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

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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		
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.		
4409		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
35
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? *
10
The value must be a number
82. What percent of these instances took greater than half of a work day? *
3
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? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	The value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	1		
	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.		
	9		
	The value must be a number		
04			
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.	Wha	nt languages are your agency's most important public-facing written materials translated into? *	
	Check all that apply		
		None	
	V	Arabic	
	~	Cantonese	
	~	French	
	~	Mandarin	
	V	Polish	
	~	Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
	V	Hindi	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s 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? *		
	Chec	k 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 w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage if "other"
		Agency does not post notices
		English only
	V	The languages our agency encounters most frequently
		Other

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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These are interactions by all employees, even if they are not earning supplemental, bliningual 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.
0
The value must be a number

80.	What percent of these instances took greater than fifteen minutes and less than hour? *
	0
	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? *
	0
	The value must be a number
82.	What percent of these instances took greater than half of a work day? *
	0
	The value must be a number
	Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *
	Yes
	No No
	Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *
	○ Yes
	■ No
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? *
	1
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	1
	The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	1
	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.
	22
	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.	Wha	at languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
	~	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish
		Swahili
		Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes

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		

109. Is your agency listed in the State Services Assurance Act?		
- 1	.ink to the State Services Assurance Act: https://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=2960&ChapterID=2	
(Yes	
(■ No	
	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 ARTS COUNCIL

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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 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.
13
The value must be a number

80. What percent of	What percent of these instances took greater than fifteen minutes and less than hour? *	
85		
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? *	
0		
The value must be a	number	
82. What percent of	these instances took greater than half of a work day? *	
15		
The value must be a	number	
	utilize external professional translation and/or interpretation resources not included in the CMS or DoIT guage assistance? *	
Yes		
No		
84. Does your agenc satellite operatio	by have a written policy that addresses the number of bilingual staff required or desired at the agency's ans? *	
Yes		
No		
95 Doos your agons	y have a process in place to evaluate whether a new position ought to be categorized as bilingual? *	
os. Does your agenc	y have a process in place to evaluate whether a new position ought to be categorized as bilingual:	
Yes		
○ No		
86. During Fiscal Yea	r 2024, how many employees did your agency hire into positions designated with the bilingual option? *	
0		
The value must be a	number	
87. During Fiscal Yea	r 2024, how many employees vacated positions designated with the bilingual option? *	
0		
The value must be a	number	

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	The value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	0		
	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.		
	2		
	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.	Wha	t languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
		None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
	~	Spanish
		Swahili
		Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
	0	Yes
		No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	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	

9. 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 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 CENTRAL MANAGEMENT SERVICES

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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.		
2900		
The value must be a number		

What percent of these instances took greater than fifteen minutes and less than hour? *	
48	
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? *	
18	
The value must be a number	
82. What percent of these instances took greater than half of a work day? *	
1	
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? *	
● 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? *	
0	
The value must be a number	

88. Du	ring Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0	
The	value must be a number
89. Du	ring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0	
The	value must be a number
suf dis	ring Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having ficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise tinct persons? * best answer this question, agencies should survey all employees and ask them individually.
1	3
The	value must be a number
	nat languages is your agency's main website translated into? * eck all that apply None Arabic Cantonese
	French
	Mandarin
~	Polish
	Russian
~	Spanish
	Swahili
	Vietnamese
V	Tagalog, Chinese, Hindi

92.	22. What languages are your agency's most important public-facing written materials translated into? *		
	Check all that apply		
		None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment nts targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k 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 w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage if "other"
		Agency does not post notices
	V	English only
		The languages our agency encounters most frequently
		Other

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. *	

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

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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
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 that
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.
9913
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
96.3
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? *
0
The value must be a number
82. What percent of these instances took greater than half of a work day? *
100
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? *
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? *
30
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
15
The value must be a number

88. [During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
1	The value must be a number
89. [During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
1	The value must be a number
9	Ouring 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.
	200
1	The value must be a number
	What languages is your agency's main website translated into? * Check all that apply None Arabic Cantonese French Mandarin Polish Russian
	✓ Spanish
	Swahili
[Vietnamese
	Other

92.	2. What languages are your agency's most important public-facing written materials translated into? *					
	Check all that apply					
		None				
	V	Arabic				
		Cantonese				
	~	French				
	\vee	Mandarin				
		Polish				
	~	Russian				
	V	Spanish				
	V	Swahili				
		Vietnamese				
		Other				
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment atts targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *				
		Yes				
	0	No				
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *				
		Yes				
	0	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					

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

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. *

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX Individual Survey Responses CIVIL SERVICE COMMISSION

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77 MILL	
	bilingual interactions with the public does your agency track? * re interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.
These di	e interactions by an employees, even if they are not carning supplemental, biningual pay, eneck an that apply.
No	one Control of the Co
In-	Person
En	nail
Te	lephone
o no	one Control of the Co
78. How d	oes your agency track bilingual interactions? *
Check a	ll that apply and explain if "other"
Ag	gency does not track
Co	omputer software
П На	andwritten notes
En	nployee estimations
no	one
necess	indicate the number of instances in which interpretation or translation of a source language into English was ary to assist limited English-speaking clients. This would include phone calls and in-person contact. * gencies should ask each employee and review invoices for contracting translation services.
0	
The valu	e must be a number

80. What p	ercent of these instances took greater than fifteen minutes and less than hour? *
0	
The value	must be a number
81. What p	ercent of these instances took greater than one hour and less than half of a work day? *
0	
The value	must be a number
82. What p	ercent of these instances took greater than half of a work day? *
0	
The value	must be a number
	r agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT ts for language assistance? *
Yes	
No	
	our agency have a written policy that addresses the number of bilingual staff required or desired at the agency's operations? *
Yes	
No	
35. Does yo	our agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes	
No	
36. During	Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
0	
The value	must be a number
37. During	Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0	
The value	must be a number

88. D	Ouring Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *	
	0	
Th	ne value must be a number	
89. D	uring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *	
	0	
Th	ne value must be a number	
sı di	uring Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having afficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise stinct persons? * best answer this question, agencies should survey all employees and ask them individually.	
	0	
TH	e 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		
	V	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish
		Swahili
		Vietnamese
		Other
	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? * Yes
		No No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	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		

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. *		

Individual Survey Responses COMMERCE & ECONOMIC OPPORTUNITY

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.

