



STATE OF ILLINOIS 2007

HISPANIC Employment Plan



Respectfully submitted to the Illinois General Assembly
February 1, 2007, by Central Management Services



OFFICE OF THE GOVERNOR
CHICAGO, ILLINOIS 60601

ROD R. BLAGOJEVICH
GOVERNOR

February 1, 2007

Dear General Assembly Member:

The following is the 2007 report of the State Hispanic Employment Plan, which will provide increased access to State employment for Illinois' fastest growing minority group and help us build a governmental workforce that more accurately reflects the diversity of our great state. The plan was submitted by the Illinois Department of Central Management Services to the General Assembly on February 1, as required by law.

This law is part of my administration's steadfast commitment to diversity in our workforce. Hispanics are the fastest growing ethnic group in Illinois, already making up some 12% of the state's population. While we recognize their strong contributions to the state's economy, we also need to ensure they have increased access to opportunities to serve in State government. A more diverse workforce will also help the State provide better services to the general public.

The CMS Bureau of Personnel will be providing an overview of this plan to State Agency Heads and the Deputy Chiefs of Staff. Throughout the course of the year CMS, in consultation with the Hispanic Employment Plan Advisory Council, will coordinate many ongoing activities to meet the goals and objectives stated in the plan.

If you have any questions or need additional information, please contact the CMS Bureau of Personnel at 217/524-8773.

Sincerely,

A handwritten signature in black ink that reads "Rod Blagojevich".

Rod R. Blagojevich
Governor



ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Paul J. Campbell, Director

February 1, 2007

Dear General Assembly Member:

On August 15, 2005, Governor Blagojevich signed Public Act 094-0597, the State Hispanic Employment Plan, into law, calling for each state agency to include in its annual report its activities in implementing the State Hispanic Employment Plan (HEP) and the bilingual employment plan. Part of the Governor's ongoing commitment to diversity in our workforce, this legislation requires CMS to prepare and submit to the General Assembly an annual Hispanic Employment Plan, reporting each agency's activities that implement the plan.

As you can see in the following pages, the State has made significant progress.

To supplement the diversity recruitment needs of each state agency, CMS met with agency personnel officers to review specific areas of underutilization and identify recruitment strategies for various occupational areas.

To provide consultation to CMS and the HEP Coordinator in monitoring compliance by all state agencies, we established the Hispanic Employment Plan Advisory Council, comprised of subject matter experts including State Senator Iris Martinez, co-chair of the Illinois Latino Legislative Caucus.

To better serve the public's needs, agencies have established or clarified existing positions to reflect the "Spanish-speaking" option, especially those supervisory and front-line positions located in and serving communities with significant Latino populations. Overall, the State added 71 Spanish-speaking bilingual employees in 2006 – up 6.1% from 2005, to 1,160.

In addition, agencies now have employees who can communicate to visually and hearing-impaired constituents via Braille and manual communications (signing) as well as employees who speak languages ranging from Arabic, Chinese, Vietnamese and Hindi to Polish, Russian, Italian and Serbo-Croatian.

Finally, the new Web-based hiring system we're working to implement this year will enable the State to better track and monitor Hispanic applicants for open positions, while offering applicants the ability to easily identify open jobs and track their candidate status online. The resulting electronic database will also help State agencies quickly identify appropriate candidates to help them reach their hiring goals including bilingual employees.

The benefits of having a diverse workforce are many, but perhaps most significant is to enable State agencies to provide better services more efficiently to the general public. By continuing to work together on this vital State initiative, we intend to achieve this goal and better serve the residents of Illinois.

Sincerely,

Paul Campbell



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I. Executive Summary

The State Hispanic Employment Plan has achieved significant accomplishments in its first full year, putting in place a comprehensive process to increase the number of Hispanics the State hires and promotes. The achievements so far include:

- **Better identification of agencies' bilingual needs**
 - The Department of Central Management Services (CMS) now requires agencies to review their positions every year to identify bilingual needs.
 - As a result, some agencies, such as the Prisoner Review Board, have established bilingual option positions for the first time while other agencies, including the Department of Public Health, added positions.
- **Increasing Spanish-speaking employees throughout State government**
 - For example, the Illinois Department of Transportation (IDOT) for the first time used the Spanish-speaking option in hiring for its Highway Maintainer positions; in July 2006, 6 bilingual Highway Maintainers (out of 36) were hired – that's 16.7%.
 - In cooperation with Veterans Affairs and CMS, IDOT is now recruiting an additional 75 Highway Maintainers, of which 25 will be assigned to the Emergency Traffic Patrol (ETP) unit – many will be bilingual. Spanish-speakers can start out making \$4,028 a month as ETP workers.
 - Overall, the State added 71 Spanish-speaking bilingual employees in 2006 – up 6.1% from 2005, to 1,160.
- **Better tracking of hiring and promotions of Hispanic employees**
 - CMS now mandates that agencies complete the Department of Human Rights Hiring and Promotion Monitor form for all hires and promotions.
 - All agencies are complying with this new process, advised by the State's Hispanic Employment Program (HEP) coordinator.
 - In 2006, 6.1% of all promotions were awarded to Hispanic employees.
 - The HEP coordinator is developing a model recruitment plan to help State agencies better plan for recruitment of Hispanics.
- **Increasing number of Hispanic veterans hired**
 - More than half the veterans hired in Fiscal Year 2007 so far are Hispanic.
- **Helping agencies achieve their goals**
 - To serve their constituencies with limited English abilities, agencies are surveying their communications materials (signs, brochures, video and websites) to identify those that should be translated into other languages.



