on Aging.....5

Illinois Department of Agriculture..... 11

Illinois Arts Council.....17

Illinois Department of Central Management Services.....23

Illinois Department of Children & Family Services.....29

Illinois Department of Commerce and Economic Opportunity.....38

Illinois Commerce Commission.....44

Illinois Commission on Equity & Inclusion.....50

Illinois Department of Corrections.....56

Illinois Council on Developmental Disabilities.....66

Illinois Criminal Justice Information Authority.....68

Illinois Deaf and Hard of Hearing Commission.....75

Illinois Department of Employment Security.....81

Illinois Environmental Protection Agency.....87

Illinois Department of Financial and Professional Regulation.....93

Illinois Guardianship and Advocacy Commission.....99



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

Illinois Department of Healthcare and Family Services.....	105
Illinois Department of Human Rights.....	111
Illinois Human Rights Commission.....	117
Illinois Department of Human Services.....	123
Illinois Department of Innovation & Technology.....	129
Illinois Department of Insurance.....	135
Illinois Department of Juvenile Justice.....	141
Illinois Department of Labor.....	147
Illinois Labor Relations Board.....	153
Illinois Law Enforcement & Standards Board.....	159
Illinois Lottery.....	165
Illinois Department of Military Affairs.....	171
Illinois Department of Natural Resources.....	177
Office of the Illinois State Fire Marshal.....	183
Illinois Pollution Control Board.....	189
Illinois Power Agency.....	195
Illinois Prisoner Review Board.....	201
Illinois Racing Board.....	207
Illinois Department of Revenue.....	213



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

Illinois State Board of Elections.....	219
Illinois State Board of Investment.....	225
Illinois State Police Merit Board.....	234
Illinois State Police.....	240
Illinois State Retirement Systems.....	246
Illinois Department of Transportation.....	252
Illinois Department of Veterans Affairs.....	258
Illinois Workers' Compensation Commission.....	264



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Aging**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Department on Aging

### 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.) \*

5000

The value must be a number

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

80

The value must be a number

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

15

The value must be a number

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

5

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

9

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Agriculture**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

### Contact Information

1. Agency \*

Agriculture

### 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.) \*

5

The value must be a number

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

100

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

2

The value must be a number

20. During Fiscal Year 2023, 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? \*

5

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Arts Council**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Arts Council Agency

### 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.) \*

12

The value must be a number

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

42

The value must be a number

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

42

The value must be a number

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

8

The value must be a number

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

8

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

2

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- Main phone line



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Central Management Services**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Central Management Services

### 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.) \*

337

The value must be a number

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

5

The value must be a number

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

5

The value must be a number

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

85

The value must be a number

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

5

The value must be a number

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Children & Family Services**



1. Agency \*

State of Illinois Department of Children and Family Services

## 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.) \*

6259

The value must be a number

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

3338

The value must be a number

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

2412

The value must be a number



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

190

The value must be a number

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

319

The value must be a number

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



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

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 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number



20. During Fiscal Year 2023, 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? \*

148

The value must be a number

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



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



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

lobbies

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



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, 2023? \*

148

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Commerce & Economic Opportunity**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

DCEO

### 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.) \*

44

The value must be a number

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

10

The value must be a number

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

10

The value must be a number

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

10

The value must be a number

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

10

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

1

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

1

The value must be a number

20. During Fiscal Year 2023, 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? \*

9

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
- Website can be translated as needed with the google translate functionality powered by Dolt



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
- Translations done as needed via the CMS authorized translation services

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

5

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Commerce Commission**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Commerce Commission

### 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.) \*

562

The value must be a number

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

50

The value must be a number

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

50

The value must be a number

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

0

The value must be a number

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

1

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

4

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

7

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Commission on Equity & Inclusion**



## Contact Information

1. Agency \*

Commission on Equity and Inclusion

## 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

The value must be a number.

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

1

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Corrections**





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Department of Corrections ( IDOC)

### 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.) \*

1759

The value must be a number

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

56

The value must be a number

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

50.8

The value must be a number

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

18.9

The value must be a number

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

10.2

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

5

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

10

The value must be a number

20. During Fiscal Year 2023, 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? \*

25

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 provides more than 120 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
- Law library, Individual in custody orientation manual, warden's bulletin, healthcare, visiting rooms at facilities.



