



State of Illinois
Illinois Department of Central Management Services

STATE OF ILLINOIS 2012

HISPANIC Employment Plan



Respectfully submitted to the Illinois General Assembly
February 1, 2012, by Central Management Services



STATE OF ILLINOIS
OFFICE OF THE GOVERNOR
SPRINGFIELD, ILLINOIS 62706

Pat Quinn
GOVERNOR

February 1, 2012

Dear General Assembly Member,

According to the 2010 U.S. Census, Hispanics now comprise our state's largest minority group. As a state, we must ensure that we are hiring a workforce that truly reflects the diversity of Illinois and will serve as an example for all employers of the Land of Lincoln.

Statewide we have made important progress towards pursuing this goal, but merely hiring a diverse workforce is not enough; we must strive for inclusiveness in the workplace as well. A more inclusive workforce will ensure that Illinois remains a leader in diverse employment practices and more prepared to provide quality services to all residents of the State of Illinois.

Attached you will find the 2012 report of the State Hispanic Employment Plan outlining action steps of coded state agencies striving to build an inclusive governmental workforce that more accurately reflects the diversity of Illinois. The Plan was submitted by the Illinois Department of Central Management Services to the General Assembly on February 1st as required by law.

This Plan is part of my administration's unwavering commitment to hiring a workforce that truly reflects the diversity of the Land of Lincoln. During this reporting period, my administration submitted a record-breaking number of Hispanic nominations for Cabinet level positions throughout state agencies. While we have made some progress, there is room for improvement to achieve full representation of Hispanics at all levels of State government.

As my administration continues to confront the state's daunting fiscal challenges, we remain committed to promoting a working environment that is inclusive of everyone and leaves no one left out. The Illinois Department of Central Management Services will continue to collaborate with the Hispanic Employment Plan Advisory Council in order to meet the goals and objectives outlined in this year's plan.

Sincerely,

A handwritten signature in cursive script that reads "Pat Quinn".

Pat Quinn
Governor



ILLINOIS

Pat Quinn, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Malcolm Weems, Acting Director

February 1, 2012

Dear General Assembly Member:

Public Act 094-0597, passed in August 2005, requires each state agency to include in its annual report its progress toward implementing the State Hispanic Employment Plan. The legislation is part of the Governor's ongoing commitment to diversity in our workforce, including the recruiting, hiring, training, retention, and promotion of Latino employees.

The law requires CMS to prepare and submit to the General Assembly an annual Hispanic Employment Plan reporting each agency's activities that constitute the plan. Accordingly, the 2012 report is submitted for your review. Outlined in the body of this report you will find information on the status of the Hispanic and Bilingual workforce of individual agencies, as well as their accomplishments in meeting the objectives of this important legislation. We invite your review of this report, as well as your comments and recommendations.

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

Sincerely,

A handwritten signature in blue ink, which appears to read "Malcolm E. Weems", is written over a horizontal line.

Malcolm E. Weems
Acting Director

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I. 2012 Executive Summary

Senate Bill 2043, the State Hispanic Employment Plan, was signed into law on August 15, 2005, becoming Public Act 094-0597, mandating the Department of Central Management Services (CMS) in collaboration with the Hispanic Employment Plan (HEP) Advisory Council to submit to the General Assembly an annual report on Hispanic Employment in the State of Illinois by February 1st of each year. This report represents data on Hispanic employment throughout state government and outlines the Hispanic Employment Plan Advisory Council's activities for the reporting period of January 1, 2011, through December 31, 2011.

Since 2006, the Illinois Department of Central Management Services (CMS) has developed an annual plan to address the underutilization of Hispanics and bilingual employees in the state's workforce. This report provides the most recent statistical data on Hispanic representation in coded state positions throughout Illinois. Data presented is from a statewide perspective, in addition to being broken down by agency, as well as senior and mid-level supervisory and managerial positions.

This year's report shows progress with respect to the overall number of Hispanics gainfully employed throughout state government, increasing from 2,141 in December 2010 to 2,229 (+88) in December 2011, despite the tough budgetary challenges faced in the State of Illinois. The number of bilingual/Spanish-speaking employees also trended up from 1,089 the first year of the Plan to its current total of 1,268, an increase of 179 additional bilingual employees available to effectively service the Spanish-speaking public in accordance with the State Services Assurance Act of 2008, PA 095-707, which mandates that state agencies hire and retain bilingual frontline staff to ensure quality services are provided to Spanish-speaking residents of Illinois. The current number of bilingual/Spanish employees increased from last year (1,243), adding an additional 25 bilingual employees to the workforce. Furthermore, in 2011, the total number of promotions among state employees was 3,301. Of those employees promoted, 173 (5.2%) are Hispanics.

While we have made some progress, there is room for improvement in fully addressing the underutilization of Hispanics and bilingual/Spanish-speaking employees in the state workforce, prompting Governor Pat Quinn's Office to assume a more active role in the implementation of the Hispanic Employment Plan and the HEP Advisory Council activities. Furthermore, Governor Quinn set a strong example during this reporting period by submitting a record number of Hispanic nominees to serve in Cabinet-level positions for Senate Executive Confirmation to lead state agencies, boards and commissions.

