

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTIONS								
	Bilingual positions required by agency	Employees paid bilingual supplement in FY10	Employees that used skills in FY10	FREQUENCY OF USE				Employees NOT paid supplement for use of bilingual skills?	Employees paid temporary assignment pay for bilingual skills?
				every day	1x a week	1x a month	1x a year		
AGENCIES, BOARDS & COMMISSIONS	2	3a	3b	3ci	3cii	3ciii	3civ	4a	4b
Aging, Department on	5	5	5	100%	0%	0%	0%	No	No
Agriculture, Department of	2	2	2	100%	0%	0%	0%	Yes	No
Arts Council	1	0	0	0%	0%	100%	0%	Yes	No
Capital Development Board	0	0	0						
Central Management Services, Department of	4	4	4	85%	15%	0%	0%	No	No
Children and Family Services, Department of	250	169	169	100%	0%	0%	0%	No	Yes
Civil Service Commission	0	0	0						
Commerce and Economic Opportunity, Department of	10	11	11	31%	40%	25%	4%	No	No
Commerce Commission	5	4	4	100%	0%	0%	0%	No	No
Corrections, Department of	198	36	36	0%	100%	0%	0%	No	No
Criminal Justice Information Authority	0	0	0						
Deaf and Hard of Hearing Commission	8	7	7	100%	0%	0%	0%	No	No
Developmental Disabilities, Ill. Council on	0	0	0						
Emergency Management Agency	0	0	0						
Employment Security, Department of	211	167	167	98%	2%	0%	0%	Yes	Yes
Environmental Protection Agency	2	2	2	100%	0%	0%	0%	Yes	No
Executive Inspector General, Office of the	1	1	1	0%	100%	0%	0%	No	No
Financial and Professional Regulation	29	14	14	65%	30%	4%	1%	No	No
Gaming Board	0	0	0	0%	0%	0%	0%	No	No
Guardianship and Advocacy Commission	6	6	6	30%	50%	20%	0%	No	No
Healthcare and Family Services, Department of	109	100	100	75%	19%	5%	1%	No	No
Historic Preservation Agency	0	0	0						
Human Rights Commission	0	3	3	0%	100%	0%	0%	No	No
Human Rights, Department of	35	27	27	96%	0%	3%	1%	No	No
Human Services, Department of	535	1,058	1,058	60%	30%	10%	0%	No	No
Illinois Power Agency	0	0	0						
Insurance, Department of	14	4	4	100%	0%	0%	0%	Yes	No
Investment, State Board of	0	0	0						
Juvenile Justice, Department of	8	4	4	0%	100%	0%	0%	No	No
Labor, Department of	12	11	11	30%	60%	10%	0%	No	No
Labor Relations Board, Educational	0	0	0						
Labor Relations Board, Local -combined with State									
Labor Relations Board, State -combined with Local	1	1	1	5%	40%	50%	5%	No	No
Law Enforcement Training and Standards Board	0	0	0						
Medical District Commission	0	0	0						
Military Affairs, Department of	0	0	0						
Natural Resources, Department of	4	1	1	0%	0%	100%	0%	Yes	No
Pollution Control Board	0	0	0						
Prisoner Review Board	1	1	1	0%	100%	0%	0%	No	No
Property Tax Appeal Board	0	0	0						
Public Health, Department of	25	25	25	35%	40%	20%	5%	No	No
Racing Board	1	0	0	0%	0%	0%	0%	Yes	No
Revenue, Department of	15	21	21	50%	20%	20%	5%	No	Yes
State Fire Marshal, Office of the	5	2	2	0%	0%	75%	25%	No	No
State Police, Illinois	1	1	1	0%	100%	0%	0%	No	No
State Police Merit Board	0	0	0						
State Retirement Systems	0	0	0						
Transportation, Department of	7	6	6	0%	0%	100%	0%	No	No
Veterans' Affairs, Department of	0	0	0						
Workers' Compensation Commission, Illinois	2	3	2	0%	0%	0%	100%	No	No
ILLINOIS STATEWIDE TOTALS & AVERAGES:	1,507	1,696	1,695	43%	30%	17%	5%	No: 42	No: 46
CALCULATION METHOD:	sum	sum	sum	average	average	average	average	Yes: 7	Yes: 3

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTIONS					
	Personnel Code positions with language codes	Non-Personnel-Code positions requiring bilingual skills	Posted vacancies with language code assigned	Posted vacancies with language code assigned that were filled	Positions with language codes assigned that were vacated	Positions revised to remove the language code
AGENCIES, BOARDS & COMMISSIONS	5a	5b	6a	6b	7a	7b
GENERAL KEY: 32 Agencies reported bilingual service requirements for FY10. 17 Agencies reported no bilingual service requirements in FY10 and are so indicated by GREY SHADING.						
