

THE BILINGUAL NEEDS AND BILINGUAL PAY

SURVEY REPORT FOR FISCAL YEAR 2012

(JULY 1, 2011 – JUNE 30, 2012)

PREPARED BY THE DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i>	Number of cases 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		
Aging	2,868	10%	90%	0%	0%	75%	No
Agriculture	50	50%	25%	25%	0%	0%	Yes
Arts Council	10	100%	0%	0%	0%	2%	No
Capital Development Board							
Central Management Services	872	36%	37%	10%	17%	53%	No
Children and Family Services	2,457	0%	0%	0%	100%	100%	Yes
Civil Service Commission							
Commerce and Economic Opportunity	522	35%	32%	8%	25%	44%	No
Corrections	20,000	0%	10%	70%	20%	60%	Yes
Criminal Justice Information Authority							
Deaf and Hard of Hearing Commission	0	0%	0%	0%	100%	0%	No
Developmental Disabilities Council	3	33%	0%	67%	0%	0%	Yes
Emergency Management Agency							
Employment Security	81,727	49%	50%	1%	0%	0%	Yes
Environmental Protection Agency	20	98%	2%	0%	0%	3%	No
Executive Ethics Commission							
Financial and Professional Regulation	1,800	65%	30%	4%	1%	50%	Yes
Gaming Board							
Guardianship and Advocacy Commission	250	25%	40%	30%	5%	0%	No
Healthcare and Family Services	86,833	50%	31%	16%	3%	40%	Yes
Historic Preservation							
Human Rights Commission	65	90%	10%	0%	0%	35%	No
Human Rights Department	907	56%	35%	5%	4%	38%	Yes
Human Services	337,724	49%	28%	20%	3%	97%	Yes
Illinois Commerce Commission	564	50%	50%	0%	0%	100%	No
Insurance	6,980	50%	30%	10%	10%	38%	No
Investment Board							
Juvenile Justice	100	65%	20%	0%	15%	15%	No
Labor Department	6,771	30%	60%	10%	0%	60%	Yes
Labor Relations Board	55	50%	50%	0%	0%	40%	No
Labor Relations Board - Educational							
Law Enforcement Training and Standards Board							
Medical District Commission							
Military Affairs							
Natural Resources	240	55%	43%	1%	1%	2%	No
Office of Executive Inspector General	250	80%	20%	0%	0%	20%	No
Pollution Control Board							
Prisoner Review Board	600	35%	45%	20%	0%	100%	Yes
Property Tax Appeal Board	12	100%	0%	0%	0%	0%	No
Public Health	3,953	92%	7%	1%	0%	3%	Yes
Racing Board	0	100%	0%	0%	0%	0%	No
Revenue	23,113	45%	41%	13%	1%	70%	Yes
Sentencing Policy Advisory Council							
State Fire Marshal	17	100%	0%	0%	0%	0%	No
State Police	720	50%	50%	0%	0%	100%	No
State Police Merit Board							
State Retirement Systems							
Transportation	75	100%	0%	0%	0%	0%	No
Veterans Affairs							
Workers Compensation Commission	655	74%	26%	0%	0%	0%	No
Statewide Totals:	580,213						Yes: 13 No: 20

