
FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
AGING

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

None

Arabic

Cantonese

French

Mandarin

Polish

Russian

Spanish

Swahili

Vietnamese

Hindi

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
AGRICULTURE

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Bilingual Needs & Bilingual Pay

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- In-Person
- Email
- Telephone
- Other

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Check all that apply and explain if "other"

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

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Yes

No

84. 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

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

Yes

No

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Check all that apply

None

Arabic

Cantonese

French

Mandarin

Polish

Russian

Spanish

Swahili

Vietnamese

Other

92. 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

93. 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

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

- Yes
- No

95. Where in each facility does your agency post notices regarding the availability of bilingual services? *

Check all that apply and explain if "other"

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- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

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I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
ARTS COUNCIL

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Bilingual Needs & Bilingual Pay

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- In-Person
- Email
- Telephone
- Other

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

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The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

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To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Hindi, Tagalog (This question is confusing because Cantonese and Mandarin are primarily spoken dialects. It would make more sense to ask whether

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

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I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses

CENTRAL MANAGEMENT SERVICES

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Bilingual Needs & Bilingual Pay

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77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Tracked all via survey

78. How does your agency track bilingual interactions? *

Check all that apply and explain if "other"

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- We sent out a survey

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

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Yes

No

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I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
CHILDREN FAMILY SERVICES

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Bilingual Needs & Bilingual Pay

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- None
- In-Person
- Email
- Telephone
- Other

78. 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
- Budget and Finance vendor payment for translation and interpretation services, vendor reports on the number of translation and interpreter calls tha

79. 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 ask each employee and review invoices for contracting translation services.

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The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

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The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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
- Language Access Notification Posters are in Spanish, Polish, Arabic, Russian, French, Mandarin, Swahili

Closing

109. Is your agency listed in the State Services Assurance Act?

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Yes

No

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I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
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CIVIL SERVICE COMMISSION

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Bilingual Needs & Bilingual Pay

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- None
- In-Person
- Email
- Telephone
- none

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Check all that apply and explain if "other"

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- Computer software
- Handwritten notes
- Employee estimations
- none

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Yes

No

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Yes

No

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Check all that apply

None

Arabic

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French

Mandarin

Polish

Russian

Spanish

Swahili

Vietnamese

Other

92. 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

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- Yes
- No

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- Yes
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- Website
- Facility's public entrances
- Service desks of frontline staff
- Other

96. 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

Closing

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Yes

No

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I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
COMMERCE & ECONOMIC OPPORTUNITY

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- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Japanese, Tagalog, Korean, Creol, Portugese

92. 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

93. 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

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

- Yes
- No

95. 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
- bulletin boards

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses COMMERCE COMMISSION

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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
- payroll notifications

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

Yes

No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses **COMMISSION ON EQUITY & INCLUSION**

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses

CORRECTIONS

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Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

84. 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

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

- Yes
- No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses COUNCIL ON DEVELOPMENTAL DISABILITIES

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. How does your agency track bilingual interactions? *

Check all that apply and explain if "other"

- Agency does not track
- Computer software
- Handwritten notes
- Employee estimations
- Billing for Multilingual services provided for telephone interpreters

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
CRIMINAL JUSTICE INFORMATION AUTHORITY

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



Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
DEAF AND HARD OF HEARING COMMISSION

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Video Phone

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- American Sign Language

92. 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

- American Sign Language

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
EMPLOYMENT SECURITY

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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.

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Tagalog, Hindi and all other languages upon request

92. 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

- Upon request, IDES will translate its documents into any language requested.

93. 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

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

- Yes
- No

95. 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 & Lobby/Waiting Area. IDES also has a telephony system which interacts with IDES customers in their preferred language. These syst

96. In which languages are your agency's notices posted regarding the availability of bilingual services? *

List language if "other"

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

- English; Arabic; Hindi; Polish; Spanish; Tagalog,

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses ENVIRONMENTAL PROTECTION AGENCY

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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
- Accommodations requested by the public

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
FINANCIAL & PROFESSIONAL REGULATION

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Only tracked for employees utilizing their bilingual skillset in a non-bilingual position

78. 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
- Log of interactions kept by the employee

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
GAMING BOARD

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
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Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
GUARDIANSHIP AND ADVOCACY COMMISSION

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
HEALTHCARE & FAMILY SERVICES

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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 other most frequently encountered languages

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
HOUSING DEVELOPMENT AUTHORITY

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. What languages is your agency's main website translated into? *

Check all that apply

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

- Afrikaans; Albanian; Amharic; Armenian; Azerbaijani; Basque; Belarusian; Bengali; Bosnian; Bulgarian; Catalan; Cebuano; Chichewa; Chinese; Corsican; C...