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.		
11		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
64
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? *
36
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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? *
No No
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes
O No
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
3
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

The value must be a number 89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? * 1 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. 10 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 Spaniah Swahili Vetetnamese	88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? * 1 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. 10 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		1		
1 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. 10 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 value must be a number		
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. 10 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	89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
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. 10 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 Swahili Vietnamese		1		
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. 10 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 value must be a number		
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	90.	sufficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise distinct persons? *		
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		10		
Check all that apply None Arabic Cantonese French Mandarin Polish Russian Spanish Swahili Vietnamese		The value must be a number		
✓ Arabic Cantonese ✓ French Mandarin ✓ Polish ✓ Russian ✓ Spanish Swahili ✓ Vietnamese	91.			
Cantonese French Mandarin Polish Russian Spanish Swahili Vietnamese		None		
French Mandarin Polish Russian Spanish Swahili Vietnamese		✓ Arabic		
Mandarin ✓ Polish ✓ Russian ✓ Spanish Swahili ✓ Vietnamese		Cantonese		
 ✓ Polish ✓ Russian ✓ Spanish ✓ Swahili ✓ Vietnamese 		French		
 ✓ Russian ✓ Spanish ✓ Swahili ✓ Vietnamese 		Mandarin		
Spanish Swahili Vietnamese		Polish		
Swahili Vietnamese		Russian		
✓ Vietnamese		✓ Spanish		
		Swahili		
Japanese, Tagalog,Korean,Creol, Portugese		Vietnamese		
		Japanese, Tagalog, Korean, Creol, Portugese		

92.	2. What languages are your agency's most important public-facing written materials translated into? *		
	Check all that apply		
		None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95.	5. Where in each facility does your agency post notices regarding the availability of bilingual services? *		
	Chec	k 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 w	hich languages are your agency's notices posted regarding the availability of bilingual services? *	
	List la	anguage if "other"	
		Agency does not post notices	
	V	English only	
	~	The languages our agency encounters most frequently	
		Other	

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. *		

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.

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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.

Other

64.		ch bilingual interactions with the public does your agency track? * e are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.
		None
	~	In-Person
	V	Email
	V	Telephone

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
	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.
	782
	The value must be a number
67.	What percent of these instances took greater than fifteen minutes and less than hour? *
	50
	The value must be a number
68.	
68.	The value must be a number
68.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? *
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? *
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 0 The value must be a number
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? *
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? * O
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? * O The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? * O The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *

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 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? *
0
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
6
The value must be a number

78.	Wha	nt languages is your agency's main website translated into? *
	Chec	k all that apply
	~	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish
		Swahili
		Vietnamese
		Other
79.		at languages are your agency's most important public-facing written materials translated into? *
79.		at languages are your agency's most important public-facing written materials translated into? *
79.		
79.		k all that apply
		k all that apply None
	Chec	None Arabic
	Chec	None Arabic Cantonese
	Chec	None Arabic Cantonese French
	Chec	None Arabic Cantonese French Mandarin
	Chec	None Arabic Cantonese French Mandarin Polish
	Chec	None Arabic Cantonese French Mandarin Polish Russian
	Chec	None Arabic Cantonese French Mandarin Polish Russian Spanish

b	oes your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of lingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment vents targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
	Yes
(No No
81. D	oes your agency engage in customer service, whether with members of the public or other state employees? *
(Yes
	No No
	here in each facility does your agency post notices regarding the availability of bilingual services? *
E	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? *
Li	st language if "other"
	Agency does not post notices
	English only
	The languages our agency encounters most frequently
	Other

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=2960&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

Individual Survey Responses COMMISSION ON EQUITY & INCLUSION

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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.

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.		
These are interactions by all employees, even if they are not earning supplemental, bliningual 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.		
0		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *	
0	
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? *	
0	
The value must be a number	
82. What percent of these instances took greater than half of a work day? *	
0	
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 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 No	
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *	
Yes	
No No	
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *	
0	
The value must be a number	
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *	
0	
The value must be a number	

88. D	Ouring Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
Т	he value must be a number
89. D	Ouring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
Т	he value must be a number
d	Ouring 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 istinct persons? * be best answer this question, agencies should survey all employees and ask them individually.
	10
T	he value must be a number
	Vhat languages is your agency's main website translated into? * heck all that apply
I	None
	Arabic
	Cantonese
	French
	Mandarin
	Polish
	Russian
	Spanish
	Swahili
	Vietnamese
	Other

92.	Wha	t 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.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment att targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	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		

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		

Individual Survey Responses CORRECTIONS

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9/25/24, 1:44 PM	CMS FY24 Employment Plans & Bilingual Needs, Bilingual Pay Annual Survey

Some questions in this section will require the agency to survey their workforce $% \left(1\right) =\left(1\right) \left(1\right)$

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		
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. *		
79. Please indicate the number of instances in which interpretation or translation of a source language into English was		
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. *		
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.		
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.		
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.		
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. O The value must be a number 80. What percent of these instances took greater than fifteen minutes and less than hour? *		
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. 0 The value must be a number 80. What percent of these instances took greater than fifteen minutes and less than hour? *		
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. O The value must be a number 80. What percent of these instances took greater than fifteen minutes and less than hour? * O The value must be a number		
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. 0 The value must be a number 80. What percent of these instances took greater than fifteen minutes and less than hour? * 0 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? *		
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. 0 The value must be a number 80. What percent of these instances took greater than fifteen minutes and less than hour? * 0 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? *		
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. 0 The value must be a number 80. What percent of these instances took greater than fifteen minutes and less than hour? * 0 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? *		

	Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *
	Yes
	● No
	Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *
	Yes
	○ No
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? *
	6
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	4
	The value must be a number
88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	1
	The value must be a number

24, 1:44 PI	CMS FY24 Employment Plans & Bilingual Needs, Bilingual Pay Annual Survey
suffi	g Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having ient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise ct persons? *
To be	t answer this question, agencies should survey all employees and ask them individually.
112	
The v	lue must be a number
91 Wha	languages is your agency's main website translated into? *
	all that apply
	None
~	Arabic
	Cantonese
	French
$\overline{\mathbf{v}}$	Mandarin
\checkmark	Polish
	Russian
	Spanish
	iwahili .
	/ietnamese
	Other

92.	2. What languages are your agency's most important public-facing written materials translated into? *			
	Check all that apply			
	V	None		
		Arabic		
		Cantonese		
		French		
		Mandarin		
		Polish		
		Russian		
	~	Spanish		
		Swahili		
		Vietnamese		
		Other		
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment att targeting the following communities, cover overtime for staff to conduct outside of normal business hours? * Yes No		
94.	Doe	s 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		

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		

Individual Survey Responses COUNCIL ON DEVELOPMENTAL DISABILITIES

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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		
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.		
5		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
5
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? *
0
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 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 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? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	0			
	The value must be a number			
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
	The value must be a number			
	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.			
	0			
	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.	2. What languages are your agency's most important public-facing written materials translated into? *		
	Chec	k all that apply	
		None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment attached the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
	0	Yes	
		No	