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i>	Bilingual positions required by agency	Employees paid bilingual supplement in FY12	Employees that used skills in FY12	FREQUENCY OF USE				Employees NOT paid supplement for use of bilingual skills?	Employees paid temp. assignment pay for bilingual skills?
				every day	1x a week	1x a month	1x a year		
Aging	6	5	5	100%	0%	0%	0%	No	No
Agriculture	2	2	2	100%	0%	0%	0%	No	No
Arts Council	1	0	0	0%	0%	0%	100%	Yes	No
Capital Development Board									
Central Management Services	6	6	6	66%	34%			No	No
Children and Family Services	168	168	168	100%				Yes	Yes
Civil Service Commission									
Commerce and Economic Opportunity	8	8	8	48%	22%	11%	19%	No	No
Corrections	198	29	29	50%	40%	10%	0%	Yes	Yes
Criminal Justice Information Authority									
Deaf and Hard of Hearing Commission	7	7	7	100%	0%	0%	0%	No	No
Developmental Disabilities Council	0	0	0				0%	No	No
Emergency Management Agency									
Employment Security	170	168	168	98%	0%	2%	0%	Yes	Yes
Environmental Protection Agency	2	2	2	100%	0%	0%	0%	Yes	No
Executive Ethics Commission									
Financial and Professional Regulation	26	13	13	60%	30%	5%	5%	No	No
Gaming Board									
Guardianship and Advocacy Commission	7	6	6	30%	50%	20%		Yes	No
Healthcare and Family Services	109	106	106	72%	18%	7%	3%	No	Yes
Historic Preservation									
Human Rights Commission	3	3	3	0%	100%	0%	0%	No	No
Human Rights Department	38	24	23	69%	9%	22%	0%	No	No
Human Services	1,200	1,091	1,091	85%	15%	0%	0%	No	No
Illinois Commerce Commission	5	3	3	100%	0%	0%	0%	No	No
Insurance	8	7	7	43%	29%	14%	14%	No	No
Investment Board									
Juvenile Justice	9	6	6	75%	20%	5%	0%	Yes	Yes
Labor Department	11	10	10	95%	5%	0%	0%	Yes	Yes
Labor Relations Board	1	1	1	5%	40%	50%	5%	No	No
Labor Relations Board - Educational									
Law Enforcement Training and Standards Board									
Medical District Commission									
Military Affairs									
Natural Resources	7	3	3	0%	0%	30%	70%	No	No
Office of Executive Inspector General	1	1	1		100%			No	No
Pollution Control Board									
Prisoner Review Board	1	1	1	0%	100%	0%	0%	No	No
Property Tax Appeal Board	1	0	0					Yes	No
Public Health	24	20	20	35%	30%	30%	5%	No	No
Racing Board	1	0	0	0%	0%	0%	100%	Yes	No
Revenue	18	18	18	54%	13%	32%	1%	No	Yes
Sentencing Policy Advisory Council									
State Fire Marshal	6	3	2	0%	0%	50%	50%	No	No
State Police	1	1	1	100%	0%	0%	0%	No	No
State Police Merit Board									
State Retirement Systems									
Transportation	3	6	6	0%	0%	100%	0%	No	No
Veterans Affairs									
Workers Compensation Commission	5	3	3	0%	80%	20%	0%	No	Yes
Statewide Totals:	2,053	1,721	1,719					Yes: 10 No: 23	Yes: 8 No: 25

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i>	Personnel Code positions with language codes	Non-Personnel-Code positions requiring	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 language code
Aging	12	0	2	1	1	0
Agriculture	0	0	1	1	0	0
Arts Council	1	0	0	0	0	0
Capital Development Board						
Central Management Services	13	0	1	1	1	0
Children and Family Services	201	0	15	8	0	0
Civil Service Commission						
Commerce and Economic Opportunity	15	0	0	0	2	0
Corrections	211	0	2	0	182	0
Criminal Justice Information Authority						
Deaf and Hard of Hearing Commission	7	0	0	0	0	0
Developmental Disabilities Council	0	0	0	0	0	0
Emergency Management Agency						
Employment Security	154	0	31	30	10	0
Environmental Protection Agency	2	0	0	0	0	0
Executive Ethics Commission						
Financial and Professional Regulation	26	0	0	0	1	0
Gaming Board						
Guardianship and Advocacy Commission	7	0	1	0	0	0
Healthcare and Family Services	153	0	25	18	11	1
Historic Preservation						
Human Rights Commission	3	0	0	0	0	0
Human Rights Department	38	0	3	0	1	0
Human Services	1,195	5	87	79	4	2
Illinois Commerce Commission	1	2	0	0	0	0
Insurance	8	0	0	0	1	0
Investment Board						
Juvenile Justice	9	0	0	0	0	0
Labor Department	11	0	1	1	1	0
Labor Relations Board	1	0	0	0	0	0
Labor Relations Board - Educational						
Law Enforcement Training and Standards Board						
Medical District Commission						
Military Affairs						
Natural Resources	3	0	0	0	0	0
Office of Executive Inspector General	0	0	0	0	0	0
Pollution Control Board						
Prisoner Review Board	1	0	0	0	0	0
Property Tax Appeal Board	1	0	1	0	0	0
Public Health	35	0	3	3	0	0
Racing Board	0	0	0	0	0	0
Revenue	84	0	1	1	3	3
Sentencing Policy Advisory Council						
State Fire Marshal	6	0	1	1	1	1
State Police	1	0	0	0	0	0
State Police Merit Board						
State Retirement Systems						
Transportation	2	1	1	0	0	0
Veterans Affairs						
Workers Compensation Commission	5	0	0	0	2	0
Statewide Totals:	2,206	8	176	144	221	7

