

2011 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTIONS						
GENERAL KEY: 32 Agencies reported bilingual service requirements for FY11. 18 Agencies reported no bilingual service requirements in FY11 and are so indicated by GREY SHADING.	Number of cases (opportunities to assist clients) for which bilingual skills were required.	TIME COMMITMENT				How much of the assistance was in- depth.	Did agency use Master Contract?
		0 - 15 min	16 - 60 min	61 min - 1/2 day	1/2 day or more		
FY 2011 AGENCIES, BOARDS & COMMISSIONS	1a	1bi	1bii	1biii	1biv	1c	1d
Aging, Department on	2,816	10%	90%	0%	0%	75%	No
Agriculture, Department of	60	50%	25%	25%	0%	0%	Yes
Arts Council	10	100%	0%	0%	0%	2%	No
Capital Development Board	0						
Central Management Services, Department of	2,820	45%	40%	10%	5%	60%	No
Children and Family Services, Department of	2,613	0%	0%	0%	100%	100%	Yes
Civil Service Commission	0						
Commerce and Economic Opportunity, Department of	826	38%	30%	12%	20%	68%	No
Commerce Commission	511	50%	50%	0%	0%	100%	No
Corrections, Department of	continuous interaction						No
Criminal Justice Information Authority	0						
Deaf and Hard of Hearing Commission	continuous interaction						No
Developmental Disabilities, Ill. Council on	0						
Emergency Management Agency	0						
Employment Security, Department of	94,925	90%	10%	0%	0%	1%	Yes
Environmental Protection Agency	10	98%	2%	0%	0%	3%	No
Executive Inspector General, Office of the	2	80%	20%	0%	0%	20%	No
Financial and Professional Regulation	2,200	65%	30%	4%	1%	50%	No
Gaming Board	65	86%	11%	3%	0%	14%	No
Guardianship and Advocacy Commission	263	25%	45%	25%	5%	20%	No
Healthcare and Family Services, Department of	129,742	52%	34%	11%	3%	65%	Yes
Historic Preservation Agency	0						
Human Rights Commission	100	90%	10%	0%	0%	35%	No
Human Rights, Department of	7,089	59%	5%	14%	22%	42%	No
Human Services, Department of	332,210	44%	30%	23%	3%	91%	Yes
Illinois Power Agency	0						
Insurance, Department of	525	3%	45%	45%	7%	75%	No
Investment, State Board of	0						
Juvenile Justice, Department of	continuous interaction	75%	20%	5%	0%	5%	No
Labor, Department of	1,300	25%	75%	0%	0%	50%	No
Labor Relations Board, Educational	0						
Labor Relations Board, Illinois	50	50%	50%	0%	0%	50%	No
Law Enforcement Training and Standards Board	0						
Medical District Commission	0						
Military Affairs, Department of	0						
Natural Resources, Department of	260	50%	48%	1%	1%	2%	No
Pollution Control Board	0						
Prisoner Review Board	500	35%	45%	20%	0%	100%	Yes
Property Tax Appeal Board	0						
Public Health, Department of	4,235	95%	4%	1%	0%	1%	Yes
Racing Board	no tracking system in place	90%	5%	5%	0%	100%	No
Revenue, Department of	30,360	29%	70%	1%	0%	85%	No
Sentencing Policy Advisory Council	0						
State Fire Marshal, Office of the	27	89%	11%	0%	0%	11%	No
State Police, Illinois	720	50%	50%	0%	0%	100%	No
State Police Merit Board	0						
State Retirement Systems	0						
Transportation, Department of	75	100%	0%	0%	0%	0%	No
Veterans' Affairs, Department of	0						
Workers' Compensation Commission, Illinois	26	100%	0%	0%	0%	0%	No
ILLINOIS STATEWIDE TOTALS:	614,340						Yes: 7
CALCULATION METHOD:	sum						No: 43