- **Establishing and fully staffing the Hispanic Employment Plan Advisory Council**
 - The Hispanic Employment Plan Advisory Council, composed of Subject Matter Experts, was established to help the HEP coordinator monitor plan compliance.
 - The Council meets quarterly to provide consultation to State agencies.

The Hispanic Employment Plan Advisory Council members include:

- State Senator Iris Martinez
- Diversity consultant and author Rosemary Bombela-Tobias
- Illinois Department of Human Rights (IDHR) Chief Legal Counsel Ray Luna
- Illinois Department of Employment Security (IDES) Human Resources Director Ken Santiago
- Governor's Office of Management and Budget's (GOMB's) Rafael Matias
- CMS Diversity Enrichment Program Manager Hector Villagrana
- HEP Coordinator Olga Iniguez

CMS is working to build on this success as we enter the second year of the State Hispanic Employment Plan. For example, to help agencies identify candidates in underutilized categories to interview and thus further their EEO goals, CMS is restructuring the Open Competitive Eligibility List to incorporate underutilization data. CMS has also created a Diversity Enrichment Program database to enhance agencies' targeted recruitment efforts.

In addition, CMS has asked every State agency under the Governor's control to consider establishing new positions or clarifying existing ones to reflect the Spanish-speaking option, especially those supervisory and front-line positions located in and service communities with significant Latino populations, to better serve the needs of the public.

As demonstrated by their actions, State agencies are increasingly committed to the Plan and to building a diverse workforce for the State of Illinois.

II. State Hispanic Employment Plan

The State Hispanic Employment Plan became effective January 1, 2006, pursuant to Public Act 094-0597. This legislation's main purpose is to improve State service delivery to its Hispanic public by increasing the number of State employees who are Hispanic or bilingual-Spanish in supervisory, technical, professional and managerial positions. State government services delivered by language-appropriate and culturally-competent employees will ensure that the Hispanic community is receiving the same standard of service as other consumers and to which they are entitled.



The responsibility for meeting the objectives of PA 094-0597 rests dually with CMS and with each State agency. Each individual agency is required to implement strategies and programs to increase the number of Hispanic and bilingual employees within their agency. This legislation also requires that CMS, in consultation with knowledgeable persons and organizations, shall each year prepare a Hispanic Employment Plan and report to the General Assembly each state agency's activities that implement the Plan.

The 2006 CMS State Hispanic Employment Plan was presented to the General Assembly on February 1, 2006, as required by the legislation. The first year of the Plan was focused on setting a structure and process by which the Plan would be implemented annually. Although not necessarily focused on numbers, the first year did result in an increase in the number of Hispanic and bilingual/Spanish employees hired into the state workforce.

III. Current Demographics

Based on 2000 U.S. Census data and state employment workforce statistics as of December 31, 2006, approximately 3.8% of the State's 52,500 employees in coded State positions are Hispanic. The five Illinois counties with the highest percentage Hispanic population are listed below with the corresponding percentage of Hispanic State employees.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Kane	23.7%	9.6%
Cook	19.9%	9.7%
Lake	14.4%	9.2%
Boone	12.5%	15.8%
DuPage	9.0%	11.0%

There are 2,004 Hispanic employees statewide in coded positions. The five State agencies with the largest number of Hispanic employees in coded state positions are indicated below.

AGENCY	COUNT OF HISPANIC EMPLOYEES
Department of Human Services	811
Department of Corrections *	246
Department of Children & Family Services	207
Department of Employment Security	159
Department of Healthcare & Family Services	114

* The Department of Corrections' count of Hispanic employees shows a decrease from last year; however, the Department of Juvenile Justice was created effective July 1, 2006, transferring affected employees from the Department of Corrections to the Department of



Juvenile Justice. Consequently, the Department of Juvenile Justice has 65 Hispanic employees as of December 31, 2006.

The Departments of Human Services, Children and Family Services and Healthcare and Family Services each show an increase over last year's data.

Of the approximately 52,500 coded State employees, 1,160 are currently receiving bilingual pay for the use of the Spanish language. The five State agencies that have the highest number of employees receiving bilingual pay for the use of the Spanish language are shown below.

AGENCY	EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE
Department of Human Services	592
Department of Children & Family Services	186
Department of Employment Security	118
Department of Healthcare & Family Services	99
Department of Corrections	42