95. V	95. Where in each facility does your agency post notices regarding the availability of bilingual services? *		
C	Chec	k all that apply and explain if "other"	
1	V	Agency does not post notices	
		Website	
		Facility's public entrances	
		Service desks of frontline staff	
		Other	
96. li	n w	hich languages are your agency's notices posted regarding the availability of bilingual services? *	
L	ist la	anguage if "other"	
	~	Agency does not post notices	
		English only	
		The languages our agency encounters most frequently	
		Other	

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

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

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.		
0		
The value must be a number		

D. What percent of these instances took greater than fifteen minutes and less than hour? *				
0				
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? *	What percent of these instances took greater than one hour and less than half of a work day? *			
0				
The value must be a number				
82. What percent of these instances took greater than half of a work day? *				
0				
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 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 No				
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *				
Yes				
No No				
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *				
0				
The value must be a number				
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *				
0				
The value must be a number				

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	The value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	0		
	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.		
	6 102 10 10 10 10 10 10 10 10 10 10 10 10 10		
	21		
	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.	92. What languages are your agency's most important public-facing written materials translated into? *		
	Check all that apply		
	V	None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
		Spanish	
		Swahili	
		Vietnamese	
		Other	
	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
	V	Agency does not post notices
	~	Website
		Facility's public entrances
		Service desks of frontline staff
		Other
96.	In w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage if "other"
		Agency does not post notices
	V	English only
		The languages our agency encounters most frequently
		Other

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. *		

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

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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

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.		
4280		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
50
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? *
10
The value must be a number
82. What percent of these instances took greater than half of a work day? *
5
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? *
■ No
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
○ No
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
1
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
5
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.	2. What languages are your agency's most important public-facing written materials translated into? *		
	Check all that apply		
		None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
	\vee	American Sign Language	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	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		

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 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. *	

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

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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

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.
259640
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
39
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? *
2.7
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0.4
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? *
○ 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? *
34
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
6
The value must be a number

88. Du	ring Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0	
The	value must be a number
89. Du	ring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0	
The	value must be a number
suf dis	ring Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having ficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise tinct persons? * best answer this question, agencies should survey all employees and ask them individually.
13	39
The	value must be a number
	nat languages is your agency's main website translated into? * None Arabic Cantonese French Mandarin
~	Polish
	Russian
V	Spanish
	Swahili
	Vietnamese
	Tagalog, Hindi and all other languages upon request

92.	Wha	at languages are your agency's most important public-facing written materials translated into? *
	Check all that apply	
		None
	V	Arabic
	~	Cantonese
	~	French
	~	Mandarin
	V	Polish
	~	Russian
	V	Spanish
	V	Swahili
	V	Vietnamese
	~	Upon request, IDES will translate its documents into any language requested.
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? * Yes
	0	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 systems are also has a telephony system which interacts with IDES customers in their preferred language.		
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,		

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

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

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.
42
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
70
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? *
20
The value must be a number
82. What percent of these instances took greater than half of a work day? *
10
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 No
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes
No No
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
1
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
2
The value must be a number

The value must be a number 89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? * 0 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. 6 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 Swahii	88. Dur	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? * 0 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. 6 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	0			
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. 6 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	The	value must be a number		
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. 6 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	89. Dur	ing Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
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. 6 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	0			
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. 6 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	The	value must be a number		
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	suff dist	icient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise inct persons? *		
91. What languages is your agency's main website translated into? * Check all that apply None Arabic Cantonese French Mandarin Polish Spanish	6			
Check all that apply None Arabic Cantonese French Mandarin Polish Russian Spanish	The	value must be a number		
Check all that apply None Arabic Cantonese French Mandarin Polish Russian Spanish	01 Wh	at languages is your agong to main unheits translated into? *		
✓ Arabic ✓ Cantonese French ✓ Mandarin ✓ Polish ✓ Russian ✓ Spanish				
✓ Cantonese French ✓ Mandarin ✓ Polish ✓ Russian ✓ Spanish		None		
French Mandarin Polish Russian Spanish	~	Arabic		
✓ Mandarin ✓ Polish ✓ Russian ✓ Spanish	~	Cantonese		
 ✓ Polish ✓ Russian ✓ Spanish 		French		
✓ Russian ✓ Spanish	V	Mandarin		
✓ Spanish	~	Polish		
	V	Russian		
Swahili	V	Spanish		
		Swahili		
Vietnamese	V	Vietnamese		
Other		Other		

92.	Wha	t languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
		None
	~	Arabic
	~	Cantonese
		French
	~	Mandarin
	~	Polish
	~	Russian
	~	Spanish
		Swahili
	~	Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k 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 w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
		anguage if "other"
		Agency does not post notices
		English only
	~	The languages our agency encounters most frequently
		Other

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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77 Which	n bilingual interactions with the public does your agency track? *
	are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.
	lone
	n-Person
E	mail
T	elephone
V (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"	
	gency does not track
	Computer software
_ h	landwritten notes
E	mployee estimations
₩ I	og of interactions kept by the employee
neces	e indicate the number of instances in which interpretation or translation of a source language into English was sary to assist limited English-speaking clients. This would include phone calls and in-person contact. *
40	ue must be a number

What percent of these instances took greater than fifteen minutes and less than hour? *		
75		
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? *		
0		
The value must be a number		
82. What percent of these instances took greater than half of a work day? *		
0		
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 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 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? *		
0		
The value must be a number		
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *		
0		
The value must be a number		

88. D	uring Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
Th	e value must be a number
89. D	uring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
Th	e value must be a number
sı di	uring Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having afficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise stinct persons? * best answer this question, agencies should survey all employees and ask them individually.
3	15
Th	e value must be a number
	That languages is your agency's main website translated into? * neck all that apply None Arabic Cantonese French
	Mandarin
	Polish
	Russian
	Spanish
	Swahili
	Vietnamese
E	Tagalog, Hindi, Chinese

92.	Wha	at languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
	V	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish
		Swahili Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
		No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	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"	
List language ii Other	
Agency does not post notices	
English only	
The languages our agency encounters most frequently	
Other	

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. *

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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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.
mese are interactions by all employees, even if they are not earning supplemental, billingual 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.
0
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *	
0	
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? *	
0	
The value must be a number	
82. What percent of these instances took greater than half of a work day? *	
0	
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 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? *	
0	
The value must be a number	
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *	
0	
The value must be a number	

88. D	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	0			
Th	ne value must be a number			
89. D	uring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
Th	ne value must be a number			
sı di	uring Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having afficient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise stinct persons? * best answer this question, agencies should survey all employees and ask them individually.			
	12			
Th	e value must be a number			
	/hat languages is your agency's main website translated into? * neck all that apply			
	None			
	Arabic			
	Cantonese			
	French			
	Mandarin			
	Polish			
	Russian			
	Spanish			
	Swahili			
	Vietnamese			
	Other			

92.	Wha	t languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
	V	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish Swahili
		Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
	V	Agency does not post notices
		Website
		Facility's public entrances
		Service desks of frontline staff
		Other
96.	In w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List I	anguage if "other"
	V	Agency does not post notices
		English only
		The languages our agency encounters most frequently
		Other

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 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

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.