2011 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTIONS								
	Bilingual positions required by agency	Employees paid bilingual supplement in FY11	Employees that used skills in FY11	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		
FY 2011 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	1	1	1	100%	0%	0%	0%	Yes	No
Arts Council	1	0	0	0%	0%	0%	100%	Yes	No
Capital Development Board	0	0	0						
Central Management Services, Department of	5	5	5	100%	0%	0%	0%	No	No
Children and Family Services, Department of	164	165	165	96%	4%	0%	0%	No	No
Civil Service Commission	0	0	0						
Commerce and Economic Opportunity, Department of	10	9	9	21%	30%	30%	19%	No	No
Commerce Commission	5	3	3	100%	0%	0%	0%	No	No
Corrections, Department of	198	35	32	51%	26%	9%	14%	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	171	170	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	100%	0%	0%	0%	No	No
Financial and Professional Regulation	27	14	14	65%	30%	4%	1%	No	No
Gaming Board	0	0	0					No	No
Guardianship and Advocacy Commission	6	6	6	25%	55%	20%	0%	No	No
Healthcare and Family Services, Department of	109	106	106	75%	16%	7%	2%	No	Yes
Historic Preservation Agency	0	0	0						
Human Rights Commission	3	3	3	0%	100%	0%	0%	No	No
Human Rights, Department of	37	28	28	36%	30%	23%	11%	No	No
Human Services, Department of	1,209	1,282	1,282	60%	30%	10%	0%	No	No
Illinois Power Agency	0	0	0						
Insurance, Department of	12	4	4	90%	10%	0%	0%	Yes	No
Investment, State Board of	0	0	0						
Juvenile Justice, Department of	9	4	4	75%	25%	0%	0%	Yes	No
Labor, Department of	10	10	10	0%	80%	20%	0%	No	No
Labor Relations Board, Educational	0	0	0						
Labor Relations Board, Illinois	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	3	3	0%	0%	33%	67%	No	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	24	24	24	35%	40%	20%	5%	No	No
Racing Board	1	0	0	0%	0%	0%	0%	Yes	No
Revenue, Department of	15	19	19	36%	15%	32%	17%	No	No
Sentencing Policy Advisory Council	0	0	0						
State Fire Marshal, Office of the	7	2	2	0%	50%	0%	50%	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	3	0%	0%	4%	96%	No	No
ILLINOIS STATEWIDE TOTALS: CALCULATION METHOD:	2,096 sum	1,921 sum	1,917 sum					No: 43 Yes: 7	No: 48 Yes: 2

2011 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTIONS					
GENERAL KEY: 32 Agencies reported bilingual service requirements for FY11. 17 Agencies reported no bilingual service requirements in FY11 and are so indicated by GREY SHADING.	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
FY 2011 AGENCIES, BOARDS & COMMISSIONS	5a	5b	6a	6b	7a	7b
Aging, Department on	12	0	0	0	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	0
Central Management Services, Department of	12	0	0	0	0	0
Children and Family Services, Department of	165	2	24	12	6	0
Civil Service Commission	0	0	0	0	0	0
Commerce and Economic Opportunity, Department of	15	0	0	0	0	0
Commerce Commission	1	3	0	0	1	0
Corrections, Department of	0	0	2	2	4	0
Criminal Justice Information Authority	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	8	0	1	1	1	0
Developmental Disabilities, Ill. Council on	0	0	0	0	0	0
Emergency Management Agency	0	0	0	0	0	0
Employment Security, Department of	229	0	28	19	6	1
Environmental Protection Agency	2	0	0	0	0	0
Executive Inspector General, Office of the	1	0	0	0	0	0
Financial and Professional Regulation	27	0	0	0	0	0
Gaming Board	0	0	0	0	0	0
Guardianship and Advocacy Commission	6	0	0	0	0	0
Healthcare and Family Services, Department of	163	0	19	9	1	3
Historic Preservation Agency	0	0	0	0	0	0
Human Rights Commission	3	0	0	0	0	0
Human Rights, Department of	37	0	2	0	9	1
Human Services, Department of	1,209	0	150	120	50	5
Illinois Power Agency	0	0	0	0	0	0
Insurance, Department of	8	0	4	0	0	0
Investment, State Board of	0	0	0	0	0	0
Juvenile Justice, Department of	9	0	0	0	0	0
Labor, Department of	11	0	1	0	1	0
Labor Relations Board, Educational	0	0	0	0	0	0
Labor Relations Board, Illinois	1	0	0	0	1	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0
Medical District Commission	0	0	0	0	0	0
Military Affairs, Department of	0	0	0	0	0	0
Natural Resources, Department of	3	0	2	1	0	1
Pollution Control Board	0	0	0	0	0	0
Prisoner Review Board	1	0	0	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0
Public Health, Department of	38	0	1	2	4	0
Racing Board	0	0	0	0	0	0
Revenue, Department of	75	0	2	0	2	0
Sentencing Policy Advisory Council	0	0	0	0	0	0
State Fire Marshal, Office of the	7	0	1	0	0	0
State Police, Illinois	1	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0
Transportation, Department of	7	0	0	0	0	0
Veterans' Affairs, Department of	0	0	0	0	0	0
Workers' Compensation Commission, Illinois	5	0	0	0	0	0
ILLINOIS STATEWIDE TOTALS: CALCULATION METHOD:	2,063 sum	5 sum	237 sum	166 sum	87 sum	11 sum