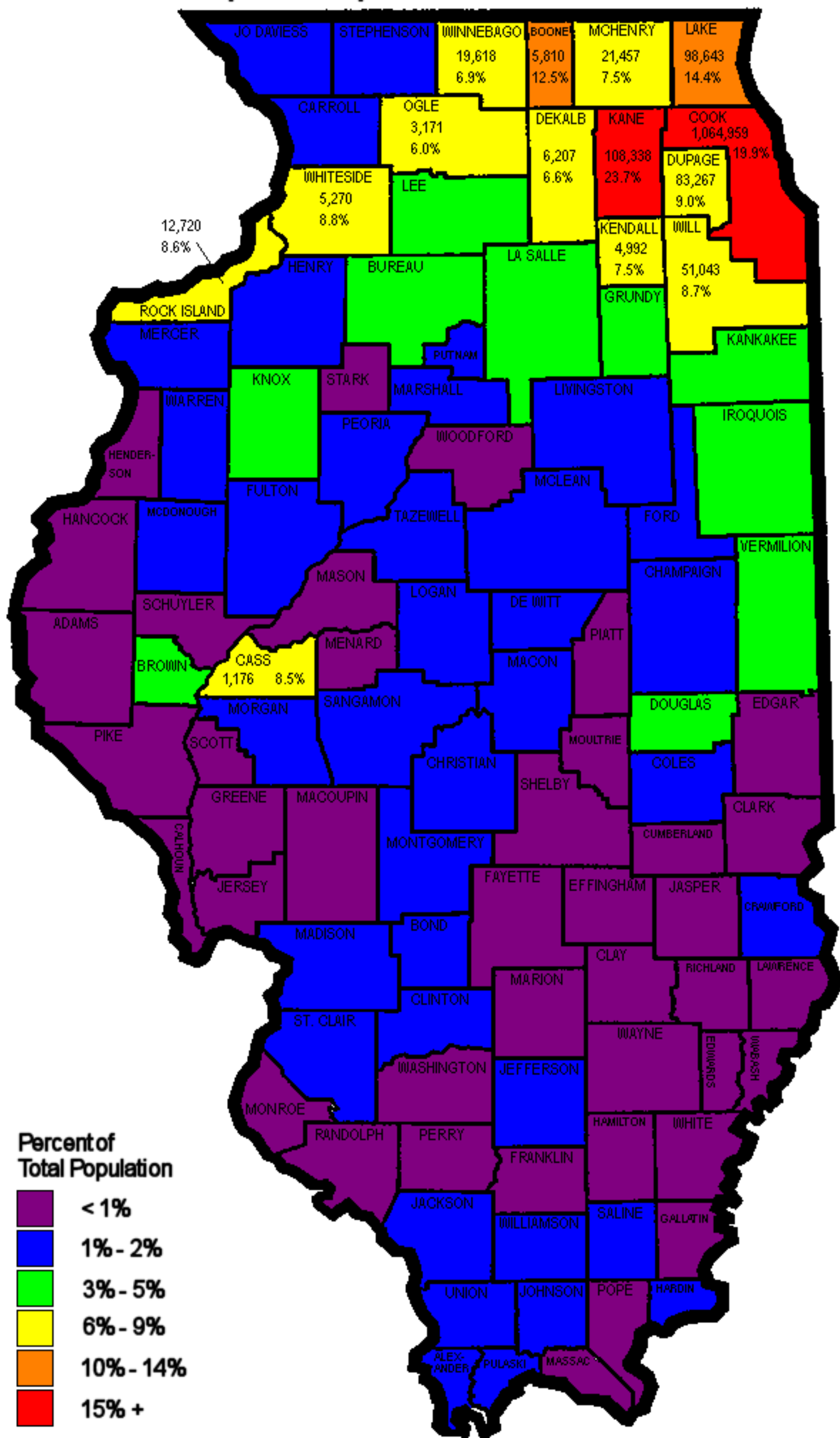
The Departments of Human Services, Children and Family Services and Healthcare and Family Services each show an increase over last year's data.

In calendar year 2006, 95,845 open competitive exams were administered. Of those, Hispanic applicants received 8,305 civil service grades. The graph below illustrates how Hispanics fared when compared to all applicants.