77 M/Link Lilianun Linkannationen italia den multip den municipalita (h. 1871).		
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.		
295		
The value must be a number		

0. What percent of these instances took greater than fifteen minutes and less than hour? *		
0		
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? *		
0		
The value must be a number		
82. What percent of these instances took greater than half of a work day? *		
0		
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 No		
34. 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 No		
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *		
Yes		
No No		
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *		
1		
The value must be a number		
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *		
Ĩ		
The value must be a number		

88. Du	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
0				
The	value must be a number			
89. Du	ring Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
1				
The	value must be a number			
suf dis	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.			
1				
The	value must be a number			
	nat languages is your agency's main website translated into? * ck all that apply None Arabic			
	Cantonese			
	French			
	Mandarin			
~	Polish			
	Russian			
~	Spanish			
	Swahili			
	Vietnamese			
	Other			

92.		Vhat languages are your agency's most important public-facing written materials translated into? * heck all that apply			
		None			
		Arabic			
		Cantonese			
		French			
		Mandarin			
	V	Polish			
		Russian			
	~	Spanish			
		Swahili			
		Vietnamese			
		Other			
93.	bilin	es your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of agual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ants targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *			
		Yes			
	0	No			
94.	Doe	es your agency engage in customer service, whether with members of the public or other state employees? *			
		Yes			
	0	No			

95.	5. 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.		hich languages are your agency's notices posted regarding the availability of bilingual services? *
		Agency does not post notices
		English only
	~	The languages our agency encounters most frequently
		Other

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

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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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.			
32445			
The value must be a number			

80.	What percent of these instances took greater than fifteen minutes and less than hour? *			
	18			
	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? *			
	0.5			
	The value must be a number			
82.	What percent of these instances took greater than half of a work day? *			
	0			
	The value must be a number			
	Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *			
	○ Yes			
	No			
	Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *			
	Yes			
	○ No			
72127				
85.	Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *			
	Yes			
	O No			
86.	During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *			
	12			
	The value must be a number			
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *			
	5			
	The value must be a number			

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	0			
	The value must be a number			
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
	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.			
	0			
	The value must be a number			
01	What languages is your agency's main website translated into? *			
31.	Check all that apply			
	None			
	✓ Arabic			
	✓ Cantonese			
	French			
	✓ Mandarin			
	Polish			
	✓ Russian			
	Spanish			
	Swahili			
	Vietnamese			
	The other most frequently encountered languages			

92.	2. What languages are your agency's most important public-facing written materials translated into? *		
	Check all that apply		
		None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
		Other	
	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	V	Website
	V	Facility's public entrances
	V	Service desks of frontline staff
		Other
96.		rhich languages are your agency's notices posted regarding the availability of bilingual services? *
		Agency does not post notices
		English only
	V	The languages our agency encounters most frequently
		Other

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

64. Which bilingual interactions with the p	oublic 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

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 No
72. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes
No No
73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
0
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
15
The value must be a number

78.	Wha	at languages is your agency's main website translated into? *
	Chec	k all that apply
		None
	V	Arabic
		Cantonese
	V	French
		Mandarin
	V	Polish
	\vee	Russian
	\vee	Spanish
	\checkmark	Swahili
	V	Vietnamese
	V	Afrikaans; Albanian; Amharic; Armenian; Azerbaijani; Basque; Belarusian; Bengali; Bosnian; Bulgarian; Catalan; Cebuano; Chichewa; Chinese; Corsican; Corsica
79.	Wha	at languages are your agency's most important public-facing written materials translated into? *
		k all that apply
		None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
	~	Spanish
		Swahili
		Vietnamese

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 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
02 In which languages are your agong to notices posted regarding the audichility of hilingual conices? *
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

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=2960&ChapterID=2
Yes
No 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

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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
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.
1875
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
20
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? *
7
The value must be a number
82. What percent of these instances took greater than half of a work day? *
3
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? *
2
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	The value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	0		
	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.		
	35		
	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.	Wha	t languages are your agency's most important public-facing written materials translated into? *	
	Check all that apply		
		None	
	V	Arabic	
	~	Cantonese	
	V	French	
	V	Mandarin	
	V	Polish	
		Russian	
	~	Spanish	
		Swahili	
	V	Vietnamese	
	V	Bengali, Hindi, Italian, Japanese, Korean, Tagalog & Urdy	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

5. 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	

109.	09. 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 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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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.
126
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
97
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? *
1
The value must be a number
82. What percent of these instances took greater than half of a work day? *
2
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 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? *
1
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
2
The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
5
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.	Wha	t languages are your agency's most important public-facing written materials translated into? *
Check all that apply		k all that apply
		None
		Arabic
		Cantonese
		French
		Mandarin
	~	Polish
		Russian
	~	Spanish
		Swahili
		Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No

95.	5. 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 w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage if "other"
	V	Agency does not post notices
		English only
		The languages our agency encounters most frequently
		Other

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

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.

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.		
207551		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
44
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? *
7
The value must be a number
82. What percent of these instances took greater than half of a work day? *
1
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? *
● 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? *
472
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
102
The value must be a number

During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
4		
The value must be a number		
39. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
62		
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.		
1450		
The value must be a number		
Check all that apply None Arabic Cantonese French Mandarin		
Polish		
Russian		
✓ Spanish		
Swahili		
Vietnamese		
Other		

92.		at languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
		None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
	~	Spanish
		Swahili
		Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No
32/32	8	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No No

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	~	Website
	~	Facility's public entrances
	V	Service desks of frontline staff
		Other
96.	In w	rhich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage if "other"
		Agency does not post notices
		English only
	V	The languages our agency encounters most frequently
		Other

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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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.

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.
0
The value must be a number

80.	What percent of these instances took greater than fifteen minutes and less than hour? *
	0
	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? *
	0
	The value must be a number
82.	What percent of these instances took greater than half of a work day? *
	0
	The value must be a number
	Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *
	Yes
	No 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? \star
	Yes
	No No
0.5	
85.	Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
	O No
86.	During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
	0
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	0
	The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	0			
	The value must be a number			
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
	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.			
	0			
	The value must be a number			
04				
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.	Wha	t languages are your agency's most important public-facing written materials translated into? *
	Chec	k all that apply
		None
	V	Arabic
		Cantonese
		French
		Mandarin
	V	Polish
		Russian
	~	Spanish
		Swahili
		Vietnamese
	~	Hindi, Tagalog, Chinese
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment att targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
	0	Yes
		No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No 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

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. *

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

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77. Which bilingual interactions with the public does your agangs track?
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"
Check all that apply and explain it. 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.
8
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
2
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? *
0
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 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 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? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	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.
	0
	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.	Wha	at languages are your agency's most important public-facing written materials translated into? *	
	Check all that apply		
	V	None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
		Spanish	
		Swahili Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	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		