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i>	Hispanic ethnic category (excluding Signing and Braille)	Non-Hispanic ethnic category (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Aging	5	0	0	0
Agriculture	2	0	0	0
Arts Council	0	0	0	0
Capital Development Board				
Central Management Services	6	0	0	0
Children and Family Services	168	1	1	0
Civil Service Commission				
Commerce and Economic Opportunity	6	2	0	0
Corrections	28	1	0	0
Criminal Justice Information Authority				
Deaf and Hard of Hearing Commission	0	0	7	0
Developmental Disabilities Council	0	0	0	0
Emergency Management Agency				
Employment Security	155	12	1	0
Environmental Protection Agency	2	0	0	0
Executive Ethics Commission				
Financial and Professional Regulation	12	1	0	0
Gaming Board				
Guardianship and Advocacy Commission	4	2	0	0
Healthcare and Family Services	104	2	0	0
Historic Preservation				
Human Rights Commission	3	0	0	0
Human Rights Department	19	5	0	0
Human Services	644	34	398	15
Illinois Commerce Commission	3	0	0	0
Insurance	5	2	0	0
Investment Board				
Juvenile Justice	6	0	0	0
Labor Department	8	2	0	0
Labor Relations Board	0	1	0	0
Labor Relations Board - Educational				
Law Enforcement Training and Standards Board				
Medical District Commission				
Military Affairs				
Natural Resources	2	1	0	0
Office of Executive Inspector General	1	0	0	0
Pollution Control Board				
Prisoner Review Board	1	0	0	0
Property Tax Appeal Board	0	0	0	0
Public Health	17	3	0	0
Racing Board	0	0	0	0
Revenue	12	6	0	0
Sentencing Policy Advisory Council				
State Fire Marshal	3	0	0	0
State Police	1	0	0	0
State Police Merit Board				
State Retirement Systems				
Transportation	6	0	0	0
Veterans Affairs				
Workers Compensation Commission	2	1	0	0
Statewide Totals:	1,225	76	407	15