Aging, Department on	12	0	1	1	0	0
Agriculture, Department of	6	0	0	0	1	0
Arts Council	1	0	0	0	0	0
Capital Development Board	0		0	0	0	0
Central Management Services, Department of	4	0	0	0	1	1
Children and Family Services, Department of	250	0	21	20	26	0
Civil Service Commission	0	0	0	0	0	0
Commerce and Economic Opportunity, Department of	15	0	0	0	1	1
Commerce Commission	1	3	0	0	0	0
Corrections, Department of	198	0	1	0	2	0
Criminal Justice Information Authority	0		0	0	0	0
Deaf and Hard of Hearing Commission	8	0	1	0	0	0
Developmental Disabilities, Ill. Council on	0		0	0	0	0
Emergency Management Agency	0		0	0	0	0
Employment Security, Department of	167	0	51	49	20	0
Environmental Protection Agency	2	0	0	0	0	0
Executive Inspector General, Office of the	0	0	0	0	0	0
Financial and Professional Regulation	29	0	0	0	0	1
Gaming Board	0	0	0	0	0	0
Guardianship and Advocacy Commission	6	0	0	0	0	0
Healthcare and Family Services, Department of	136	0	15	8	15	0
Historic Preservation Agency	0		0	0	0	0
Human Rights Commission	3	0	0	0	0	0
Human Rights, Department of	35	0	4	4	2	0
Human Services, Department of	1057	0	104	28	0	0
Illinois Power Agency	0		0	0	0	0
Insurance, Department of	4	0	0	0	0	0
Investment, State Board of	0		0	0	0	0
Juvenile Justice, Department of	9	0	0	1	0	0
Labor, Department of	14	0	2	0	1	0
Labor Relations Board, Educational	0		0	0	0	0
Labor Relations Board, Local -combined with State	1	0	0	0	1	0
Labor Relations Board, State -combined with Local						
Law Enforcement Training and Standards Board	0		0	0	0	0
Medical District Commission	0		0	0	0	0
Military Affairs, Department of	0		0	0	0	0
Natural Resources, Department of	1	0	3	0	0	0
Pollution Control Board	0		0	0	0	0
Prisoner Review Board	1	0	0	0	0	0
Property Tax Appeal Board	0		0	0	0	0
Public Health, Department of	38	0	6	6	3	0
Racing Board	0	0	0	0	0	0
Revenue, Department of	75	0	2	1	1	1
State Fire Marshal, Office of the	5	0	1	0	0	0
State Police, Illinois	1	0	0	0	0	0
State Police Merit Board	0		0	0	0	0
State Retirement Systems	0		0	0	0	0
Transportation, Department of	7	0	1	0	0	0
Veterans' Affairs, Department of	0		0	0	0	0
Workers' Compensation Commission, Illinois	5	0	1	1	0	0
ILLINOIS STATEWIDE TOTALS & AVERAGES:	2,091	3	214	119	74	4
CALCULATION METHOD:	sum	sum	sum	sum	sum	sum

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTIONS			
	Hispanic ethnic category (excluding Signing & Braille)	non-Hispanic ethnic category (excluding Signing & Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills.
GENERAL KEY: 32 Agencies reported bilingual service requirements for FY10. 17 Agencies reported no bilingual service requirements in FY10 and are so indicated by GREY SHADING.				