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

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. *

1 Agree

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

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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
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.
3
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *		
100		
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? *		
100		
The value must be a number		
82. What percent of these instances took greater than half of a work day? *		
100		
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? *		
■ 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? *		
0		
The value must be a number		
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *		
0		
The value must be a number		

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
5
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.	Wha	at languages are your agency's most important public-facing written materials translated into? *				
	Chec	Check all that apply				
		None				
		Arabic				
		Cantonese				
		French				
	~	Mandarin				
	~	Polish				
	~	Russian				
	~	Spanish				
		Swahili				
		Vietnamese				
	~	Korean, Tagalong, Ukrainian				
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *				
		Yes				
	0	No				
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *				
		Yes				
	0	No				

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	V	Website
	~	Facility's public entrances
		Service desks of frontline staff
		Other
		hich languages are your agency's notices posted regarding the availability of bilingual services? *
		Agency does not post notices
		English only
	V	The languages our agency encounters most frequently
		Other

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. *

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX

Individual Survey Responses

JUVENILE JUSTICE

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Other

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 appropriate the public does are interactions by all employees. 	
		None
	~	In-Person
	V	Email
	V	Telephone

	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.
	47
	The value must be a number
67.	What percent of these instances took greater than fifteen minutes and less than hour? *
	60
	The value must be a number
68.	
68.	The value must be a number
68.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? *
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 10
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 10 The value must be a number
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 10 The value must be a number What percent of these instances took greater than half of a work day? *
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 10 The value must be a number What percent of these instances took greater than half of a work day? * 5
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 10 The value must be a number What percent of these instances took greater than half of a work day? * 5 The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 10 The value must be a number What percent of these instances took greater than half of a work day? * 5 The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *

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? *
0
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
Ĭ
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
14
The value must be a number

78.	Wha	t languages is your agency's main website translated into? *
	Chec	k all that apply
		None
	~	Arabic
		Cantonese
		French
	V	Mandarin
	V	Polish
		Russian
	~	Spanish
		Swahili
		Vietnamese
		Other
79.		at languages are your agency's most important public-facing written materials translated into? *
79.		at languages are your agency's most important public-facing written materials translated into? *
79.		
79.		k all that apply
79.		k all that apply None
79.	Chec	None Arabic
79.	Chec	None Arabic Cantonese
79.	Chec	None Arabic Cantonese French
79.	Chec	None Arabic Cantonese French Mandarin
79.	Chec	None Arabic Cantonese French Mandarin Polish
79.	Chec	None Arabic Cantonese French Mandarin Polish Russian
79.	Chec	None Arabic Cantonese French Mandarin Polish Russian Spanish

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? *	
00.	List language if "other"	
	Agency does not post notices	
	English only	
	✓ The languages our agency encounters most frequently	
	Other	

I Agree

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=2960&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. *

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX Individual Survey Responses

LABOR

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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.		
	V 1	None		
		n-Person		

Telephone

Other

Email

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.
0
The value must be a number
67. What percent of these instances took greater than fifteen minutes and less than hour? *
0
The value must be a number
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? *
68. What percent of these instances took greater than one hour and less than half of a work day? *
68. What percent of these instances took greater than one hour and less than half of a work day? *
68. What percent of these instances took greater than one hour and less than half of a work day? * 0 The value must be a number
68. What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number 69. What percent of these instances took greater than half of a work day? *
68. What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number 69. What percent of these instances took greater than half of a work day? * O
68. What percent of these instances took greater than one hour and less than half of a work day? * 0 The value must be a number 69. What percent of these instances took greater than half of a work day? * 0 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
68. What percent of these instances took greater than one hour and less than half of a work day? * 0 The value must be a number 69. What percent of these instances took greater than half of a work day? * 0 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? *

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? *
5
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
3
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
6
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.
12
The value must be a number

78. What languages is your agency's main website translated into? * Check all that apply	
Cried	
	None
~	Arabic
~	Cantonese
V	French
\vee	Mandarin
	Polish
V	Russian
~	Spanish
V	Swahili
~	Vietnamese
	Other
79. What languages are your agency's most important public-facing written materials translated into? *	
	at languages are your agency's most important public-facing written materials translated into? *
	k all that apply
	None
	None Arabic
	None Arabic Cantonese
	None Arabic Cantonese French
	None Arabic Cantonese French Mandarin
	None Arabic Cantonese French Mandarin Polish
	None Arabic Cantonese French Mandarin Polish Russian
	None Arabic Cantonese French Mandarin Polish Russian Spanish

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

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=2960&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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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.

77 Which bilingual interactions with the public does your against track?
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? *
	0
	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? *
	0
	The value must be a number
82.	What percent of these instances took greater than half of a work day? *
	0
	The value must be a number
	Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *
	Yes
	O 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 No
86.	During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
	0
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	0
	The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	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.
	1
	The value must be a number
04	W I
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.	Wha	t languages are your agency's most important public-facing written materials translated into? *
	Check all that apply	
		None
		Arabic
		Cantonese
		French
		Mandarin
	V	Polish
		Russian
	V	Spanish
		Swahili
		Vietnamese
		Other
	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
	0	Yes
		No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No

95.	95. Where in each facility does your agency post notices regarding the availability of bilin	gual 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.	96. In which languages are your agency's notices posted regarding the availability of bilin	gual services? *
	List language if "other"	
	Agency does not post notices	
	English only	
	The languages our agency encounters most frequently	
	Other	

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. *

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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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.

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.	
1300	
The value must be a number	

80. What percent of these instances took greater than fifteen minutes and less than hour? *
95
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? *
5
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 No
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	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.
	5
	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.		at languages are your agency's most important public-facing written materials translated into? * k all that apply
	V	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish
		Swahili
		Vietnamese
		Other
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment at targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *
		Yes
	0	No No
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *
		Yes
	0	No

95. Where in each facility does your agency post notices regarding the availability of bilingual sen		
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	V	Website
	~	Facility's public entrances
	~	Service desks of frontline staff
		Other
96.	96. In which languages are your agency's notices posted regarding the availability of bilingual services?	
List language if "other"		anguage if "other"
		Agency does not post notices
	~	English only
		The languages our agency encounters most frequently
		Other

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.

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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.