2011 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 FY11. 17 Agencies reported no bilingual service requirements in FY11 and are so indicated by GREY SHADING.				
FY 2011 AGENCIES, BOARDS & COMMISSIONS	8	9	10	11
Aging, Department on	5	0	0	0
Agriculture, Department of	1	0	0	0
Arts Council	0	0	0	0
Capital Development Board	0	0	0	0
Central Management Services, Department of	5	0	0	0
Children and Family Services, Department of	157	7	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity, Department of	7	2	0	0
Commerce Commission	3	0	0	0
Corrections, Department of	22	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	160	10	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	89	17	0	0
Historic Preservation Agency	0	0	0	0
Human Rights Commission	3	0	0	0
Human Rights, Department of	23	5	0	0
Human Services, Department of	594	291	379	18
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	2	1	1	0
Labor, Department of	8	2	0	0
Labor Relations Board, Educational	0	0	0	0
Labor Relations Board, Illinois	0	1	0	0
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	2	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	20	4	0	0
Racing Board	0	0	0	0
Revenue, Department of	15	3	1	0
Sentencing Policy Advisory Council	0	0	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:	1,150	362	391	18
CALCULATION METHOD:	sum	sum	sum	sum

2011 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>
<p>FY 2011 AGENCIES, BOARDS & COMMISSIONS</p>	<p>12a</p>
<p>Aging, Department on</p>	<p>The Illinois Department on Aging utilizes the Nextalk/Textnet units to effectively serve clientele with disabilities. The Nextalk/Textnet services enable PCs to function like a TDD/TTY unit and allow callers to be routed to any user within an agency or at other agencies. Callers may leave messages that can be forwarded through email and outgoing calls can be typed through the PC. Nextalk logs all calls and document all transactions. 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 working toward to fill bilingual coded positions to accommodate the different languages that are needed.</p>
<p>Agriculture, Department of</p>	<p>As IDOA's Human Resource manager, I keep a close relationship with all other Division managers/Bureau Chiefs to make sure we can render an effective service in terms of filling bilingual positions. 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 requests 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 the growing need.</p>
<p>Arts Council</p>	<p>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.</p>
<p>Central Management Services, Department of</p>	<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 CMS efforts are adequate. These are all factors in determining the bilingual skill requirements and services.</p>
<p>Children and Family Services, Department of</p>	<p>The Department of Children and Family Services is in the process of developing a new coding system for cases and investigations which will allow our department a method of determining the number of cases needing bilingual services which will then determine the number of staff that this agency needs to employ. Our current system does not accurately reflect the number of bilingual positions that are needed. However at this point our agency uses the following system: A comparison between Council of Accreditation standard of 20 cases to 1 caseworker versus the actual number of cases opened in the agency. Looking at the Child Abuse Hotline intake cases from Spanish Speakers versus the number of Spanish Speaking bilingual Hotline intake caseworker and the total number of bilingual Child Abuse Investigators. Looking at demographic numbers in counties where the Spanish Speaking or monolingual immigrant populations are growing statewide and comparing that to the number of bilingual staff assigned to each IDCFS office in those counties.</p>
<p>Commerce and Economic Opportunity, Department of</p>	<p>Determinations are made by management, based on client needs in respective offices. Needs are assessed with vacancies or work activity changes requiring bilingual skills.</p>
<p>Commerce Commission</p>	<p>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 2011.</p>
<p>Corrections, Department of</p>	<p>The agency is planning on conducting a survey of current inmate population of the number of non-English speaking and writing inmates we have currently. With this information, we will determine the number of bilingual staff needed.</p>
<p>Deaf and Hard of Hearing Commission</p>	<p>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.</p>
<p>Employment Security, Department of</p>	<p>Agency reviews telephone interpreter usage, number of Limited English Proficient claimants who file claims, frequency of contact with LEP claimants. The number of callers who call the Spanish TeleServe line. Census data. The number of bilingual staff in each physical location where there is public contact.</p>
<p>Environmental Protection Agency</p>	<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>
<p>Executive Inspector General, Office of the</p>	<p>No determinations made. Their service is provided as a result of diverse staff.</p>
<p>Financial and Professional Regulation</p>	<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>
<p>Gaming Board</p>	<p>None, as several agency staff and Illinois State Police assigned to the Illinois Gaming Board are bilingual in Spanish and English and can provide effective service to our agency's clients.</p>