AGENCIES, BOARDS & COMMISSIONS	8	9	10	11
Aging, Department on	5	0	0	0
Agriculture, Department of	2	0	0	0
Arts Council	0	0	0	0
Capital Development Board	0	0	0	0
Central Management Services, Department of	4	0	0	0
Children and Family Services, Department of	166	2	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity, Department of	8	3	0	0
Commerce Commission	3	1	0	0
Corrections, Department of	23	12	1	0
Criminal Justice Information Authority	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	7	0
Developmental Disabilities, Ill. Council on	0	0	0	0
Emergency Management Agency	0	0	0	0
Employment Security, Department of	146	20	1	0
Environmental Protection Agency	2	0	0	0
Executive Inspector General, Office of the	1	0	0	0
Financial and Professional Regulation	12	2	0	0
Gaming Board	0	0	0	0
Guardianship and Advocacy Commission	4	2	0	0
Healthcare and Family Services, Department of	83	17	0	0
Historic Preservation Agency	0	0	0	0
Human Rights Commission	3	0	0	0
Human Rights, Department of	21	6	0	0
Human Services, Department of	554	104	379	21
Illinois Power Agency	0	0	0	0
Insurance, Department of	3	1	0	0
Investment, State Board of	0	0	0	0
Juvenile Justice, Department of	4	0	0	0
Labor, Department of	9	2	0	0
Labor Relations Board, Educational	0	0	0	0
Labor Relations Board, Local -combined with State	1	0	0	0
Labor Relations Board, State -combined with Local				
Law Enforcement Training and Standards Board	0	0	0	0
Medical District Commission	0	0	0	0
Military Affairs, Department of	0	0	0	0
Natural Resources, Department of	0	1	0	0
Pollution Control Board	0	0	0	0
Prisoner Review Board	1	0	0	0
Property Tax Appeal Board	0	0	0	0
Public Health, Department of	21	4	0	0
Racing Board	0	0	0	0
Revenue, Department of	15	6	0	0
State Fire Marshal, Office of the	2	0	0	0
State Police, Illinois	1	0	0	0
State Police Merit Board	0	0	0	0
State Retirement Systems	0	0	0	0
Transportation, Department of	6	0	0	0
Veterans' Affairs, Department of	0	0	0	0
Workers' Compensation Commission, Illinois	2	1	0	0
ILLINOIS STATEWIDE TOTALS & AVERAGES:	1,102	184	389	21
CALCULATION METHOD:	sum	sum	sum	sum

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTION
<p>GENERAL KEY: 32 Agencies reported bilingual service requirements for FY10. Only these agencies answered Survey Questions 12a & 12b.</p>	<p>For agencies with bilingual staff: What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?</p>
AGENCIES, BOARDS & COMMISSIONS	12a
Aging, Department on	The Illinois Department on Aging utilizes the TDD/TTY (Telecommunication Device for the Deaf/Text Telephone Yoke) and Nextalk/Textnet unit to effectively serve clientele with disabilities. The TDD/TTY unit is a physical service that looks much like a simple computer terminal and uses graphic communications in the transmission of coded signals. The Nextalk/Textnet services enable PCs to function like a TDD/TTY unit and allow callers to be routed to any user within a agency or to other agencies. Senior HelpLine staff track the number of calls and callers who require assistance in a language other than Spanish or English. To date, the majority of LEP callers require assistance in Spanish and have not required the need to add other language skills. The department is researching the potential to fill bilingual coded positions to assist Russian and Polish speaking clients.
Agriculture, Department of	At present, there is no need to hire a full-time employee to serve any communication needs other than English and Spanish. during the IL State Fair/Duquoin State Fair, a temporary sign-language interpreter is hired on contract to perform sign language interpretation as needed. In the event the request for any language other than English or Spanish were greater than a temporary employee could serve, IDOA would evaluate the necessity and ensure compliance with a growing need.
Arts Council	Judgment is made by the agency based on the number of grant applications and phone inquiries received each year. In addition, by the number of grant submitted to the agency receiving technical assistance pertaining to their own applications.
Central Management Services, Department of	The agency tracks cases for which translation and interpretation skills are required. The historical statistics reported on surveys such as this, evaluations by the individuals in bilingual positions of the time and effort spent; and whether the agency's efforts are adequate. These are all factors used in determining the bilingual skill requirements and services.
Children and Family Services, Department of	DCFS uses staffing ratios for workers to cases of 15:1 for placement cases; 15:1 for intact family cases and 12:1 for reports of child abuse and neglect when cases flagged for bilingual services needed.
Commerce and Economic Opportunity, Department of	Determinations are made by management, based on client needs in respective offices. Needs are assessed with vacancies or work activity changes requiring bilingual skills.
Commerce Commission	Currently, the agency is only equipped to handle consumer inquiries in English and Spanish. To the best of its knowledge, the agency did not receive requests for communications in spoken languages other than English or Spanish in Fiscal Year 2010.