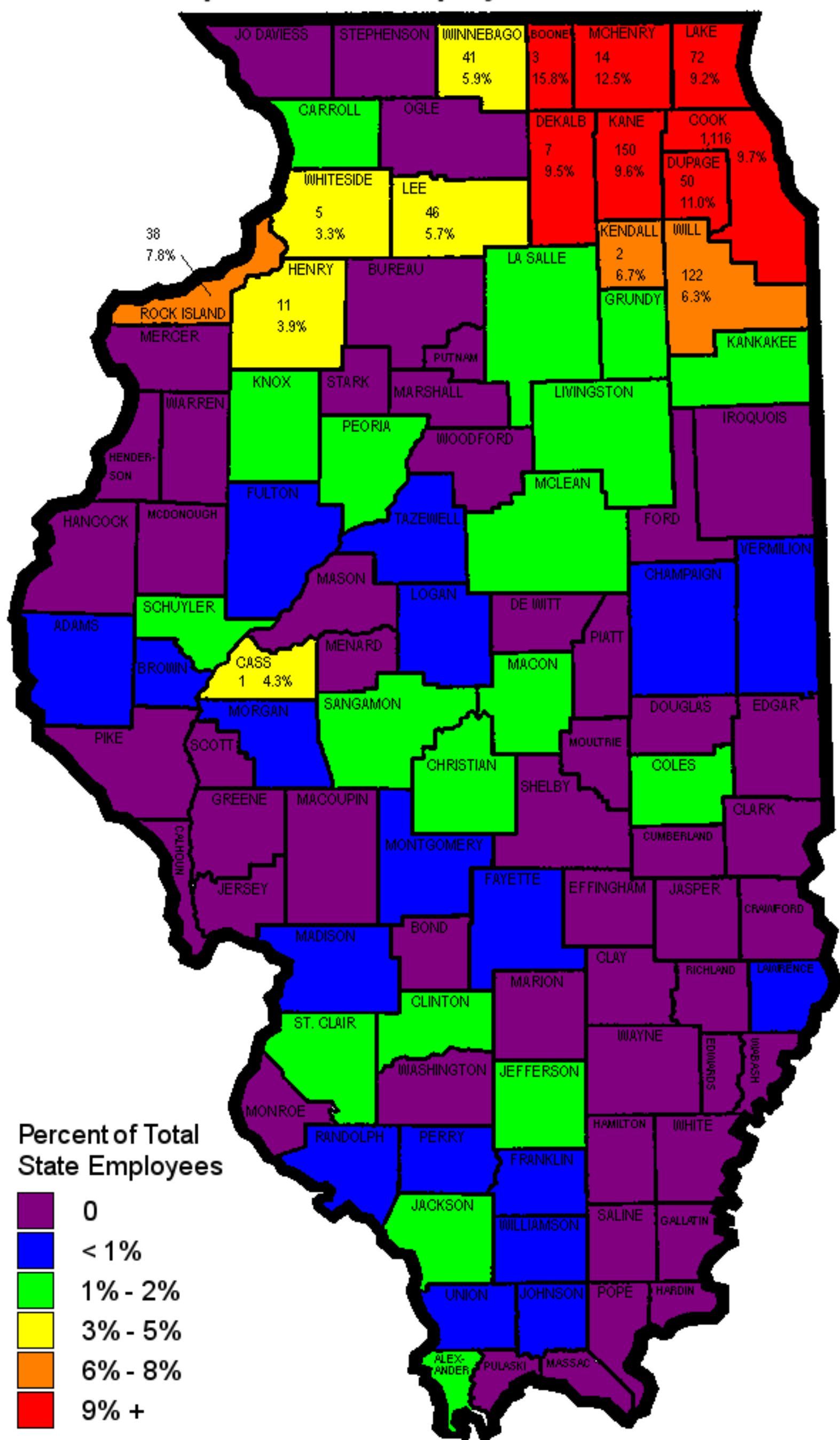
CY 2006	HISPANICS	NON-HISPANICS	TOTAL
Open Competitive Total Grades	8,305	87,540	95,845
A Grade	1,654	30,911	32,565
B Grade	2,527	27,619	30,146
C Grade	2,073	11,333	13,406
Failed Grade	2,051	17,677	19,728

Promotional transactions inclusive of all venues (Upward Mobility Program, promotion, Merit System Transfer with promotion and Promotion to Term) indicate a total of 2,101 employees were promoted in calendar year 2006; of those 130 were Hispanic employees, comprising a promotion rate of 6.1%.

Illinois Hispanic Population 2000 Census Data



Coded Hispanic State Employees as of 12/31/2006



Population vs. Workforce *

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC **
Adams	67,582	0.8%	541	672	0.1%	1
Alexander	9,327	1.4%	131	394	1.3%	5
Bond	17,941	1.4%	251	18	0.0%	0
Boone	46,477	12.5%	5,810	19	15.8%	3
Brown	6,879	3.9%	268	399	0.5%	2
Bureau	35,221	4.9%	1,726	74	0.0%	0
Calhoun	5,069	0.6%	30	19	0.0%	0
Carroll	16,242	2.0%	325	100	2.0%	2
Cass	13,841	8.5%	1,176	23	4.3%	1
Champaign	186,800	2.9%	5,417	366	0.8%	3
Christian	35,127	1.0%	351	288	1.7%	5
Clark	16,998	0.3%	51	24	0.0%	0
Clay	14,316	0.6%	87	17	0.0%	0
Clinton	36,135	1.6%	578	1,000	1.0%	10
Coles	51,880	1.4%	726	96	1.0%	1
Cook	5,351,552	19.9%	1,064,959	11,547	9.7%	1,116
Crawford	19,899	1.7%	338	280	0.0%	0
Cumberland	11,063	0.6%	66	20	0.0%	0
De Kalb	94,041	6.6%	6,207	74	9.5%	7
De Witt	16,679	1.3%	217	59	0.0%	0
Douglas	19,923	3.5%	697	30	0.0%	0
DuPage	925,188	9.0%	83,267	455	11.0%	50
Edgar	19,396	0.8%	155	64	0.0%	0
Edwards	6,850	0.5%	34	14	0.0%	0
Effingham	34,529	0.7%	242	124	0.0%	0
Fayette	21,539	0.8%	172	475	0.6%	3
Ford	14,094	1.2%	169	39	0.0%	0
Franklin	39,117	0.6%	235	136	0.7%	1
Fulton	37,658	1.2%	452	433	0.5%	2
Gallatin	6,220	0.9%	56	4	0.0%	0
Greene	14,708	0.5%	74	18	0.0%	0
Grundy	39,528	4.1%	1,621	44	2.3%	1
Hamilton	8,334	0.6%	50	10	0.0%	0
Hancock	19,393	0.5%	97	23	0.0%	0
Hardin	4,711	1.1%	52	10	0.0%	0
Henderson	8,073	0.9%	73	15	0.0%	0
Henry	5,064	2.9%	147	281	3.9%	11
Iroquois	30,684	3.9%	1,197	68	0.0%	0
Jackson	58,976	2.4%	1,415	348	1.7%	6
Jasper	9,955	0.5%	50	24	0.0%	0
Jefferson	40,334	1.3%	524	490	1.0%	5
Jersey	22,188	0.7%	155	120	0.0%	0
Jo Daviess	22,526	1.5%	338	29	0.0%	0
Johnson	12,951	2.9%	376	810	0.1%	1
Kane	457,122	23.7%	108,338	1,569	9.6%	150
Kankakee	105,625	4.8%	5,070	1,713	1.6%	27
Kendall	66,565	7.5%	4,992	30	6.7%	2
Knox	54,491	3.4%	1,853	447	2.7%	12
Lake	685,019	14.4%	98,643	779	9.2%	72
La Salle	112,037	5.2%	5,826	693	2.9%	20
Lawrence	15,287	0.9%	138	424	0.5%	2
Lee	35,537	3.2%	1,137	814	5.7%	46
Livingston	39,208	2.7%	1,059	1,338	1.9%	25