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	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?
Aging	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 a
Agriculture	As IDOA's HR Manager, I keep a close relationship with all Division managers 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 need
Arts Council	Judgement is made by the agency based on the number of grant applications and phone inquiries recieved each year. In addition, by the number of grants submitted to the agency receiving technical assistance pertaining to their own applications.
Central Management Services	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
Children and Family Services	The number of bilingual positions needed to render effective service to our clients is based on based on the number of investigations, the number of open intact family cases, the number of placement cases and the volume of calls to the DCFS Call Center.
Commerce and Economic Opportunity	Determinations are made by management, based on client needs in respective offices. Needs are also assessed with vacancies or work activity changes requiring bilingual skills.
Corrections	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 biklingual staff needed
Deaf and Hard of Hearing Commission	IDHHC requires all staff to be have bilingual skills in order to have effective communication with staff and the public we serve.
Developmental Disabilities Council	NA
Employment Security	American Community Survey, Number of non English speakers filing claims and number of request for telephone interpreters.
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 skill.
Financial and Professional Regulation	Determination is made by the number of telephone inquiries and complaints received by the Department that requires translators; and, the number of licensees or witnesses who require translators during investigations, examinations, or trials.
Guardianship and Advocacy Commission	Based upon need after detemining client requirements.
Healthcare and Family Services	The number pf bilingual needs/positions required is based on geographical need.
Human Rights Commission	none
Human Rights Department	The Department's 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 reviewed per
Human Services	IDHS has a centralized Recruitment and Selection Unit responsible for hiring. Hiring staff use EEO Monitors and Underutilization Summaries. Additionally, IDHS, through its Recruitment, Hiring and Discipline Committee conducts monthly meetings to discuss
Illinois Commerce Commission	Currently, the agency is only required to handle consumer inquiries in English and Spanish. To the best of our knowledge, the agency did not receive requests for communications in languages other than English or Spanish in FY2012.
Insurance	The DOI continues to look at the particular language services needed, the technology available to provide assistance, the specific areas where it is used the most (i.e. consumer assistance and interviews) as well as the number of staff available to provid
Juvenile Justice	Bilingual needs of clients vary based on an average commitment of 6 months or less. Contractual provisions allow for temporary assignment pay when existing staff are required to assist with bilingual needs on an intermittent basis.
Labor Department	We have dtermined the need for 11 bilingual positions in our chicago office based on the volume of phone calls, complaints filed and walk-ins from non-English speaking clientele in that geograhic area.
Labor Relations Board	N/A
Natural Resources	Need for bilingual positions is determined by the demand for services according to geographical area.
Office of Executive Inspector General	NA - The OEIG is a non-code agency exempt from the personnel code. However, we do service our spanish-speaking clients with translation assistance.
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.
Property Tax Appeal Board	An assessment of needs based on inquiries by the public of PTAB's services and requirements.
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls received from the Limited English Proficient population.
Revenue	Based on feedback received from both customers and staff.

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	<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>
State Fire Marshal	<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</p>
State Police	<p>The agency relies on personnel in the field to request the need for bilingual skill.</p>
Transportation	<p>The organizational entities notify the central office of the need based upon work functions provided by the unit and the public interaction needs. The central office reviews the need and works with the entity to establish appropriate position(s).</p>
Workers Compensation Commission	<p>THE NUMBER OF REQUESTS AND THE AVAILABILITY OF INTEPRETERS</p>