Corrections, Department of	The number is determined by the number of inmates and parolees that require bilingual assistance
Deaf and Hard of Hearing Commission	All positions require the use of sign language in order to communicate effectively with individuals with a hearing loss. This includes the community we serve as well as staff.
Employment Security, Department of	By the number of claims and determinations issued to LEP claimants; frequency of telephone interpreter census data.
Environmental Protection Agency	The agency uses a sample of calls to determine adequate service is provided to the public and surveys bilingual staff annually in conjunction with this survey to verify utilization of bilingual skills.
Executive Inspector General, Office of the	No determinations made. Their service is provided as a result of diverse staff.
Financial and Professional Regulation	Determination is made by the number of telephone inquiries and complaints received by the Department that require translators; and, the number of licensees who require translators during investigations/examinations.
Gaming Board	None, as several agency staff and Illinois State Police assigned to the Illinois Gaming Board are bilingual in several languages and can provide effective service to the agency's clients.
Guardianship and Advocacy Commission	Based upon need after determining client requirements
Healthcare and Family Services, Department of	The number of bilingual needs/positions required is based on geographical needs.
Human Rights Commission	None.

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTION
<p>GENERAL KEY: 32 Agencies reported bilingual service requirements for FY10. Only these agencies answered Survey Questions 12a & 12b.</p>	<p>For agencies with bilingual staff: What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?</p>
AGENCIES, BOARDS & COMMISSIONS	12a
Human Rights, Department of	The Departments' Charge Processing, Fair Housing and Legal Divisions process charges of discrimination. A number of these charges are filed by non-English speaking individuals. The number of bilingual positions required to process cases are based on the number of charges filed annually by individuals who do not speak English.
Human Services, Department of	The number is determined by client/patient evaluation of language skill needs, number of clients served with that need. The information is reviewed on a yearly basis.
Insurance, Department of	DOI looks at the types of language services requested, the specific areas where it is used (i.e., consumer assistance), the technology available to provide the assistance (despite physical distance) and the number of staff available to provide the assistance. A minimum of 2 staff per language is needed.
Juvenile Justice, Department of	Bilingual needs of Cliental vary based on average commitment of 6 months or less. Contractual provisions allow for temporary assignment pay when existing staff may be required to assist with bilingual need on an intermittent basis.
Labor, Department of	The agency determines the number of bilingual positions needed based on the volume of phone calls, complaints filed by non-English speaking individuals and the number of non-English speaking individuals who visit our office for assistance.
Labor Relations Board, Local -combined with State	The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred this past year.
Labor Relations Board, State -combined with Local	
Natural Resources, Department of	Need for bilingual positions is determined by the demand for services according to geographical area.
Prisoner Review Board	The Prisoner Review Board receives a large number of telephone calls from Spanish speaking clientele. Most of the Spanish speaking people calling in are victims registered with our Victim Notification Program. We maintain a database of victims registered with our program. We currently have over 16,000 victims registered with our program, many of them being Spanish speaking individuals.
Public Health, Department of	Bilingual needs are assessed by the management setaff when positions are created and filled based on the volume of calls received from Limited English Proficient population.
Racing Board	Population serviced typically has an interpreter available to them.
Revenue, Department of	Based upon review of positions in the field and in office locations which have contact with the public and where language translation or specialized communication services are requested.
State Fire Marshal, Office of the	The agency determines the number of bilingual positions needed to render effective services throughout the state of Illinois based on translations needed for our field staff and phone calls received in our offices. We have bilingual I positions located in our Springfield and Chicago offices and in areas of the state where demand is greater.
State Police, Illinois	The agency relies on personnel in the field to request the need for bilingual skill
Transportation, Department of	The organizational entities notify the central office of the need based upon work functions provided by the unit and public interaction needs. The central office reviews the need and works with the entity to establish the appropriate positions.
Workers' Compensation Commission, Illinois	Bilingual needs are determined by the increase or decrease in requests for interpreters.