79. 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

80. 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

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

- Yes
- No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
HUMAN RIGHTS

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

- Bengali, Hindi, Italian, Japanese, Korean, Tagalog & Urdu

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
HUMAN RIGHTS
COMMISSION

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
HUMAN SERVICES

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses INDEPENDENT TAX TRIBUNAL

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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
- Docket system

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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, Chinese

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
INNOVATION & TECHNOLOGY

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
INSURANCE

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>



Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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, Tagalong, Ukrainian

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses

JUVENILE JUSTICE

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. How does your agency track bilingual interactions? *

Check all that apply and explain if "other"

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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

Yes

No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses

LABOR

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

Yes

No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
LABOR RELATIONS BOARD

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
LIQUOR CONTROL COMMISSION

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
LOTTERY

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. How does your agency track bilingual interactions? *

Check all that apply and explain if "other"

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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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
- Tagalog and Hindi

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
MILITARY AFFAIRS

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

Yes

No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
NATURAL RESOURCES

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

- Yes
- No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
OFFICE OF THE ILLINOIS STATE FIRE MARSHAL

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

Yes

No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses POLLUTION CONTROL BOARD

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Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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, and Tagalog

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
POWER AGENCY

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Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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
- On our program websites

96. 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
- On our program websites

108. Of the total number of Native American employees to be recruited in FY25 how many will be Public Service Administrators?

*

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey.* *

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
PROCUREMENT POLICY BOARD

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



Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
PROPERTY TAX APPEAL BOARD

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

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- A PTAB staff member responds in Spanish to callers from all over the state and the occasional walk-in also. No hearings requiring an interpreter.

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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 value must be a number

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
PUBLIC HEALTH

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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
- Employee Calendars

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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 Intranet

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
RACING BOARD

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
REVENUE

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
STATE BOARD OF ELECTIONS

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

Yes

No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
STATE BOARD OF
INVESTMENT

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

- Yes
- No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
STATE POLICE MERIT BOARD

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. 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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
STATE POLICE

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

- None
- Arabic
- Cantonese
- French
- Mandarin
- Polish
- Russian
- Spanish
- Swahili
- Vietnamese
- Chinese, Hindu, Nigerian

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
STATE RETIREMENT SYSTEMS

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 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.

CMS streamlined FY24 Statute Employment Plan and Bilingual Needs & Bilingual Pay questions into one survey. Redacted from this document are specific agency-contact details and survey answers that pertain to the Employment Plan Reports.

The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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
- Tagalog, Chinese, & Hindi

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
TRANSPORTATION

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

64. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

None

In-Person

Email

Telephone

Other

65. 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

66. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

- Yes
- No

71. 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

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

- Yes
- No

73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

77. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

78. 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

79. 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

80. 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

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

Yes

No

82. 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

83. 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

Closing

96. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=29608&ChapterID=2>

Yes

No

97. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
VETERANS' AFFAIRS

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

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

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX
Individual Survey Responses
WORKERS' COMPENSATION COMMISSION

CMS is statutorily designated to develop the Bilingual Needs & Bilingual Pay annual report to monitor State compliance. The Fiscal Year 2024 report provides data to mark progress of efforts and demographic trends.

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The full FY24 Bilingual Needs & Bilingual Pay Report can be found online at:
<https://cms.illinois.gov/personnel/dep/bnbp.html>

Bilingual Needs & Bilingual Pay

Some questions in this section will require the agency to survey their workforce

77. Which bilingual interactions with the public does your agency track? *

These are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.

- None
- In-Person
- Email
- Telephone
- Other

78. 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

79. 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 ask each employee and review invoices for contracting translation services.

The value must be a number

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

The value must be a number

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

The value must be a number

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

The value must be a number

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

Yes

No

84. 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

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

Yes

No

86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *

The value must be a number

87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *

The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *

The value must be a number

89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *

The value must be a number

90. During Fiscal Year 2024, 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 distinct persons? *

To best answer this question, agencies should survey all employees and ask them individually.

The value must be a number

91. What languages is your agency's main website translated into? *

Check all that apply

None

Arabic

Cantonese

French

Mandarin

Polish

Russian

Spanish

Swahili

Vietnamese

HINDI, CHINESE (SIMPLIFIED), TAGALOG

92. 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

93. 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

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

- Yes
- No

95. 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

96. 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

Closing

109. Is your agency listed in the State Services Assurance Act?

Link to the State Services Assurance Act:

<https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2>

Yes

No

110. *By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Bilingual Needs & Bilingual Pay survey. **

I Agree