Population vs. Workforce *

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC **
Logan	30,716	1.6%	491	680	0.7%	5
Mc Donough	32,852	1.5%	493	59	0.0%	0
Mc Henry	286,091	7.5%	21,457	112	12.5%	14
Mc Lean	156,879	2.5%	3,922	144	2.1%	3
Macon	111,175	1.0%	1,112	435	1.4%	6
Macoupin	49,055	0.6%	294	52	0.0%	0
Madison	261,689	1.5%	3,925	808	0.9%	7
Marion	40,751	0.9%	367	90	0.0%	0
Marshall	13,039	1.0%	130	27	0.0%	0
Mason	15,884	0.5%	79	71	0.0%	0
Massac	15,138	0.8%	121	45	0.0%	0
Menard	12,593	0.8%	101	21	0.0%	0
Mercer	17,003	1.3%	221	17	0.0%	0
Monroe	29,723	0.7%	208	24	0.0%	0
Montgomery	30,352	1.1%	334	483	0.8%	4
Morgan	35,990	1.4%	504	1,421	0.4%	5
Moultrie	14,469	0.5%	72	19	0.0%	0
Ogle	52,858	6.0%	3,171	45	0.0%	0
Peoria	182,335	2.1%	3,829	504	1.8%	9
Perry	22,684	0.8%	181	544	0.4%	2
Piatt	16,426	0.6%	99	13	0.0%	0
Pike	16,927	0.5%	85	54	0.0%	0
Pope	4,261	0.9%	38	12	0.0%	0
Pulaski	7,077	1.5%	106	19	0.0%	0
Putnam	6,119	2.8%	171	5	0.0%	0
Randolph	33,244	0.8%	266	1,477	0.6%	9
Richland	15,997	0.8%	128	46	0.0%	0
Rock Island	147,912	8.6%	12,720	490	7.8%	38
St. Clair	258,606	2.2%	5,689	764	1.2%	9
Saline	26,158	1.0%	262	323	0.0%	0
Sangamon	191,875	1.1%	2,111	11,360	1.0%	113
Schuyler	7,021	0.5%	35	198	2.0%	4
Scott	5,505	0.2%	11	10	0.0%	0
Shelby	22,407	0.5%	112	33	0.0%	0
Stark	6,198	0.9%	56	20	0.0%	0
Stephenson	48,151	1.5%	722	72	0.0%	0
Tazewell	128,056	1.0%	1,281	150	0.7%	1
Union	18,170	2.6%	472	698	0.7%	5
Vermilion	82,804	3.0%	2,484	460	0.9%	4
Wabash	12,680	0.7%	89	8	0.0%	0
Warren	18,246	2.7%	492	35	0.0%	0
Washington	15,179	0.7%	106	24	0.0%	0
Wayne	16,944	0.6%	102	30	0.0%	0
White	15,106	0.7%	106	49	0.0%	0
Whiteside	59,886	8.8%	5,270	152	3.3%	5
Will	586,706	8.7%	51,043	1,928	6.3%	122
Williamson	62,448	1.2%	749	327	0.6%	2
Winnebago	284,313	6.9%	19,618	693	5.9%	41
Woodford	36,367	0.7%	255	30	0.0%	0
Totals	12,607,964	12.3%	1,553,649	52,441	3.8%	2,000

* Reflects Code Employees as of 12/31/2006

** In addition, 4 Hispanics are employed in out of state positions

Hispanic Code Employees, by Agency *

Agency	Count
Aging	3
Agriculture	11
Arts Council	4
Capital Development Board	1
Central Management Services	31
Children & Family Services	207
Civil Service Commission	0
Commerce & Economic Opportunity	16
Commerce Commission	1
Corrections	246
Criminal Justice Information Authority	4
Deaf and Hard of Hearing Commission	0
Developmental Disabilities Council	0
Emergency Management Agency	0
Employment Security	159
Environmental Protection	16
Financial & Professional Regulation	45
Guardianship & Advocacy	7
Healthcare & Family Services	114
Historic Preservation	3
Human Rights Commission	3
Human Rights Department	25
Human Services	811
Investment Board	1
Juvenile Justice	65
Labor	10
Labor Relations Board, Educational	0
Labor Relations Board, Local	0
Labor Relations Board, State	1
Law Enforcement Training and Standards	1
Medical District Commission	0
Military Affairs	2
Natural Resources	5
Pollution Control Board	0
Prisoner Review Board	1
Property Tax Appeal Board	0
Public Health	28
Revenue	38
State Fire Marshal	4
State Police	48
State Police Merit Board	0
State Retirement Systems	0
Transportation	64
Veterans' Affairs	13
Workers' Compensation Commission	16
Total	2,004