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.
1056
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *	
7	
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? *	
0	
The value must be a number	
82. What percent of these instances took greater than half of a work day? *	
0	
The value must be a number	
83. Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or Dol contracts for language assistance? *	Γ
Yes	
No 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 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?	*
0	
The value must be a number	
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *	
0	
The value must be a number	

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	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.
	4
	The value must be a number
32750	
91.	What languages is your agency's main website translated into? * Check all that apply
	Check all that apply
	None
	Arabic
	Cantonese
	French
	Mandarin
	Polish
	Russian
	✓ Spanish
	Swahili
	Vietnamese
	Other

92.	Wha	What languages are your agency's most important public-facing written materials translated into? *		
	Chec	Check all that apply		
		None		
	~	Arabic		
		Cantonese		
		French		
	~	Mandarin		
	~	Polish		
		Russian		
	~	Spanish		
		Swahili		
		Vietnamese		
	~	Tagalog and Hindi		
bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach		s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *		
		Yes		
	0	No		
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *		
		Yes		
	0	No		

95.	95. Where in each facility does your agency post notices regarding the availability of bilingual services? *		
	Chec	k all that apply and explain if "other"	
		Agency does not post notices	
	~	Website	
	V	Facility's public entrances	
	V	Service desks of frontline staff	
		Other	
96.	In w	hich languages are your agency's notices posted regarding the availability of bilingual services? *	
	List la	anguage if "other"	
		Agency does not post notices	
		English only	
	~	The languages our agency encounters most frequently	
	~	Spanish	

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 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

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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

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

Telephone

Other

Email

65.	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.			
	0			
	The value must be a number			
67.	What percent of these instances took greater than fifteen minutes and less than hour? *			
	0			
	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? *			
	0			
	The value must be a number			
69.	What percent of these instances took greater than half of a work day? *			
	0			
	The value must be a number			
70.				
70.	The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DolT			
70.	The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *			

	syour agency have a written policy that addresses the number of bilingual staff required or desired at the agency's lite operations? *
0	Yes
	No
72. Does	s your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
0	Yes
	No
73. Durir	ng Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
0	
The va	alue must be a number
74. Durir	ng Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0	
The va	alue must be a number
75. Durir	ng Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0	
The va	alue must be a number
76. Durir	ng Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0	
The va	alue must be a number
suffic	ng Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having cient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise act persons? *
	st answer this question, agencies should survey all employees and ask them individually.
0	
	alue must be a number

78.	78. What languages is your agency's main website translated into? *		
	Check all that apply		
	V	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			
	V	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
	O 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

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=2960&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. *
■ IAgree

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

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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

64. Which billingual 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.		
10		
The value must be a number		
67. What percent of these instances took greater than fifteen minutes and less than hour? *		
100		
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? *		
0		
The value must be a number		
69. What percent of these instances took greater than half of a work day? *		
0		

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 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 No
72. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes
No No
73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
1
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
The value must be a number

24, 11.37 /	CMS F124 Employment Plans & Billingual Needs, Billingual Pay Africal Survey
suff	ing Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having icient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise inct persons? *
	est answer this question, agencies should survey all employees and ask them individually.
7	
The	value must be a number
78. Wh	at languages is your agency's main website translated into? *
	k all that apply
	None
V	Arabic
V	Cantonese
~	French
	Mandarin
	Polish
	Russian
	Spanish
V	Swahili
V	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	
	V	Spanish	
		Swahili	
		Vietnamese	
		Other	
	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment att targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
81.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

82.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	V	Website
		Facility's public entrances
		Service desks of frontline staff
		Other
83.	In w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage if "other"
		Agency does not post notices
		English only
	V	The languages our agency encounters most frequently
		Other

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=2960&ChapterID=2

Yes

No

No

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

1 Agree

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

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

Other

64.	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 app	
		None
	~	In-Person
	~	Email
	~	Telephone

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	
00.	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.	
	3	
	The value must be a number	
67.	What percent of these instances took greater than fifteen minutes and less than hour? *	
	0	
	The value must be a number	
68.		
68.	The value must be a number	
68.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? *	
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? *	
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * 0 The value must be a number	
	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? *	
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? * O	
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? * O The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT	
69.	The value must be a number What percent of these instances took greater than one hour and less than half of a work day? * O The value must be a number What percent of these instances took greater than half of a work day? * O The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *	

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 No
72. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes
No No
73. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
1
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
1
The value must be a number

18.	Wha	at languages is your agency's main website translated into? *
	Chec	k all that apply
		None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
	V	Spanish
		Swahili
		Vietnamese
		Other
79.	Wha	at languages are your agency's most important public-facing written materials translated into? *
		k all that apply
		k all that apply
		k all that apply None
	Chec	None Arabic
	Chec	None Arabic Cantonese
	Chec	None Arabic Cantonese French
	Chec	None Arabic Cantonese French Mandarin
	Chec	None Arabic Cantonese French Mandarin Polish
	Chec	k all that apply None Arabic Cantonese French Mandarin Polish Russian
	Chec	k all that apply None Arabic Cantonese French Mandarin Polish Russian Spanish

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

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=2960&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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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.
2
The value must be a number

80.	What percent of these instances took greater than fifteen minutes and less than hour? *
	0
	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? *
	100
	The value must be a number
82.	What percent of these instances took greater than half of a work day? *
	0
	The value must be a number
	Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *
	Yes
	No No
	Does your agency have a written policy that addresses the number of bilingual staff required or desired at the agency's satellite operations? *
	Yes
	No No
0.5	
85.	Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
	O No
86.	During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
	0
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	0
	The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	The value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	0		
	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.		
	0		
	The value must be a number		
04	W I		
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.	Wha	at 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	
	V	Chinese, Hindi, and Tagalog	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	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

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

No

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. *

FY24 BILINGUAL NEEDS & BILINGUAL PAY REPORT APPENDIX Individual Survey Responses

POWER AGENCY

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

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.			
1			
The value must be a number			

80. What percent of these instances took greater than fifteen minutes and less than hour? *
1
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? *
0
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 No
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
Yes
No No
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	2
	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.
	2
	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.	2. What languages are your agency's most important public-facing written materials translated into? *				
	Check all that apply				
		None			
		Arabic			
		Cantonese			
		French			
		Mandarin			
		Polish			
		Russian			
	~	Spanish			
		Swahili			
		Vietnamese			
		Other			
bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach		s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *			
	0	Yes			
		No			
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *			
	0	Yes			
		No			

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *	
	Chec	k 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	

/24, 9:	23 AM CMS FY24 Employment Plans & Bilingual Needs, Bilingual Pay Annual Survey			
108.	. Of the total number of Native American employees to be recruited in FY25 how many will be Public Service Ad *	ative American employees to be recruited in FY25 how many will be Public Service Administrators?		
	0			
	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			
	. By selecting "I Agree" below, I hereby certify that the above survey responses represent the Employment Plan and Needs & Bilingual Pay survey. *	Bilingual		
	■ I Agree			

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

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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
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.
0
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
0
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? *
0
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 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? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	he value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	0		
	he value must be a number		
	Ouring 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 listinct persons? *		
	o best answer this question, agencies should survey all employees and ask them individually.		
	0		
	he value must be a number		
01	Ml-+		
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.	Wha	t languages are your agency's most important public-facing written materials translated into? *	
	Check all that apply		
	V	None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
		Spanish	
		Swahili	
		Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
	0	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		