2011 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>
FY 2011 AGENCIES, BOARDS & COMMISSIONS	12a
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.
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. Additionally, the Department does have positions which do not process cases but are required to communicate orally and in writing with individuals who do not speak English (specifically individuals who are fluent in Spanish). The need is determined by the type of service provided and required such as training, community outreach, liaison, receptionist, etc. In addition to Spanish, the Department also has Polish and Korean bilingual option positions.
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 needed, the technology available to provide assistance, the specific area where it is used the most(i.e., interviews and consumer assistance), as well as the number of staff available to provide the assistance. DOI needs a minimum of 2 staff per language is needed, including signing and braille.
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	We have determined the need for 10 bilingual position in our Chicago Office based on the volume of phone calls, complaints filed and walk-ins from non-English speaking clientele in that geographic area.
Labor Relations Board, Illinois	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	By reviewing the number of calls, hearings, etc each year to be sure we are maintaining a sufficient amount of bilingual staff.
Public Health, Department of	Bilingual needs are assessed by the management staff 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	We review with the program administrators who have field staff or contact with the public if their needs are being met.
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 positions located in our Springfield and Chicago offices and in areas of the state where the 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 appropriate position(s).
Workers' Compensation Commission, Illinois	Bilingual needs are determined by the increase or decrease in requests for interpreters.

2011 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>
<p>FY 2011 AGENCIES, BOARDS & COMMISSIONS</p>	<p>12b</p>
<p>Aging, Department on</p>	<p>In addition to answering the Senior HelpLine, our bilingual staff responds to clients contacting the Department's Circuit Breaker Illinois Cares Rx Division with bilingual Spanish calls, correspondence, translations, and walk-in assistance. 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 materials and publication materials. We are also looking at an opportunity to fill a bilingual Aging Specialist position in the Chicago office.</p>
<p>Agriculture, Department of</p>	<p>The Chicago area consists of predominantly Spanish-speaking state licensed and inspected establishments. Based on the number of plants requiring Spanish-speaking inspectors, IDOA strives to always have at least one Spanish-speaking inspector on staff.</p>
<p>Arts Council</p>	<p>The IAC is a small agency with only 16 full-time staff. One position has the Spanish language option for the agency.</p>
<p>Central Management Services, Department of</p>	<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 CMS efforts are adequate. These are all factors in determining the bilingual skill requirements and services.</p>
<p>Children and Family Services, Department of</p>	<p>Intact cases are staffed at 15 cases per worker. Placement cases are staffed at 15 cases per worker. Investigations are staffed at 12 investigations per worker.</p>
<p>Commerce and Economic Opportunity, Department of</p>	<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>
<p>Commerce Commission</p>	<p>In Fiscal Year 2011, there were 785 calls offered to our consumer counselors in Spanish. Of those calls, 34.9% were not answered. Over the same time period, English speaking calls were not answered 8.5% of the time. The difference can be attributed to low Spanish speaking staffing levels. With only four Spanish speaking employees for eleven of the twelve months of the fiscal year, there were frequent gaps in coverage that were unavoidable due to vacation, illness, break time and lunch schedules. The division lost its most senior Spanish speaking counselor on June 1, 2011, amplifying the coverage issues significantly.</p>
<p>Corrections, Department of</p>	<p>The agency is planning on conducting a survey of current inmate population of the number of non-English speaking and writing inmates we have currently. With this information, we will determine the number of bilingual staff needed.</p>
<p>Deaf and Hard of Hearing Commission</p>	<p>If we do provide services to Spanish speaking individuals, we hire Interpreters with Spanish speaking sign language knowledge.</p>
<p>Employment Security, Department of</p>	<p>Agency reviews telephone interpreter usage, number of Limited English Proficient claimants who file claims, frequency of contact with LEP claimants. The number of callers who call the Spanish TeleServe line. Census data. The number of bilingual staff in each physical location where there is public contact.</p>
<p>Environmental Protection Agency</p>	<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>
<p>Executive Inspector General, Office of the</p>	<p>No determinations made. Their service is provided as a result of diverse staff.</p>
<p>Financial and Professional Regulation</p>	<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>
<p>Gaming Board</p>	<p>None, as several agency staff and Illinois State Police assigned to the Illinois Gaming Board are bilingual in Spanish and English and can provide effective service to our agency's clients.</p>
<p>Guardianship and Advocacy Commission</p>	<p>Based upon need after determining client requirements</p>
<p>Healthcare and Family Services, Department of</p>	<p>The number of bilingual needs/positions required is based on geographical needs.</p>
<p>Human Rights Commission</p>	<p>None.</p>