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Council on Developmental Disabilities**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Council on Developmental Disabilities

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- Master contract billings & sign language interpreter billings

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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
- 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 includes information regarding accommodations on print & electronic communications

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Criminal Justice Information Authority**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Criminal Justice Information Authority

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

20 During Fiscal Year 2023, 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
- Portugese, Italian, Armenian, German, Serbian, Hebrew, Hungarian, Icelandic, Latvian, Persian, Turkish





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- Portugese, Italian, Armenian, German, Serbian, Hebrew, Hungarian, Icelandic, Latvian, Persian, Turkish

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Deaf and Hard of Hearing Commission**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Deaf and Hard of Hearing Commission

### 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.) \*

300

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

100

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

5

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
- Sign Language video's



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Employment Security**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

IL Department of Employment Security

### 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.) \*

64313

The value must be a number.

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

23

The value must be a number

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

18

The value must be a number

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

1

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 reports

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

21

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

17

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

10

The value must be a number

20. During Fiscal Year 2023, 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? \*

144

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 translation is available into the above languages, as well as numerous other ones.



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 translation is available into the above languages, as well as numerous other ones.

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 also has a telephony system which interacts with IDES customers in their preferred language. These systems



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 English, Arabic, Armenian, Cambodian, Cantonese, French, German, Hindi, Hmong, Italian, Japanese, Korean, Laotian, Mandarin, Polish; , Portuguese,

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, 2023? \*

139

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Environmental Protection Agency**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Environmental Protection Agency

### 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.) \*

25

The value must be a number.

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

20

The value must be a number.

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

80

The value must be a number.

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

0

The value must be a number.

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

0

The value must be a number.

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

Accommodation Requests from public

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

1

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

5

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Financial & Professional Regulation**



### 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.) \*

5220

The value must be a number

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

99

The value must be a number

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

1

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

DFPR has a contract with the Connection Call Center which provides a dedicated Spanish line where bilingual agents are staffed to take both English and Sp

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

2

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

2

The value must be a number

20. During Fiscal Year 2023, 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? \*

9

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Guardianship and Advocacy Commission**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Guardianship and Advocacy Commission

### 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.) \*

2148

The value must be a number

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

100

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

3

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

4

The value must be a number

20. During Fiscal Year 2023, 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
- Google Translate



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Healthcare & Family Services**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Department of Healthcare and Family Services

### 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.) \*

24299

The value must be a number

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

76

The value must be a number

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

20

The value must be a number

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

0.001

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

12

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

12

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

17

The value must be a number

20. During Fiscal Year 2023, 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? \*

83

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 the Google Translator plug-in and supports all of the languages listed here



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Human Rights**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

IL Department of Human Rights (IDHR)

### 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.) \*

2057

The value must be a number

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

70

The value must be a number

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

21

The value must be a number

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

5

The value must be a number

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

4

The value must be a number

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

5

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

7

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

32

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, Hindu, Urdu, Tagalog, Italian, Japanese, Bengali

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Human Rights Commission**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Human Rights Commission 542

### 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.) \*

55

The value must be a number

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

0

The value must be a number

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

100

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

7

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 other languages available





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, Chinese, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Human Services**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

DHS

### 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.) \*

218963

The value must be a number

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

59

The value must be a number

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

37

The value must be a number

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

3

The value must be a number

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

1

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 Interpreter Referral Services

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

66

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

20

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

12

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

50

The value must be a number

20. During Fiscal Year 2023, 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? \*

1371

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Innovation & Technology**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Department of Innovation & Technology

### 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

The value must be a number

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

75

The value must be a number

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

25

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Insurance**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Department of Insurance

### 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.) \*

1

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

100

The value must be a number

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

5

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Juvenile Justice**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Department of Juvenile Justice

### 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.) \*

73

The value must be a number

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

80

The value must be a number

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

20

The value must be a number

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

10

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- Tracking chart

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

32

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
- Some docs are translated.





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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. 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, 2023? \*

5

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Labor**



## Contact Information

1. Agency \*

labor

## 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.) \*

87

The value must be a number

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

87

The value must be a number

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

10

The value must be a number

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

3

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

5

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

1

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

1

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

4

The value must be a number

20. During Fiscal Year 2023, 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? \*

12

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- State of IL Site



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Labor Relations Board**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Labor Relations Board

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

employees report instances to the Executive Director

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

1

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

ILRB website can be translated into a number of languages using the translation widget as ILRB is part of the AEM platform



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

ILRB is seeking to have its vital documents translated into Spanish.