* Data as of 12/31/2006

**Employees in Code Positions Requiring
Use of the Spanish Language ***

Agency	Count
Aging	1
Agriculture	3
Arts Council	1
Capital Development Board	0
Central Management Services	4
Children & Family Services	186
Civil Service Commission	0
Commerce & Economic Opportunity	7
Commerce Commission	1
Corrections	42
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Developmental Disabilities Council	0
Emergency Management Agency	0
Employment Security	118
Environmental Protection	2
Financial & Professional Regulation	21
Guardianship & Advocacy	4
Healthcare & Family Services	99
Historic Preservation	0
Human Rights Commission	1
Human Rights Department	21
Human Services	594
Investment Board	0
Juvenile Justice	5
Labor	7
Labor Relations Board, Educational	0
Labor Relations Board, Local	0
Labor Relations Board, State	0
Law Enforcement Training and Standards	0
Medical District Commission	0
Military Affairs	0
Natural Resources	1
Pollution Control Board	0
Prisoner Review Board	1
Property Tax Appeal Board	0
Public Health	17
Revenue	18
State Fire Marshal	2
State Police	1
State Police Merit Board	0
State Retirement Systems	0
Transportation	0
Veterans' Affairs	0
Workers' Compensation Commission	3
Total	1,160

* Data as of 12/31/2006



IV. 2006 Hispanic Employment Plan Objectives Status Report

STRATEGY	RESULTS
<p><u>Leadership</u> 1.0 Each agency director will be given a copy of this plan with a letter from the Governor highlighting the importance of diversity with a specific section highlighting Hispanic hiring.</p>	<p>Letter and CD mailed to all agency directors dated 2-16-06.</p>
<p>1.1 An overview of the plan will be presented to the Governor’s Deputy Chiefs of Staff and their Agency Directors to affirm the Administration’s commitment to the plan.</p>	<p>Completed.</p>
<p>1.2 Fund and fill a full-time position within CMS who will oversee this plan and monitor compliance by all State agencies.</p>	<p>Olga Iniguez named in acting capacity 4-3-06; became permanent 5-1-06.</p>
<p>1.3 Establish a Hispanic Advisory Council comprised of a small task force to serve as a gratis council of Hispanic subject matter experts to CMS and the full-time Hispanic Employment Plan administrator to ensure open lines of communication. Meetings will be scheduled semiannually.</p>	<p>Invitations distributed 3-9-06. First meeting held 6-15-06; second meeting held 10-19-06.</p>
<p><u>Recruitment and Selection</u> 2.0 The Department of Human Rights (DHR) Hiring and Promotion Monitor form is now mandatory for all hires and promotions. The agency’s EEO officer must sign this form before a position can be offered. The interviewer will need to provide a written justification as to why an underutilized candidate was not selected. CMS will not authorize personnel actions without receipt of the attached monitor signed by the agency’s EEO officer.</p>	<p>Effective 2-1-06; DHR presentation at March 2006 Personnel Officers meeting re: forms, FAQ’s and proposed rule revision. DHR followed up with non-compliant agencies to emphasize importance of timely and accurate information.</p>
<p>2.1 Two informational training sessions will be held for all Recruitment staff at each agency—one in Springfield and one in Chicago. Our goal is to utilize all of the resources in the field to increase the number of available qualified Hispanic candidates. Training will be provided regarding the EEO/AA reports and titles that are utilized in Hispanic hiring.</p>	<p>DHR presentation at April 2006 Personnel Officers meeting for all agency EEO/AA Officers and Recruitment/Selection Managers re: Hiring and Promotion Monitors, FAQs, proposed rule revision and CMS presentation on Hispanic Employment Plan. Video-conference with Springfield and Chicago.</p>

STRATEGY	RESULTS
<p>2.2 CMS will work collaboratively with the Hispanic Advisory Council to review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.</p>	<p>Comments requested from Hispanic Advisory Council August 2006 and incorporated into survey. Survey distributed to agencies 11-16-06.</p>
<p>2.3 CMS will provide training and education to all Agency Directors and HR Directors regarding the utilization of the bilingual Spanish-speaking option to make state employment more attractive to Hispanic individuals to better serve the monolingual Hispanic clients.</p>	<p>Memo to Agency Directors with copies to HR Directors dated 12-29-06.</p>
<p>2.4 Restructure the Open Competitive Eligibility List that is provided to agencies to contact qualified applicants for interview. Restructuring the format of the list to incorporate underutilization data will assist the agencies in identifying candidates in the underutilized category(ies) to interview to further their EEO/AA goals.</p>	<p>In process; CMS has made necessary programming changes and is utilizing data received from DHR to test new program.</p>
<p>2.5 Implement a Diversity Enrichment Program database. Available Hispanic candidates with particular qualifications and career interests will be provided to agencies to meet their specific needs and targeted recruitment efforts will be achieved.</p>	<p>Completed.</p>
<p><u>Retention and Development</u></p> <p>3.0 During the next enrollment period in May 2006, eligible employees will be encouraged to register for the Upward Mobility Program.</p>	<p>Mailing sent out 4-28-06 to employees eligible to participate; another mailing sent to potential re-enrollees 5-06 to promote UMP.</p>
<p>3.1 There are currently 1,259 eligible Hispanic employees who have opted not to participate in the Upward Mobility Program. The Hispanic Employment Plan coordinator will reach out to them prior to the enrollment period to encourage their participation to increase their potential promotional opportunities.</p>	<p>Email to agency EEO/AA Officers requesting distribution to diverse employees to promote UMP.</p>
<p>3.2 CMS will explore with AFSCME the potential barriers causing Hispanics and other minorities to not enroll in the Upward Mobility Program.</p>	<p>UMP continues to work with AFSCME.</p>