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTION
<p>GENERAL KEY: 32 Agencies reported bilingual service requirements for FY10. Only these agencies answered Survey Questions 12a & 12b.</p>	<p>For agencies with bilingual staff: What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?</p>
AGENCIES, BOARDS & COMMISSIONS	12b
Aging, Department on	<p>In addition to answering the Senior HelpLine, our bilingual staff respond to client contacting the Department's Circuit Breaker Illinois Cares Rx Division with bilingual Spanish calls, correspondence and translations. The Senior HelpLine logs all bilingual calls and documents through the Nortel IVR phone system and taxonomy. The Department also uses bilingual staff to host public speaking, staffing exhibits and conferences and translating outreach material and publication materials. We are also looking at an opportunity to fill a bilingual Spanish speaking customer service position in the Chicago office to assist with Circuit Breaker. However, it'll have to come through backfilling a retiree and we need to secure the resources first.</p>
Agriculture, Department of	<p>The Chicago area consists of predominately Spanish-speaking state licensed and inspected establishments. Based on the number of plants requiring Spanish-speaking inspectors, IDOA strives to maintain two Spanish-speaking inspectors. With 2 full-time staff, the needs of the Spanish-speaking establishments can be met.</p>
Arts Council	<p>The agency has a total headcount of 17 full-time staff. Four of them are Hispanic and three speak fluent Spanish. The agency rarely receives inquiries in person and by phone in Spanish. The Spanish speaking individuals that do walk in the agency are mostly looking for guidance to another department such as Human Rights (which is down the hall).</p>
Central Management Services, Department of	<p>The agency tracks cases for which translation and interpretation skills are required. The historical statistics reported on surveys such as this, evaluations by the individuals in bilingual positions of the time and effort spent; and whether the agency's efforts are adequate. These are all factors used in determining the bilingual skill requirements and services.</p>
Children and Family Services, Department of	<p>DCFS uses staffing ratios for workers to cases of 15:1 for placement cases; 15:1 for intact family cases and 12:1 for reports of child abuse and neglect when cases flagged for bilingual services needed.</p>
Commerce and Economic Opportunity, Department of	<p>Same process is utilized as in 12a, determinations are made by management, based on client needs in respective offices. Needs are also assessed with vacancies or work activity changes requiring addition or deletion of bilingual skills.</p>
Commerce Commission	<p>In Fiscal Year 2010, there were 847 calls offered to our consumer counselors in Spanish. Of those calls, 24.7% were not answered. Over the same time period, English speaking calls were not answered 6.5% of the time. With only four Spanish speaking counselors, there are frequent gaps in coverage that are unavoidable due to vacation, illness, break time and lunch schedules.</p>
Corrections, Department of	<p>The number is determined by the number of inmates and parolees that require bilingual assistance</p>
Deaf and Hard of Hearing Commission	<p>If we do provide services to Spanish speaking individuals, we hire Interpreters with Spanish speaking sign language knowledge.</p>
Employment Security, Department of	<p>LEP Claims/determinations by location; Language line invoice - Census data by location.</p>
Environmental Protection Agency	<p>The agency uses a sample of calls to determine adequate service is provided to the public and surveys bilingual staff annually in conjunction with this survey to verify utilization of bilingual skills.</p>
Executive Inspector General, Office of the	<p>No determinations made. Their service is provided as a result of diverse staff.</p>
Financial and Professional Regulation	<p>Determination is made by the number of telephone inquiries and complaints received by the Department that require translators; and, the number of licensees who require translators during investigations/examinations.</p>
Gaming Board	<p>None, as several agency staff and Illinois State Police assigned to the Illinois Gaming Board are bilingual in several languages and can provide effective service to the agency's clients.</p>
Guardianship and Advocacy Commission	<p>Based upon need after determining client requirements</p>
Healthcare and Family Services, Department of	<p>The number of bilingual needs/positions required is based on geographical needs.</p>
Human Rights Commission	<p>None.</p>
Human Rights, Department of	<p>The Departments' Charge Processing, Fair Housing and Legal Divisions process charges of discrimination. A number of these charges are filed by non-English speaking individuals. The number of bilingual positions required to process cases are based on the number of charges filed annually by individuals who do not speak English.</p>

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTION
<p>GENERAL KEY: 32 Agencies reported bilingual service requirements for FY10. Only these agencies answered Survey Questions 12a & 12b.</p>	<p>For agencies with bilingual staff: What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?</p>
AGENCIES, BOARDS & COMMISSIONS	12b
Human Services, Department of	The number is determined by client/patient evaluation of language skill needs, number of clients served with that need. The information is reviewed on a yearly basis.
Insurance, Department of	DOI uses the same considerations in (a) above, noting that there is a greater population of Spanish-speaking individuals, as well as a greater need for Spanish speaking services in and around the Chicago area.