During this reporting period, the HEP Advisory Council exceeded the quarterly meeting mandate of the Hispanic Employment Plan as there were seven meetings in total. The primary objectives undertaken by the HEP Advisory Council were two-fold: the first objective was predicated on making revisions to the annual HEP Survey required by all coded state agencies. These changes shall assist CMS and the HEP Advisory Council with developing a quantitative and qualitative analysis of the hiring strategies being implemented by state agencies and assess the need for additional bilingual Rutan-

Certified interviewers to participate in interviewing panels throughout state government in an effort to recruit, hire and promote qualified candidates.

The second objective of the HEP Advisory Council was to provide technical assistance and hiring best practices to state agencies as a means of strengthening the tenants of their individual Hispanic Employment Plans. As an initial step towards meeting this objective, CMS in partnership with the HEP Advisory Council, the Department of Human Rights and the Governor's Office hosted round-table discussions with the following state agencies:

- Department of Transportation
- Illinois Toll Highway Authority
- Department of Human Services
- Department of Corrections and
- Department of Revenue

These initial agencies were selected based on a comprehensive review of their previously submitted Hispanic survey responses and a quarterly analysis of the following statistical data sets used to measure agency performance: the number of employed Hispanics within the department, including those serving in supervisory, technical, professional and managerial positions; the number of Spanish-speaking bilingual staff on board and the number of Hispanic employees hired and promoted during this reporting period.

The HEP Advisory Council in collaboration with CMS continues to actively and visibly promote the Hispanic Employment Plan and the State of Illinois as a "model employer" by working with agencies to review their diversity recruitment and hiring strategies to hire, train, promote and retain a qualified diverse labor force that reflects the many communities it serves.

CMS is leading a progressive effort to assist state agencies with recruitment efforts in targeted communities by launching the "Mobile Assessment Center Initiative" to enhance the service delivery systems of the Division of Examining and Counseling and the Diversity Enrichment Program within the Bureau of Personnel for all interested job seekers.

II. Current Demographics

Based on 2010 U.S. Census data and state employment workforce statistics as of December 31, 2011, approximately 2,229 (4.62%) of the State's 48,250 employees in coded state positions are Hispanic. This represents an increase of 88 employees from last year (2,141). Overall, Hispanics now represent the largest minority population in the state at 15.8%. The five Illinois counties with the highest Hispanic number of state employees are listed below followed by the corresponding Hispanic populations. All five counties showed modest increases in the state workforce from last year. Of the five

counties, Cook County added the greatest number (29) of Hispanics from the state workforce followed by Will (+13), DuPage (+11), Sangamon (+3) and Kane (+2).

Furthermore, a review of the Population vs. Workforce data demonstrates that higher population numbers do not necessarily result in representative numbers in the state workforce. For example, there are only 3,480 (1.8%) Hispanics in Sangamon County; yet they comprise the third largest number of Hispanics (123) in the state workforce.

COUNTY	% HISPANIC POPULATION	% HISPANIC STATE WORKFORCE
Cook	(1,244,762) 24.0%	(1,230) 12.3%
Will	(105,817) 15.6%	(126) 1.4%
Sangamon	(3,480) 1.8%	(123) 1.5%
Kane	(158,390) 30.7%	(114) 12.3%
DuPage	(121,506) 13.3%	(76) 9.0%

There are 2,229 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	878
Department of Corrections	275
Department of Employment Security	229
Department of Children & Family Services	212
Department of Healthcare & Family Services	121

Three out of five of the above agencies posted an increase in the number of Hispanics hired, Department of Human Services (+52) had the largest increase, followed by the Department of Corrections (+27) and the Department of Children and Family Services (+3). The Department of Employment Security reflected a loss of ten Hispanics from last year while the Department of Healthcare and Family Services lost one.

Of the 2,229 coded Hispanic state employees, 1,268 are currently receiving bilingual pay for the use of the Spanish language, an increase of 25 employees representing approximately 56.8% of Hispanics in the state workforce. 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	662
Department of Children & Family Services	171
Department of Employment Security	153
Department of Healthcare & Family Services	108
Department of Corrections	31

During this reporting period, the Department of Human Services (+29) and the Department of Children and Family Services (+3) showed modest increases in Spanish-speaking employees from the prior year while the Department of Employment Security (-5), the Department of Healthcare and Family Services (-1), and the Department of Corrections (-2) all posted a slight decrease from the previous year.

When this year's combined numbers (1,268) are compared to last year's (1,243) and the year prior (1,236), the trend shows a net gain of 25 bilingual employees in 2011 and a net gain of 7 bilingual employees in 2010 as compared to 2009 across all state agencies.