STRATEGY	RESULTS
<p><u>Education</u> 4.0 CMS is identifying core competencies for each underutilized job title to enable agency EEO officers to facilitate their partnership with education providers to enhance the training and recruitment of qualified applicants, thus furthering agency compliance with Section 7-105(h) of the Illinois Human Rights Act.</p>	<p>Completed and distributed January 2006.</p>
<p>4.1 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.</p>	<p>CMS continues to meet with agencies.</p>
<p>4.2 Quarterly EEO/AA Officer meetings will be initiated in conjunction with the CMS Personnel Managers meetings.</p>	<p>Agenda of April 2006 Personnel Officers Meeting devoted to EEO/AA Officers. Invitation extended to attend future meetings.</p>
<p><u>Accountability</u> 5.0 CMS will survey agencies to assess their activities in implementing the plan.</p>	<p>HEP survey mailed 9-27-06; due to CMS 11-8-06.</p>
<p>5.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.</p>	<p>Completed and to be included in report to General Assembly February 2007.</p>
<p>5.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.</p>	<p>Met on 10-19-06; completed.</p>
<p>5.3 The CMS Director will remind all State agencies under the Governor's jurisdiction of their continued obligation and commitment to the principles of the Hispanic Employment Plan.</p>	<p>Memo to Agency Directors with copies to HR Directors dated 12-29-06. <i>(See Appendix #2.)</i></p>

V. Summary of Surveys

The CMS State Hispanic Employment Plan (HEP) Coordinator, in consultation with the HEP Advisory Council, updated both the State Hispanic Employment Survey and the Bilingual Needs and Bilingual Pay Survey. These surveys are used to assess each State agency's activities in implementing the Plan and in formulating a plan to determine Bilingual Needs and report data on Bilingual Pay. These surveys are instrumental in compilation of the annual report presented to the General Assembly and serve as a critical part of the assessment the HEP Coordinator uses when working with individual agencies to pinpoint deficiencies and recommendations for improvements. These



recommendations assist the agency to improve Hispanic underutilization numbers and increase the number of bilingual employees, thereby better serving the Hispanic public.

A. Statewide Hispanic Employment Plan Survey 2006 Highlights

CMS distributed the revised survey to all coded agencies under the jurisdiction of the Governor on September 27, 2006. All agencies responded. Survey highlights include the following:

Employment strategies undertaken to implement the State Hispanic Employment Plan:

- Created a Diversity Council and established a position, Diversity Administrator, to apprise the agency secretary of all relevant issues regarding minority recruitment, hiring and retention. The Diversity Administrator is fully charged with carrying out all objectives of the Hispanic Employment Plan at the agency level.
- Created a Latino Advisory Council to apprise the agency director of issues that impact service to the Latino public and the Latino employees.
- Senior staff member serves on the CMS State Hispanic Employment Plan Advisory Council, thereby ensuring all aspects of the Plan are enacted at the agency level.
- Worked closely with the Latino Caucus to plan job fairs within the Hispanic community.
- Partnered with CMS and provided training to all agency recruiters on the mandates and specifics of the Hispanic Employment Plan.
- Developed a recruitment plan including training needs and emphasizing not only recruitment of Hispanics but also retention of current bilingual employees.
- Invites all Hispanics on the open-competitive list for interview.
- One board has made the commitment to assist well-qualified non-resident aliens secure visas for employment in the United States.
- Agency director communicates mandated requirements of the Hispanic Employment Plan and the Hiring and Promotion Monitor to all staff involved with hiring and promotion.
- Human Resources staff meets monthly with the agency director to review the department's staffing pattern and strategy for increasing number of Hispanic and bilingual employees.
- Hired two Hispanic/bilingual employees to assist in recruitment and hiring.
- Worked with CMS to expand the variety of degrees accepted for hiring Child Welfare professionals which resulted in increasing the number of Hispanic candidates.
- Instituted on-line cultural competency training for employees and agency contractors.
- Through communication to all staff involved in the hiring and recruitment process, made the HEP and the hiring of Hispanics and bilingual/Spanish employees a priority for the agency.



Employment strategies undertaken to increase the number of available bilingual/Spanish employees to service the needs of Spanish-speaking public:

- Clarified job descriptions to include Spanish-speaking option within underutilized regions.
- Established additional Spanish-speaking option positions statewide.
- Created Spanish-speaking option positions for the first time.
- Enacted caseload standardization as way of determining need and number of Spanish-speaking caseworkers.
- Worked with HEP coordinator to source alternative recruitment sources and to conduct targeted recruitment for technical or hard to fill positions.
- Increased agency head-count and budget for Spanish-speaking option positions statewide.
- Improved retention of Spanish-speaking employees by quickly responding to requests for geographical transfers and increasing access to flexible work schedules.
- Assesses each position vacancy at time of posting to determine if position should be included in Spanish-speaking option (previously, review was done on an annual basis).
- Developed, or are in the process of developing a Limited English Proficiency Plan to formulate strategies for better meeting the language needs of their public.

Suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed:

- Enhance training relevant to underutilization.
- Increased applicant pool is a priority.
- Re-institute job fairs with on-site testing and counseling where the need is the greatest.
- Work to bring Latinos onboard through internships and co-op programs, greatly improving chances of recruiting them on a permanent basis.
- Increase the recruitment of Hispanic and bilingual/Spanish foster and adoptive families thereby building a residual impact on young bilingual students entering the Child Welfare profession.
- Increase the number of Hispanic employees who are Rutan-certified interviewers.
- Increase headcount and budget allocation specifically targeted for agency Hispanic Employment Plan goals.

Remaining challenges:

Most agencies do not have a specific budget allocation for bilingual or Hispanic employment programs. This directly impacts resources needed to increase the levels of Hispanics hired. Also, whereas significant progress was made and most State agencies experienced an increase in the number of Hispanics hired and in the number of bilingual-Spanish employees, many State agencies are still underutilized in Hispanics.



See Appendix #3 for completed agency surveys.

B. Bilingual Needs and Bilingual Pay Survey Highlights

- Survey responses were received from all agencies; 17 agencies stated they had no bilingual employees and that based on the mission of their agency, no bilingual positions were needed at this time.

See Appendix #4 for the full report.

VI. 2007 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<p><u>Leadership</u> 1.0 Each agency director will be given a copy of the 2007 Hispanic Employment Plan with a letter from the Governor highlighting the importance of diversity in general and Hispanic hiring and bilingual needs in particular.</p>	CMS	1 st Quarter 2007
<p>1.1 Reconvene the Hispanic Advisory Council to serve as a gratis council of Hispanic subject matter experts to CMS and the Hispanic Employment Plan Administrator. Meetings will be scheduled quarterly.</p>	CMS, Hispanic Advisory Council	Each Quarter
<p>1.2 Develop a model Hispanic Employment Plan for state agencies to utilize and to standardize procedures.</p>	CMS, Hispanic Advisory Council	2 nd Quarter
<p><u>Recruitment and Selection</u> 2.0 Mandated Hiring and/or Promotion monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.</p>	DHR, all State Agencies under the Governor's jurisdiction	Ongoing
<p>2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.</p>	CMS, Hispanic Advisory Council	2 nd Quarter
<p>2.2 Restructure the Open Competitive Eligibility List to incorporate agencies' underutilization data to identify candidates in the underutilized category(ies) for interview to further address their EEO/AA goals.</p>	CMS, DHR	Ongoing

STRATEGY	WHO	WHEN
2.3 Develop a Model Recruitment Plan and work with recruitment officers to ensure agencies are working toward a planned approach to attract underutilized groups to state government and with particular emphasis on underutilization of Hispanics and bilingual/Spanish positions.	CMS, all State Agencies under the Governor's jurisdiction, Hispanic Advisory Council	3 rd Quarter
2.4 Identify and apply for research grant money to complete HEP research on relevant issues, for example; bilingual caseload analysis, mapping of the application and hiring process to target at what point in the employment process Hispanics encounter barriers to state employment or drop out of consideration; conduct civil service test bias study.	CMS, Hispanic Advisory Council	4 th Quarter 2007
<u>Education</u> 3.0 CMS will continue follow-up meetings with agencies identified by the Department of Human Rights as failing to meet their affirmative action goals.	CMS	Ongoing
3.1 Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS personnel managers meetings.	CMS, DHR	1 st Quarter 2007
<u>Accountability</u> 4.0 CMS will survey agencies to assess their activities in implementing the plan.	CMS, all State Agencies under the Governor's jurisdiction	4 th Quarter 2007
4.1 CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 th Quarter 2007
4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS, Hispanic Advisory Council	4 th Quarter 2007
4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS	4 th Quarter 2007



STRATEGY	WHO	WHEN
<p>4.4 Improve the flow of information to the Latino Caucus by setting an annual meeting with the Latino legislators to update them on the Plan and advise them of any potential issues, barriers or problems encountered in the implementation of the plan.</p>	<p>CMS, Hispanic Advisory Council</p>	<p>3rd Quarter 2007</p>

VII. Conclusion

Year one of the State Hispanic Employment Plan was focused on structuring lasting and meaningful change relevant to the underutilization of Hispanics in the State workforce. Much was accomplished in the first year of the Plan: the State built a lasting foundation that is essential for the long-term success of the Plan, including better identification of agencies' bilingual needs, increasing the number of Spanish-speaking employees throughout State government, better tracking of hiring and promotion of Hispanic employees and the establishment of the Hispanic Employment Plan Advisory Council.

Much more needs to be done, however, if we are to continue to narrow the gap between the needs of the Hispanic public and the number of Hispanics in the State workforce available to deliver those services. Given time, the accomplishments of the 2006 State Hispanic Employment Plan will continue to bear results and serve as the framework for future State Hispanic Employment Plans.

The 2007 State Hispanic Employment Plan seeks to establish better communication across all levels of State government on all aspects of the Plan. Better communication of Plan objectives will serve to overcome historical indifference to the underutilization of the largest minority population in Illinois. The Illinois Department of Central Management Services is proud to administer this important Plan that helps Illinois government better serve Hispanics throughout our great state.