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

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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		
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.		
30		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *	
60	
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? *	
0	
The value must be a number	
82. What percent of these instances took greater than half of a work day? *	
0	
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 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 No	
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *	
0	
The value must be a number	
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *	
0	
The value must be a number	

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	The value must be a number
	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.
	1
	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		
	V	None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
		Spanish	
		Swahili Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95.	Whe	ere in each facility does your agency post notices regarding the availability of bilingual services? *
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	V	Website
		Facility's public entrances
		Service desks of frontline staff
		Other
96	In w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
		anguage if "other"
	Libert	anguage in other
		Agency does not post notices
	V	English only
		The languages our agency encounters most frequently
		Other

The value must be a number

109.	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 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

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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
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.
3200
The value must be a number

80. What percent of these instances took greater than fifteen minutes and less than hour? *
45
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? *
30
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 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? *
○ No
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
○ Yes
O No
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
6
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
3
The value must be a number

The value must be a number 89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? * 2 The value must be a number
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
2
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.
25
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	
	V	French	
		Mandarin	
		Polish	
		Russian	
	~	Spanish	
		Swahili	
		Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95. Where in each facility does your agency post notices regarding the availability of bilingual services?		
	Chec	k all that apply and explain if "other"
		Agency does not post notices
		Website
	~	Facility's public entrances
	~	Service desks of frontline staff
	V	Agency Intranet
		hich languages are your agency's notices posted regarding the availability of bilingual services? *
		Agency does not post notices
	V	English only
		The languages our agency encounters most frequently
		Other

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.

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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.

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.		
330		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *		
100		
The value must be a number		
What percent of these instances took greater than one hour and less than half of a work day? *		
0		
The value must be a number		
82. What percent of these instances took greater than half of a work day? *		
0		
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 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 No		
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *		
Yes		
O No		
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *		
0		
The value must be a number		
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *		
0		
The value must be a number		

88.	. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	0			
	The value must be a number			
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
	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.			
	4			
	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.		at 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.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of agual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment attractions the following communities, cover overtime for staff to conduct outside of normal business hours? * Yes No
94.	Doe	s 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			

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. *	l			
■ 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.

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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.

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.				
21851				
The value must be a number				

80. What percent of these instances took greater than fifteen minutes and less than hour? *
11.72
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? *
0.85
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0.03
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? *
1
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
2
The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
0		
The	value must be a number	
89. Duri	ing Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *	
0		
The	value must be a number	
suffi disti	ing Fiscal Year 2024, regardless of position, how many employees does your agency have who are persons having icient linguistic ability or cultural knowledge to be able to render effective service to non-English speaking or otherwise inct persons? * est answer this question, agencies should survey all employees and ask them individually.	
18		
The	value must be a number	
	at languages is your agency's main website translated into? * k all that apply None	
	Arabic Cantonese	
	French	
\checkmark	Mandarin	
V	Polish	
	Russian	
~	Spanish	
	Swahili	
	Vietnamese	
V	Tagalog, Hindi	

92.	2. What languages are your agency's most important public-facing written materials translated into? *			
	Check all that apply			
		None		
		Arabic		
		Cantonese		
		French		
		Mandarin		
		Polish		
		Russian		
	~	Spanish		
		Swahili		
		Vietnamese		
		Other		
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *		
		Yes		
	0	No		
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *		
		Yes		
	0	No		

95. Where in each facility does your agency post notices regarding the availability of bilingual services? *		
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	~	Website
	V	Facility's public entrances
	V	Service desks of frontline staff
		Other
06	In w	high languages are your agency's notices ported regarding the availability of bilingual convices? *
30.	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
	V	The languages our agency encounters most frequently
		Other

109.	09. 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 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.

77.	77. Which bilingual interactions with the public does your agency track? *		
	These	e are interactions by all employees, even if they are not earning supplemental, bilingual pay. Check all that apply.	
	4	None	
		In-Person	
		Email	
		Telephone	
		Other	
78.	How	does your agency track bilingual interactions? *	
	Chec	k all that apply and explain if "other"	
	_		
	~	Agency does not track	
		Computer software	
		11 010 900 000	
		Handwritten notes	
		Employee estimations	
		Employee esumations	
		Other	

19.	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.	
	0	
	The value must be a number	
80.	What percent of these instances took greater than fifteen minutes and less than hour? *	
	0	
	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? *	
	0	
	The value must be a number	
82.	What percent of these instances took greater than half of a work day? *	
	0	
	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 No	
85.	Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *	
	Yes	
	No No	

86.	During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
	0
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	0
	The value must be a number
88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	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.
	1
	The value must be a number

91.	91. What languages is your agency's main website translated into? *			
	Check all that apply			
	V	None		
		Arabic		
		Cantonese		
		French		
		Mandarin		
		Polish		
		Russian		
		Spanish		
		Swahili		
		Vietnamese		
		Other		
		at languages are your agency's most important public-facing written materials translated into? *		
	V	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 no bilingual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recru events targeting the following communities, cover overtime for staff to conduct outside of normal business hou	itment
Yes	
No 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	

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 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.

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

o4. Which bilingual interactions with th	e 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.
0
The value must be a number 67. What percent of these instances took greater than fifteen minutes and less than hour? *
0
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? *
0
The value must be a number
69. What percent of these instances took greater than half of a work day? *
0
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 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 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? *
0
The value must be a number
74. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number
75. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
76. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
0
The value must be a number

78.	Wha	at 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.		at languages are your agency's most important public-facing written materials translated into? *	
	V	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 No
81.	Does your agency engage in customer service, whether with members of the public or other state employees? *
	Yes
	No 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

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=2960&ChapterID=2
Yes
No 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.

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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		
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.		
0		
The value must be a number		

80. What p	ercent of these instances took greater than fifteen minutes and less than hour? *		
0			
The value	must be a number		
81. What p	What percent of these instances took greater than one hour and less than half of a work day? *		
0			
The value	must be a number		
82. What p	ercent of these instances took greater than half of a work day? *		
0			
The value	must be a number		
	r agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT ts for language assistance? *		
Yes			
No			
	our agency have a written policy that addresses the number of bilingual staff required or desired at the agency's operations? *		
Yes			
No			
35. Does yo	our agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *		
Yes			
No			
36. During	Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *		
0			
The value	must be a number		
37. During	Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *		
0			
The value	must be a number		

During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
0		
The value must be a number		
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
0		
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.		
0		
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.	Wha	t languages are your agency's most important public-facing written materials translated into? *	
	Check all that apply		
	V	None	
		Arabic	
		Cantonese	
		French	
		Mandarin	
		Polish	
		Russian	
		Spanish	
		Swahili	
		Vietnamese	
		Other	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
	0	Yes	
		No	

95.	5. Where in each facility does your agency post notices regarding the availability of bilingual services? *		
	Chec	k 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"			
	V	Agency does not post notices	
		English only	
		The languages our agency encounters most frequently	
		Other	

109.	09. 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 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

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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.