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

Once the ILRB's LAP is finalized, ILRB will post this to its website and also proactively send it to constituents and parties who practice frequently before the  
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
- Once the ILRB's LAP is finalized, it will be posted on the Board's website. The Board's website can be translated into a number of languages using the trans

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Law Enforcement & Standards Board**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

IL Law Enforcement Training & Standards Board

### 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

The value must be a number.

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
  
- Agency has little to no interaction with the Public

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

Our agency has little to no public-facing written materials

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
- We do not post of availability and have never had a request for this service.



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 do not post of availability and have never had a request for this service.

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Lottery**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Lottery

### 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.) \*

1824

The value must be a number

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

76

The value must be a number

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

12

The value must be a number

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

3

The value must be a number

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

9

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- Pro Pio 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

5

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- I Speak Card

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Military Affairs**



## Contact Information

1. Agency \*

MILITARY AFFAIRS

## 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Natural Resources**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Department of Natural Resources

### 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.) \*

65

The value must be a number

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

49

The value must be a number

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

50

The value must be a number

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

1

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Office of the Illinois State Fire Marshal**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Office of the Illinois State Fire Marshal

### 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.) \*

151

The value must be a number

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

70

The value must be a number

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

29

The value must be a number

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

1

The value must be a number

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

0

The value must be a number

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

2

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

1

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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 all posting to OSFM Staff, share with the IL Department of Human Rights, Other State Agencies, and the IAHS.



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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
- Offers 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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Pollution Control Board**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Pollution Control Board

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number

20. During Fiscal Year 2023, 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
- 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Power Agency**



## Contact Information

1. Agency \*

Illinois Power Agency

## 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.) \*

3

The value must be a number

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

3

The value must be a number

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

100

The value must be a number

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

100

The value must be a number

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

33

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

2

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Prisoner Review Board**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Prisoner Review Board

### 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.) \*

8

The value must be a number

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

80

The value must be a number

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

15

The value must be a number

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

5

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Racing Board**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

### Contact Information

1. Agency \*

Illinois Racing Board

### 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

The value must be a number

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

100

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Revenue**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Department of Revenue

### 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.) \*

16996

The value must be a number

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

45

The value must be a number

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

40

The value must be a number

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

10

The value must be a number

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

5

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

2

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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
- 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 documents list to translate in other languages

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
State Board of Elections**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

IL State Board of Elections

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

2

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
State Board of Investment**



## Contact Information

1. Agency \*

Illinois State Board of Investment

## 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number



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

The value must be a number

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

The value must be a number

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



1 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

4 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 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number



20. During Fiscal Year 2023, 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

1 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



2 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

4 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

7 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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
State Police Merit Board**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois State Police Merit Board

### 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

The value must be a number.

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
State Police**





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois State Police

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

131

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
State Retirement Systems**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

State Retirement Systems

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

0

The value must be a number

20. During Fiscal Year 2023, 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? \*

1

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Transportation**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Department of Transportation

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number

20. During Fiscal Year 2023, 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





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Veterans' Affairs**



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

### Contact Information

1. Agency \*

Veterans' Affairs

### 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

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, 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 2023, how many employees vacated positions designated with the bilingual option? \*

0

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

0

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

3

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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, 2023? \*

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



**FY2023 BILINGUAL NEEDS & BILINGUAL PAY REPORT  
INDIVIDUAL SURVEY RESPONSES  
Workers' Compensation Commission**





## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

### Contact Information

1. Agency \*

Illinois Workers' Compensation Commission

### 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.) \*

25

The value must be a number

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

75

The value must be a number

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

25

The value must be a number

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

0

The value must be a number

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

0

The value must be a number

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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

16. During Fiscal Year 2023, how many employees did your agency hire into positions designated with the bilingual option? \*

The value must be a number

17. During Fiscal Year 2023, how many employees vacated positions designated with the bilingual option? \*

The value must be a number

18. During Fiscal Year 2023, how many positions were revised to delete the bilingual designation? \*

The value must be a number

19. During Fiscal Year 2023, how many non-bilingual positions were revised to add the bilingual designation? \*

The value must be a number

20. During Fiscal Year 2023, 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



## FY23 Bilingual Needs & Bilingual Pay Report- Appendix

---

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