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	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?
Aging	In addition to answering the Senior HelpLine, our bilingual staff responds to clients contacting the Department on the status of their "Ride for Free" program with bilingual Spanish calls, correspondence, translations, and walk-in assistance. The Senior
Agriculture	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 inspectors, IDOA striv
Arts Council	The IAC is a small agency with only 15 full-time employees. One position has the Spanish language option for the agency.
Central Management Services	See 30.
Children and Family Services	The number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking client is based on the number of investigations, the number of open intact family cases, the number of placement cases and the volum
Commerce and Economic Opportunity	Same process ultitized as in Item 30. 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 needs.
Corrections	Same as above in #30
Deaf and Hard of Hearing Commission	IDHHC does not have spanish speaking option.
Developmental Disabilities Council	NA
Employment Security	American Community Survey, Number of non English speakers filing claims and number of request for telephone interpreters.
Environmental Protection Agency	See above.
Financial and Professional Regulation	Same as 30 above.
Guardianship and Advocacy Commission	Based upon need afgter determining client requirements.
Healthcare and Family Services	The number pf bilingual needs/positions required is based on geographical need.
Human Rights Commission	none
Human Rights Department	Same as the answer to question number 30. Currently, approximately 18% of the Department's staff receive bilingual pay.
Human Services	IDHS has a centralized Recruitment and Selection Unit responsible for hiring. Hiring staff use EEO Monitors and Underutilization Summaries. Additionally, IDHS, through its Recruitment, Hiring and Discipline Committee conducts monthly meetings to discuss
Illinois Commerce Commission	In FY2012, there were 761 calls offered to our counselors in Spanish, with 25.9% not answered over the same time period. 6.3% of English speaking calls were not answered. With only three bilingual employees, there were frequent unavoidable gaps in phone
Insurance	The DOI uses the same considerations noted in (a) above, as well as the growth of the Spanish speaking population.
Juvenile Justice	Bilingual needs of clients vary based on an average committment of 6 months or less. Contractual provisions allow for temporary assignment pay when existing staff are required to assist with bilingual needs on an intermittent basis.
Labor Department	We have determined the need for 9 Spanish-speaking positions in our Chicago office based on the volume of phone calls, complaints filed and walk-ins from Spanish-speaking clientele in that geographic area.
Labor Relations Board	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	Need for bilingual positions is determined by the demand for services according to geographical area.
Office of Executive Inspector General	NA - The OEIG is a non-code agency exempt from the personnel code. However, we do service our spanish-speaking clients with translation assistance.
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.
Property Tax Appeal Board	An assessment of needs based on inquiries by the public of PTAB's services and requirements.
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls received from the Limited English Proficient population.
Revenue	Based on feedback received from both customers and staff. If our staff started telling us they were getting an increasing volume of Spanish speaking taxpayers seeking assistance and that the volume was affecting the service being provided, we would likely
State Fire Marshal	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
State Police	The agency relies on personnel in the field to request the need for bilingual skill and makes a determination based on this information.
Transportation	Same as above.
Workers Compensation Commission	THE NUMBER OF REQUESTS AND THE AVAILABILITY OF INTERPRETERS

FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	For agencies with bilingual staff: Does your agency have a designated Hispanic Liaison who works with the Hispanic Community and the Hispanic Employment Plan Advisory Council to recruit bilingual staff? If so, please provide the name(s):
Aging	Rafael Valencia, Senior HelpLine Supervisor
Agriculture	NA
Arts Council	We do not have a designated Hispanic Liaison however, the bilingual staff does work with the Hispanic Community. Eliud Hernandez and Encarnacion Teruel for agency Programs.
Central Management Services	Yes. Her name is Evonne Velasquez.
Children and Family Services	Yes. Jose Rodriguez is the designated Hispanic Liaison who works with the Hispanic Community. Lourdes Rodriguez is the designated person to work with the Hispanic Employment Plan Advisory Plan Advisory Council to recruit bilingual staff.
Commerce and Economic Opportunity	Agency does not have a designated Hispanic Liaison.
Corrections	Not at this time
Deaf and Hard of Hearing Commission	EEO Officer, Tonia Bogener and Patty Greene, Personnel Manager work together at reaching out to all individuals for recruitment of vacancies.
Developmental Disabilities Council	NA
Employment Security	Carlos R. Charneco
Environmental Protection Agency	No.
Financial and Professional Regulation	Mario Pantoja
Guardianship and Advocacy Commission	No
Healthcare and Family Services	No
Human Rights Commission	no
Human Rights Department	Blanca Vargas is the liaison for recruitment Amalia Martinez works with the Hispanic Employment Plan Advisory Council Abdi Maya and Amalia Martinez are members of the Governor's Office of New Americans
Human Services	Nelida Smyser-DeLeon, Director Hispanic/Latino Affairs
Illinois Commerce Commission	No
Insurance	No
Juvenile Justice	No
Labor Department	We have determined the need for 2 Polish-speaking positions in our Chicago office based on the volume of phone calls, complaints filed and walk-ins from Polish-speaking clientele in that geographic area.
Labor Relations Board	No
Natural Resources	Jeffrey Jones, Director of Community Outreach
Office of Executive Inspector General	NA - The OEIG is a non-code agency exempt from the personnel code. However, we do service our spanish-speaking clients with translation assistance.
Prisoner Review Board	No
Property Tax Appeal Board	No
Public Health	Yes. Mireya Hurtado, Community Public Health Outreach Manager.
Revenue	Yes, Jose Borjon
State Fire Marshal	Vacant position.
State Police	N/A
Transportation	Not at this time.
Workers Compensation Commission	NO