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.		
0		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *		
0		
The value must be a number		
What percent of these instances took greater than one hour and less than half of a work day? *		
0		
The value must be a number		
82. What percent of these instances took greater than half of a work day? *		
0		
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 No		
85. Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *		
○ No		
86. During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *		
0		
The value must be a number		
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *		
0		
The value must be a number		

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *		
	0		
	The value must be a number		
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *		
	0		
	The value must be a number		
	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.		
	196		
	The value must be a number		
91	What languages is your agency's main website translated into? *		
J 1.	Check all that apply		
	None		
	Arabic		
	Cantonese		
	French		
	Mandarin		
	Polish		
	Russian		
	Spanish		
	Swahili		
	Vietnamese		
	Chinese, Hindu, Nigerian		

92.	Wha	t 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	
	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
		Yes	
	0	No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95. Where in each facility does your agency post notices regarding the availability of bilingual services? *		
	Chec	k all that apply and explain if "other"
		Agency does not post notices
	V	Website
		Facility's public entrances
		Service desks of frontline staff
		Other
96.	In w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
		anguage if "other"
		Agency does not post notices
		English only
	V	The languages our agency encounters most frequently
		Other

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

Pes

No

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.*

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.

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.		
0		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
0
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? *
0
The value must be a number
82. What percent of these instances took greater than half of a work day? *
0
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 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 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? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88. During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
0
The value must be a number
89. During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
0
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.
3
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.	2. What languages are your agency's most important public-facing written materials translated into? *		
Check all that apply			
		None	
	V	Arabic	
		Cantonese	
		French	
		Mandarin	
	V	Polish	
		Russian	
	V	Spanish	
		Swahili	
		Vietnamese	
		Tagalog, Chinese, & Hindi	
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of Igual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment onts targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *	
	0	Yes	
		No	
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *	
		Yes	
	0	No	

95. Where in each facility does your agency post notices regarding the availability of bilingual services?				
C	Check all that apply and explain if "other"			
E	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"				
E	Agency does not post notices			
	English only			
	The languages our agency encounters most frequently			
	Other			

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			
	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.

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	

Telephone

Other

Email

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.
	0
	The value must be a number
67.	What percent of these instances took greater than fifteen minutes and less than hour? *
	0
	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? *
	0
	The value must be a number
69.	What percent of these instances took greater than half of a work day? *
	0
	The value must be a number
70.	
70.	The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DolT
70.	The value must be a number Did your agency utilize external professional translation and/or interpretation resources not included in the CMS or DoIT contracts for language assistance? *

	No No
72.	Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
	○ Yes
	No 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? *
	0
	The value must be a number
75.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *
	0
	The value must be a number
76.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *
	0
	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.
	8

	. What languages is your agency's main website translated into? *	
	Chec	k all that apply
	~	None
		Arabic
		Cantonese
		French
		Mandarin
		Polish
		Russian
		Spanish
		Swahili
		Vietnamese
		Other
79		
		at languages are your agency's most important public-facing written materials translated into? *
		at languages are your agency's most important public-facing written materials translated into? * k all that apply
. 3.		
		k all that apply
		k all that apply None
	Chec	None Arabic
	Chec	None Arabic Cantonese
	Chec	None Arabic Cantonese French
	Chec	None Arabic Cantonese French Mandarin
	Chec	None Arabic Cantonese French Mandarin Polish
	Chec	None Arabic Cantonese French Mandarin Polish Russian
	Chec	None Arabic Cantonese French Mandarin Polish Russian Spanish

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? *
	○ No
81.	Does your agency engage in customer service, whether with members of the public or other state employees? *
	Yes
	O 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=2960&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

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.		
9999		
The value must be a number		

80. What percent of these instances took greater than fifteen minutes and less than hour? *
9999
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? *
9999
The value must be a number
82. What percent of these instances took greater than half of a work day? *
9999
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? *
■ 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? *
0
The value must be a number
87. During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
0
The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	2			
	The value must be a number			
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
	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.			
	9999			
	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.	Wha	What languages are your agency's most important public-facing written materials translated into? *		
Check all that apply		k all that apply		
	~	None		
		Arabic		
		Cantonese		
		French		
		Mandarin		
		Polish		
		Russian		
		Spanish		
		Swahili		
		Vietnamese		
		Other		
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *		
	\bigcirc	Yes		
		No		
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *		
		Yes		
	0	No		

95.	95. Where in each facility does your agency post notices regarding the availability of bilingual services? *	
	Chec	k 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 w	hich languages are your agency's notices posted regarding the availability of bilingual services? *
	List la	anguage 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

Pes

No

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.*

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.

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 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.		
20		
The value must be a number		

80.	What percent of these instances took greater than fifteen minutes and less than hour? *
	50
	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? *
	1
	The value must be a number
82.	What percent of these instances took greater than half of a work day? *
	0
	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
	O No
05	Does your agency have a process in place to evaluate whether a new position ought to be categorized as bilingual? *
05.	boes your agency have a process in place to evaluate whether a new position ought to be categorized as billingual:
	Yes
	○ No
86.	During Fiscal Year 2024, how many employees did your agency hire into positions designated with the bilingual option? *
	1
	The value must be a number
87.	During Fiscal Year 2024, how many employees vacated positions designated with the bilingual option? *
	0
	The value must be a number

88.	During Fiscal Year 2024, how many positions were revised to delete the bilingual designation? *			
	0			
	The value must be a number			
89.	During Fiscal Year 2024, how many non-bilingual positions were revised to add the bilingual designation? *			
	0			
	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.			
	10			
	The value must be a number			
04	W			
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			
	V	None		
		Arabic		
		Cantonese		
		French		
		Mandarin		
		Polish		
		Russian		
		Spanish		
		Swahili		
		Vietnamese		
		Other		
93.	bilin	s your agency's budget include an allocation for bilingual employment; e.g. money to employ a sufficient number of gual employees to serve Illinois' culturally diverse population, cover registration fees for outreach and recruitment ats targeting the following communities, cover overtime for staff to conduct outside of normal business hours? *		
		Yes		
	0	No		
94.	Doe	s your agency engage in customer service, whether with members of the public or other state employees? *		
		Yes		
	0	No		

95.	i. Where in each facility does your agency post notices regarding the availability of bilingual services? *			
	Chec	k all that apply and explain if "other"		
		Agency does not post notices		
	~	Website		
	V	Facility's public entrances		
	V	Service desks of frontline staff		
		Other		
96. In which languages are your agency's notices posted regarding the availability of bilingual services? *				
	List la	anguage if "other"		
		Agency does not post notices		
		English only		
	V	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		