Juvenile Justice, Department of	Bilingual needs of Cliental vary based on average commitment of 6 months or less. Contractual provisions allow for temporary assignment pay when existing staff may be required to assist with bilingual need on an intermittent basis.
Labor, Department of	The agency has determined that 9 Spanish-speaking positions are needed in our Chicago Office based on the volume of phone calls, complaints filed and walk-ins from Spanish-speaking clientele in that geographical area.
Labor Relations Board, Local -combined with State Labor Relations Board, State -combined with Local	The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred this past year.
Natural Resources, Department of	Need for bilingual positions is determined by the demand for services according to geographical area.
Prisoner Review Board	Currently our agency has one bilingual employee and position and at this time it is adequate for our agency
Public Health, Department of	Bilingual needs are assessed by the management setaff when positions are created and filled based on the volume of calls received from Limited English Proficient population.
Racing Board	Population serviced typically has an interpreter available to them.
Revenue, Department of	Based upon review of positions in the field and in office locations which have contact with the public and where language translation or specialized communication services are requested.
State Fire Marshal, Office of the	The agency determines this based on translations needed for our field staff and phone calls received in our offices. We have bilingual positions located in our Springfield an Chicago offices and in areas of the state where the demand is greater. At this time, all bi-lingual positions at our agency are Spanish speaking positions.
State Police, Illinois	The agency relies on personnel in the field to request the need for bilingual skill and makes a determination based on this information.
Transportation, Department of	The organizational entities notify the central office of the need based upon work functions provided by the unit and public interaction needs. The central office reviews the need and works with the entity to establish the appropriate positions; with emphasis on Spanish.
Workers' Compensation Commission, Illinois	Needs are determined by the number of requests for interpreters.

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTION
<p>GENERAL KEY: 17 Agencies reported no bilingual service requirements in FY10 and are so indicated by GREY SHADING. Only these agencies answered Survey Question 12c.</p>	<p>Agencies with no bilingual staff: How does the agency determine that it does not require any bilingual staff?</p>
AGENCIES, BOARDS & COMMISSIONS	12c
Capital Development Board	The Capital Development Board is committed to providing outstanding service to the public. However, the need for specialized/bilingual positions is not existent at this time. Should such need arise, the agency will re-evaluate our workforce and make sure that appropriate changes are made.
Civil Service Commission	The CSC has a limited staff of 4 employees. In the past fiscal year, there were not any cases that required a need for bilingual services.
Criminal Justice Information Authority	We do not work with the public.
Developmental Disabilities, Ill. Council on	The Illinois Council on Developmental Disabilities does not provide direct services and therefore has experience no need for bilingual employees. The Council currently utilizes Tele-Interpreters to assist people who speak Spanish or other languages when necessary.
Emergency Management Agency	The agency actively looks to address areas of underutilization and hire members of different minority groups. Currently we do not have titles that require the need of a bi-lingual staff member, but the may change as the needs of the individuals' and agencies IEMA serves changes.
Historic Preservation Agency	No response
Illinois Power Agency	The services provided by the Illinois Power Agency are not based on contact with the general public.
Investment, State Board of	SBI is a small agency with only 11 employees and the needs to deal with clientele is very limited.
Labor Relations Board, Educational	Ascertain from staff whether they had any requests for bilingual services while processing their cases or handling public information calls. Agency's needs are based on staff's response to inquiries/needs of clients.
Law Enforcement Training and Standards Board	The agency has not had any requests for language translation or any type of interpretation. The general public does not contact this Board. Law Enforcement department are the groups that the Board communicates with.
Medical District Commission	The agency's responsibilities and services are not based on direct contact with the public.
Military Affairs, Department of	Department of Military Affairs does not have a public clientele. The agency has on organizational client - the IL National Guard. The IL National Guard meets its own bilingual requirements by/through Federal means.
Pollution Control Board	No response
Property Tax Appeal Board	To date there has not been a need for language translation and interpretation needs. Any requests for bilingual services would have to be addressed through the CMS Translation and Interpretation master contract as the Tab has been allowed to fill one staffing position since FY07.
State Police Merit Board	No response
State Retirement Systems	Based on requests received by membership, telephone calls and assessment of the number of instances, if any, which required bilingual assistance.