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Agency Name	For agencies with no bilingual staff: How does the agency determine that it does not require any bilingual staff?
Capital Development Board	CDB has limited involvement with the Spanish speaking public and has not encountered a need for bilingual staff.
Civil Service Commission	A situation did not arise requiring the use of a bilingual staff member.
Criminal Justice Information Authority	Same as above
Emergency Management Agency	IEMA has not identified any unmet needs as it relates to bilingual staff. IEMA does have a translator tool on its website and has access to the language interpretation services provided by the State of Illinois Master Contract.
Executive Ethics Commission	NA
Gaming Board	The Illinois Gaming Board communicates with the public and other industry personnel without the need to designate permanent bi-lingual positions.
Historic Preservation	Patron request.
Investment Board	ISBI has limited dealing with public. There have been no accommdation requests requiring bilingual staff.
Labor Relations Board - Educational	The agency's needs are evaluated on whether staff members have received any requests for bilingual services while processing their cases, handling public information calls, etc.
Law Enforcement Training and Standards Board	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.
Medical District Commission	Not applicable.
Military Affairs	The Department of Military Affairs does not have public clients. The agency has one organizational client – the IL National Guard. The IL National Guard meets its own bilingual requirements by/through US Federal Government resources and employees.
Pollution Control Board	The need has not presented itself in the past. The Board will review its staffing if a need becomes evident.
Sentencing Policy Advisory Council	We are a research organization that does not deal directly with the public therefore we do not have a need for bilingual staff.
State Police Merit Board	The State Police Merit Board (SPMB) is allocated ten positions and currently has a staff of five persons in addition to the board members themselves. The Board's constituency is not the general public and its focus is limited. The State Police Merit Board
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	A study was conducted in the past to determine the need for bilingual staff. In recent months, it was determined that a translation services are used approximately two times per year.

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Agency Name	For agencies with no bilingual staff: Does your agency have a designated Hispanic Liaison who works with the Hispanic Community and the Hispanic Employment Plan Advisory Council to recruit bilingual staff? If so, please provide the name(s):
Capital Development Board	Gilbert Villegas
Civil Service Commission	No
Criminal Justice Information Authority	We do not work with the public so the need bilingual staff is not needed.
Emergency Management Agency	No.
Executive Ethics Commission	NA
Gaming Board	No
Historic Preservation	No
Investment Board	No.
Labor Relations Board - Educational	Yes, Victor Blackwell
Law Enforcement Training and Standards Board	No, the Board does not have a designated Hispanic Liaison. However, the Board is proactive and follows legislative mandates related to EEO employment.
Medical District Commission	Not applicable
Military Affairs	No
Pollution Control Board	Not at this time.
Sentencing Policy Advisory Council	No
State Police Merit Board	No
State Retirement Systems	No
Veterans Affairs	Not at this time, although there have been discussions regarding the identification of a Hispanic Liaison.

FY 2012 Bilingual Needs and Bilingual Pay Survey
APPENDIX: Special Response Questions with Follow-up Part 1