2011 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>
FY 2011 AGENCIES, BOARDS & COMMISSIONS	12b
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. Additionally, the Department does have positions which do not process cases but are required to communicate orally and in writing with individuals who do not speak English (specifically individuals who are fluent in Spanish). The need is determined by the type of service provided and required such as training, community outreach, liaison, receptionist, etc. In addition to Spanish, the Department also has Polish and Korean bilingual option positions.</p>
Human Services, Department of	<p>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.</p>
Insurance, Department of	<p>DOI uses the same considerations noted in (a) above, as well as the growth of the Spanish speaking population.</p>
Juvenile Justice, Department of	<p>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.</p>
Labor, Department of	<p>We have determined the need for 8 Spanish-speaking position in our Chicago Office based on the volume of phone calls, complaints filed and walk-ins from Spanish-speaking clientele in that geographic area.</p>
Labor Relations Board, Illinois	<p>The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred this past year.</p>
Natural Resources, Department of	<p>Need for bilingual positions is determined by the demand for services according to geographical area.</p>
Prisoner Review Board	<p>By reviewing the number of calls, hearings, etc each year to be sure we are maintaining a sufficient amount of bilingual staff.</p>
Public Health, Department of	<p>Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls received from Limited English Proficient population.</p>
Racing Board	<p>Population serviced typically has an interpreter available to them.</p>
Revenue, Department of	<p>We review with the program administrators who have field staff or contact with the public if their needs are being met.</p>
State Fire Marshal, Office of the	<p>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 positions located in our Springfield and Chicago offices and in areas of the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions.</p>
State Police, Illinois	<p>The agency relies on personnel in the field to request the need for bilingual skill and makes a determination based on this information.</p>
Transportation, Department of	<p>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 appropriate position(s).</p>
Workers' Compensation Commission, Illinois	<p>Needs are determined by the number of requests for interpreters.</p>