Veterans' Affairs, Department of	The agency operates 4 nursing skilled care facilities for Veterans, a Veterans Homeless Program, and employs 76 Veterans Service Officers who provide benefit services for Veterans. The Department regularly surveys its managers to determine if there has been a need for bilingual services based on employment interviews that were conducted, and client services being provided to veterans.

2010 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY APPENDIX:
SPECIAL RESPONSE QUESTIONS WITH FOLLOW-UP

SURVEY QUESTION 1. d)		
Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate how many cases and the source language for which those services were required. PLEASE NOTE: Only agencies that answered "Yes" to Survey Question 1d are listed in this table.		
AGENCIES, BOARDS & COMMISSIONS	# of cases	Language skills utilized *
Agriculture, Department of	unknown	Source language and number of cases are unknown. This was a temporary hire to serve during the Illinois State Fair and Duquoin State Fair only.
Children and Family Services, Department of	no response	no response
Employment Security, Department of	9,685	65 different languages *
Healthcare and Family Services, Department of	16,709	60 different languages *
Human Rights, Department of	20	Spanish only
Prisoner Review Board	3	no response
Public Health, Department of	21	Polish and Spanish
ILLINOIS STATEWIDE TOTAL:	26,438	* For complete list, refer to master contract usage by agency.
CALCULATION METHOD:	sum	

SURVEY QUESTION 4. a)			
Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If yes, please attach a list indicating the number of employees, the employees' position titles, and the language skills that were used. PLEASE NOTE: Only agencies that answered "Yes" to Survey Question 4a are listed in this table.			
AGENCIES, BOARDS & COMMISSIONS	# of employees	Titles	Language
Agriculture, Department of	1	Foreign Service Economic Development Executive (FSEDE) who is required to speak the language of the area involved. Two FSEDE positions exist, 1) an FSEDE for Hong Kong (vacant) 2) an FSEDE for Mexico (filled position).	Spanish
Arts Council	3	Arts Council Program Coordinator, Public Service Administrator, Senior Public Service Administrator	Spanish
Employment Security, Department of	1	Check Issuance Machine Operator	Spanish
	1	ES Field Office Supervisor	Spanish
	9	ES Program Representative	Spanish
	17	ES Program Representative-intermittent	16 Spanish; 1 French
	10	ES Service Representative	9 Spanish; 1 Polish
	2	ES Specialist III	Spanish
	6	Public Service Administrator	Spanish
	1	Senior Public Service Administrator	Spanish
	1	Statistical Research Specialist I	Spanish
	1	UI Adjudicator III	Spanish
	3	UI Revenue Analyst II	Spanish
2	UI Special Agent	1 Spanish; 1 Cantonese	
<i>DES Totals: 54 employees, 51 of which utilized Spanish</i>			
Environmental Protection Agency	5	Environmental Protection Engineer	Spanish
	2	Environmental Protection Specialist	Spanish
	2	Motorist Assistance Specialist	Spanish
	1	PSA	Spanish
	1	SPSA	Spanish
	2	Vehicle Emissions Compliance Inspector	Spanish
<i>EPA Totals: 13 positions employees</i>			
Insurance, Department of	7	Actuarial Examiner, Analyst, Assistant Deputy Director, Examiner-In-Charge, Financial Examiner, Senior Examiner, Temporary Employee	Spanish, Manual Communication, Polish, Japanese, Korean, Bengali, Urdu, and Hindi
Natural Resources, Department of	1	Senior Public Service Administrator	Spanish
Racing Board	4	License Clerk, Steward, Steward Secretary	Spanish
ILLINOIS STATEWIDE TOTAL:	83		
CALCULATION METHOD:	sum		

SURVEY QUESTION 4. b)			
Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please attach a list indicating the number of employees, the employees' position titles, and the language skills that were used. PLEASE NOTE: Only agencies that answered "Yes" to Survey Question 4b are listed in this table.			
AGENCIES, BOARDS & COMMISSIONS	# of employees	Titles	Language
Children and Family Services, Department of	Agency answered "yes" but no further information was provided		
Employment Security, Department of	8	ES Program Representative	5 Spanish, 2 Manual Communication, 1 Polish
	8	ES Program Representative-intermittent	Spanish
	3	ES Service Representative	Spanish
	1	UI Revenue Analyst II	Spanish
	<i>DES Totals: 20 employees, 17 of which utilized Spanish</i>		
Revenue, Department of	Agency answered "yes" but no further information was provided		