Agency Name Note: Only agencies who responded to one of the particular questions indicated here are listed below.	If the agency utilized language interpretation services as provided by the State of Illinois Master Contract, how many cases were required?	If the agency utilized language interpretation services as provided by the State of Illinois Master Contract, include the source language for which those services were required.	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized?
Aging	0	N/A	CLESE: Coalition of Limited English Speaking Elderly
Children and Family Services	1866	The information to answer questions 8 and 9 was not available by the deadline to submit this survey. The only information available at this time is that the Department spent \$28,381.93 on interpretive services in FY12 under the State Of Illinois Master Contract. The information has been requested and the survey will be updated when the information is received.	The Illinois Department of Human Services Interpreter Resources of Community Agencies list is utilized for interpreter services. There are 30 agencies on the list that provide free interpreter services.
Corrections	20000	N/A	N/A
Developmental Disabilities Council	1	Spanish	Sign language interpreters
Employment Security	16309	Spanish, Polish, Cantonese, Mandarin, Russian, Arabic, Hindu, Korean, Burmese, Bulgarian, Farsi, French, Assyrian, Vietnamese, Lao, Lithuanian, Albanian, Bosnian, Croatian, Serbian, Afrikan; Greek, IBO, Nepalese, Toi, Ukrainian, Tagalog, Uzbek, Turkish, Oro, Urdu, Swahili, Japanese	Used bilingual Spanish, Polish and Cantonese/Mandarin
Financial and Professional Regulation	2	Spanish and Polish	None
Healthcare and Family Services	12227	The HFS vendor provided translation for 53 languages.	None
Human Rights Department	12	Spanish and Chinese	None, other than the Department's bilingual staff who serviced the clients in need of language interpretation.
Human Services	337724	Spanish, Manual Communication, Polish, Assyrian, Swahili, French, Korean, Russian, Vietnamese, Amhoric, Chinese, Greek, Philippine, Japanese, Serbian, Other	Health Alliance, Bridges, ZFRP Corantee, Bilingual Staff, Translation Smart, Inc., Contractual Interpreter
Labor Department	120	Spanish, Polish, Korean	None
Office of Executive Inspector General	0	NA	The OEIG used the services of Horizon for the Blind, Inc. to translate annual offline ethics training packet into Braille.
Prisoner Review Board	2	Sign Language	Missy Kinsel - Interpreter; Juli Greene - sign Language Interpreter;
Property Tax Appeal Board	0	NA	An associate of the Spanish-speaking person who spoke both English and Spanish, obtained by the Spanish-speaking person.
Public Health	44	Spanish, Polish and Urdo	n/a
Revenue	8023	95% Spanish	None

FY 2012 Bilingual Needs and Bilingual Pay Survey
APPENDIX: Special Response Questions with Follow-up Part 2