2011 BILINGUAL NEEDS AND BILINGUAL PAY SURVEY	SURVEY QUESTION
<p>GENERAL KEY: 18 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>
<p>FY 2011 AGENCIES, BOARDS & COMMISSIONS</p>	<p>12c</p>
<p>Capital Development Board</p>	<p>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.</p>
<p>Civil Service Commission</p>	<p>The CSC has a small number of full-time employees. In the past fiscal year, there were not any cases that required a need for bilingual services.</p>
<p>Criminal Justice Information Authority</p>	<p>We do not work with the public.</p>
<p>Developmental Disabilities, Ill. Council on</p>	<p>The Illinois Council on Developmental Disabilities does not provide direct services and therefore has experienced no need for bilingual employees. The Council currently utilizes Tele-Interpreters to assist people who speak Spanish or other languages when necessary.</p>
<p>Emergency Management Agency</p>	<p>The agency is constantly evaluating staff and determining whether or not services are being met. Currently the agencies websites can be translated into several languages including Spanish to allow understanding for those citizens of Illinois who speak different languages.</p>
<p>Historic Preservation Agency</p>	<p>No staff located in bilingual areas</p>
<p>Illinois Power Agency</p>	<p>The Agency has been in existence for 3 years and has had no need as yet.</p>
<p>Investment, State Board of</p>	<p>SBI is a small agency with only 11 employees and the needs to deal with clientele is very limited.</p>
<p>Labor Relations Board, Educational</p>	<p>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.</p>
<p>Law Enforcement Training and Standards Board</p>	<p>This agency does not deal with the general public. We work with state, county, and local law enforcement agencies. We have never had a request for any type of interpretation or translations.</p>
<p>Medical District Commission</p>	<p>The agency's responsibilities and services are not based on direct contact with the public.</p>
<p>Military Affairs, Department of</p>	<p>Department of Military Affairs does not have a public clientele. The agency has one organizational client - the Illinois National Guard. The Illinois National Guard meets its own bilingual requirements by/through Federal means.</p>
<p>Pollution Control Board</p>	<p>No response</p>
<p>Property Tax Appeal Board</p>	<p>The Board to date has not had a need to require bilingual staff -- if and when the need arises, PTAB will address the issue at that time.</p>
<p>Sentencing Policy Advisory Council</p>	<p>SPAC does not provide direct service to the public. It is a research entity that analyzes sentencing policy and reports directly to the Governor and the General Assembly.</p>
<p>State Police Merit Board</p>	<p>No response</p>
<p>State Retirement Systems</p>	<p>Based on requests received by membership, telephone calls and assessment of the number of instances, if any, which required bilingual assistance.</p>
<p>Veterans' Affairs, Department of</p>	<p>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.</p>

**2011 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	12,803	55 different languages *
Healthcare and Family Services, Department of	18,035	59 different languages *
Human Services, Department of	2,547	1,727 Spanish; 102 sign language; 618 other*
Prisoner Review Board	3	sign language
Public Health, Department of	5	Spanish
ILLINOIS STATEWIDE TOTAL:	33,393	
CALCULATION METHOD:	sum	* For complete list, refer to master contract usage by agency.

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	2	ES Field Office Supervisor	1 Spanish; 1 Polish
	5	ES Program Representative	5 Spanish
	3	ES Program Representative-intermittent	3 Spanish
	4	ES Service Representative	3 Spanish; 1 Polish
	1	Office Specialist	1 Spanish
	2	Unemployment Insurance Special Agent	1 Spanish; 1 Cantonese
<i>DES Totals: 17 employees, 13 of which utilized Spanish</i>			
Environmental Protection Agency	5	Environmental Protection Engineer	Spanish
	2	Environmental Protection Specialist	Spanish
	2	Motorist Assistance Specialist	Spanish
	1	Public Service Administrator	Spanish
	1	Senior Public Service Administrator	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, SHIP Employees	Spanish, Manual Communication, Polish, Japanese, Korean, Bengali, Urdu, and Hindi
Juvenile Justice	6	Juvenile Justice Specialists (4); Assistant Superintendent of Programs (1); Executive Secretary III (2)	Spanish
Natural Resources, Department of	1	Senior Public Service Administrator	Spanish
Racing Board	4	License Clerk, Steward, Steward Secretary	Spanish
ILLINOIS STATEWIDE TOTAL:	52		
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
Employment Security, Department of	2	ES Program Representative	Spanish
	1	ES Program Representative-intermittent	Spanish
	2	ES Service Representative	Spanish
	1	Field Office Supervisor	Polish
	<i>DES Totals: 6 employees, 5 of which utilized Spanish</i>		
Healthcare and Family Services, Department of	2	Executive II	Spanish
	1	Public Service Administrator	Spanish
ILLINOIS STATEWIDE TOTAL:	9		
CALCULATION METHOD:	sum		