Agency Name Note: Only agencies who responded to one of the particular questions indicated here are listed below.	How many agency employees utilized bilingual skills to assist clients, but did not receive a bilingual pay supplement?	For the number of employees identified who did not receive bilingual pay, enter each employee's name, position title, and the language skill that was used.	How many agency employees received temporary assignment pay for utilizing bilingual skills?	For the number of employees who received temporary assignment pay, enter each employee's name, position title, and the language skill that was used.
Arts Council	4	Eliud Hernandez, SPSA - Spanish; Romie Munoz, PSA - Spanish; Encarnacion Teruel - Spanish; Zenie Pruitt - Spanish	0	0
Children and Family Services	21	The 21 employees listed below are self reports of utilized the Spanish language translation or interpretation skills: <i>Child Welfare Advance Specialists</i> - Marisol Davilla, Kevin Gehl, Lilly Lopez, Doroteo Ramirez; <i>Child Welfare Court Facilitator</i> - Rebecca Crnovich; <i>Child Welfare Senior Specialist</i> - Maria Mayol; <i>Child Welfare Specialists</i> - Urbano Anacleto, Lisa Healey, Dahlia Roman, Pedro Thomas, Ada Weistart; <i>Day Care Licensing Representative IIs</i> - S Carrillo-Camacho, Laura Correa, Jose Medina, Maritza Rosario; <i>Internal Security Investigator II</i> - Monica Zimbron; <i>Public Service Admin - Opt 1</i> - Andrew Martinez <i>Public Service Admin - Opt 6s</i> - Joseph Becerra, De Monzon Camacho, Marcia Gold, Pedro Mendoza; Senior Public Service Administrator - Daniel Fitzgerald	1	Pedro Tomas - Child Welfare Specialist - Spanish
Corrections	13	N/A	8	N/A
Employment Security	15	Shirley Chung, Special Agent, Cantonese, Miriam Moses, Special Agent, Spanish, Maria DiMuzio, PSA, Spanish, Andrea Torres, ESSR, Spanish, Armando Atempa, ESPR Int, Spanish, Eugene Biolik, FOS Polish, Elizondo Abraham, ESPR Int Spanish, Ewa Kukla, ESSR Polish, Leonardo Lara, ESPR int, Rodrigo Ortiz, ESPR int Spanish, Berta Pena, ESSR, Spanish, Marisol Smith ESPR, Spanish, Rosa Velez, ESPR, Spanish, Piotr Wolodkowicz, ESSR Polish, Antonio Zotta, ESPR Spanish.	18	Shirley Chung, Special Agent, Cantonese, Miriam Moses, Special Agent, Spanish, Maria DiMuzio, PSA, Spanish, Andrea Torres, ESSR, Spanish, Armando Atempa, ESPR Int, Spanish, Eugene Biolik, FOS Polish, Elizondo Abraham, ESPR Int Spanish, Ewa Kukla, ESSR Polish, Leonardo Lara, ESPR int, Leo Levin, ISA, Russian, Karin Malmgrem, ESPR manual communicator, Rodrigo Ortiz, ESPR int Spanish, Berta Pena, ESSR, Spanish, Marisol Smith ESPR, Spanish, Rosa Velez, ESPR, Spanish, Stanislav, Volkhovsky, EX I Russian, Piotr Wolodkowicz, ESSR Polish, Antonio Zotta, ESPR Spanish.
Environmental Protection Agency	7	Hernando Albarracin, Senior Public Service Administrator, language translation German Barria, Environmental Protection Engineer, language translation Jose Mora, Environmental Protection Engineer, language translation Ricky Munoz, Vehicle Emission Compliance Inspector, language translation Emilio Salis, Public Service Administrator, language translation Adolpho Gonzales, Environmental Protection Engineer, language translation Mark Retzlaff, Environmental Protection Specialist, language translation	0	NA
Guardianship and Advocacy Commission	1	Louis Williams, Guardianship Representative Language skilled used - Polish and Sign Language	0	Not applicable
Healthcare and Family Services	0	NA	2	Pablo Medina, Executive II, Spanish Mario Jimenez, Executive II, Spanish
Human Rights Department	0	DHR staff with the bilingual option receive bilingual pay to utilize their bilingual option.	0	There were no DHR employees who received temporary assignment pay to utilize bilingual skills.
Juvenile Justice	5	Margarita Mendoza, SPSA, Spanish Olivia Robles, Exec Sec 3, Spanish Jose Santiago, JJ YFS, Spanish Janet Cisneros, JJ YFS, Spanish Jose Guzman, JJ Specialist, Spanish	5	Jorge Trujillo, JJ YFS, Spanish Jacqueline Raguay, JJ YFS, Spanish Hector Castillo, JJ YFS, Spanish Anna Vilchis, JJ YFS, Spanish Dario Gonzalez, JJ Specialist, Spanish
Labor Department	3	Labor Conciliator, Spanish Speaking Office Associate, Spanish Speaking Safety Superintendent, Spanish Speaking	1	Office Assistant assigned to Office Associate, Spanish Speaking
Property Tax Appeal Board	1	Carmen Guzman, Appraisal Specialist II, Spanish	0	NA
Racing Board	4	Jenny Thorpe License Clerk Spanish Shannon Kascher, License Clerk, Spanish Eddy Arroyo, Steward, Spanish Chris Ezzo, Steward Secretary, Spanish	0	0
Revenue	0	N/A	1	Ricardo Zambrano - Revenue Tax Specialist II - Spanish
Workers Compensation Commission	0	N/A	1	ENRIQUE CABRERA, EXECUTIVE 1 SPANISH