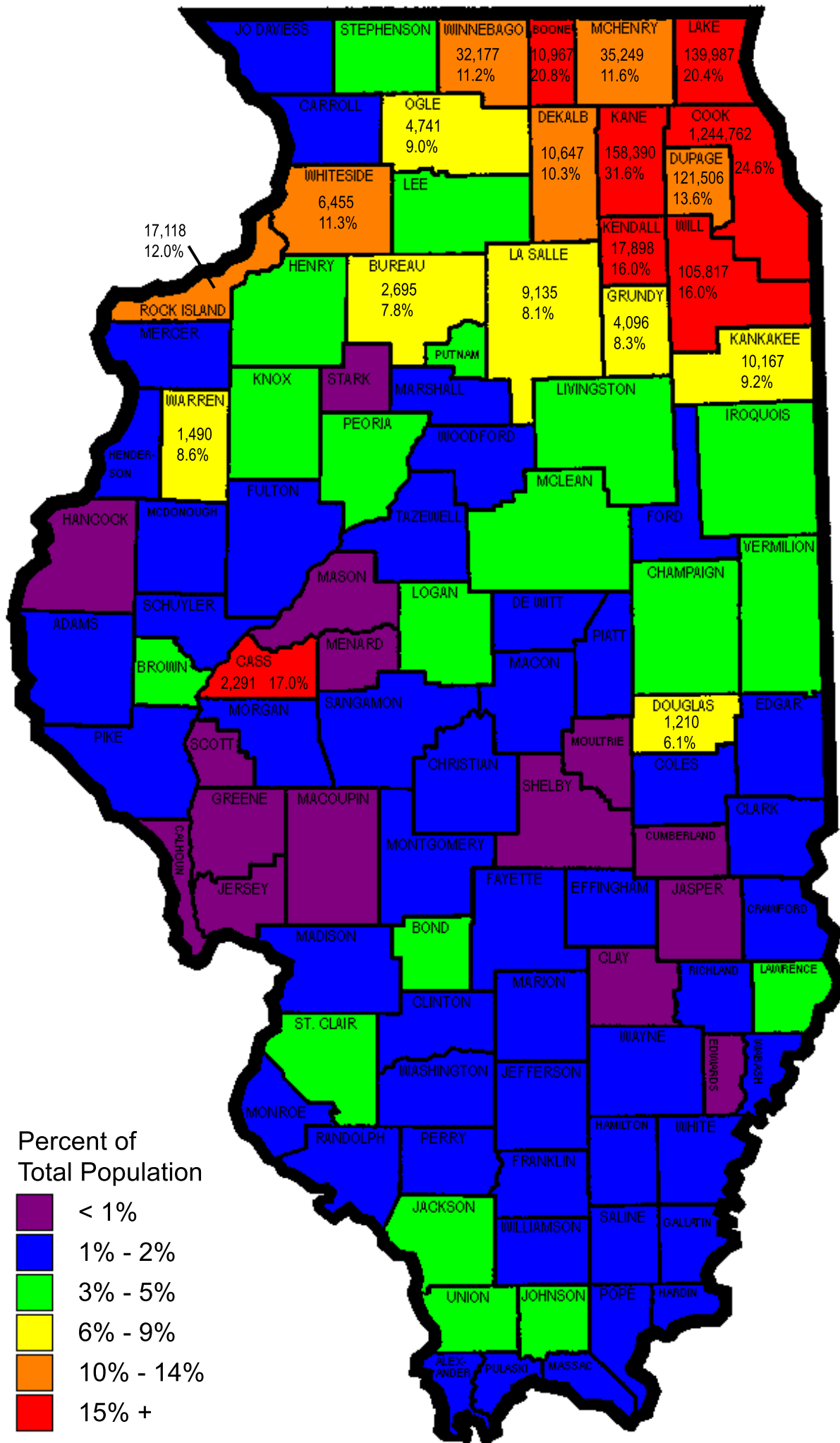
The total of open competitive exams administered during this calendar year was 99,447. Of those, 11,473 were administered to Hispanics. The total number of exams as well as the number administered to Hispanics trended down this reporting period. The graph below illustrates how Hispanics fared when compared to all applicants.

CY 2010	HISPANICS	NON-HISPANICS	TOTAL
Open Competitive Total Grades	11,473	87,974	99,447
A Grade	1,943	28,001	29,944
B Grade	4,010	30,240	34,250
C Grade	2,669	11,748	14,417
Failed Grade	2,851	17,985	20,836

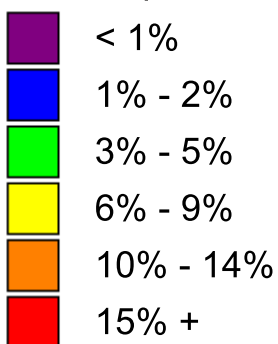
Promotional transactions inclusive of all venues (Upward Mobility Program, promotion, Merit System Transfer with promotion and Promotion to Term) indicate a total of 3,301 employees were promoted in calendar year 2011; of that total, 173 (5.2%) are Hispanic.

Comparatively, during the last reporting period, a total of 494 employees were promoted in calendar year 2010; of that total 22 (approximately 4.4%) were Hispanics. The variance in overall total employees promoted in calendar year 2011 compared to 2010 is attributed to a more thorough representation of all promotional transactions processed by CMS for all Coded state agencies.

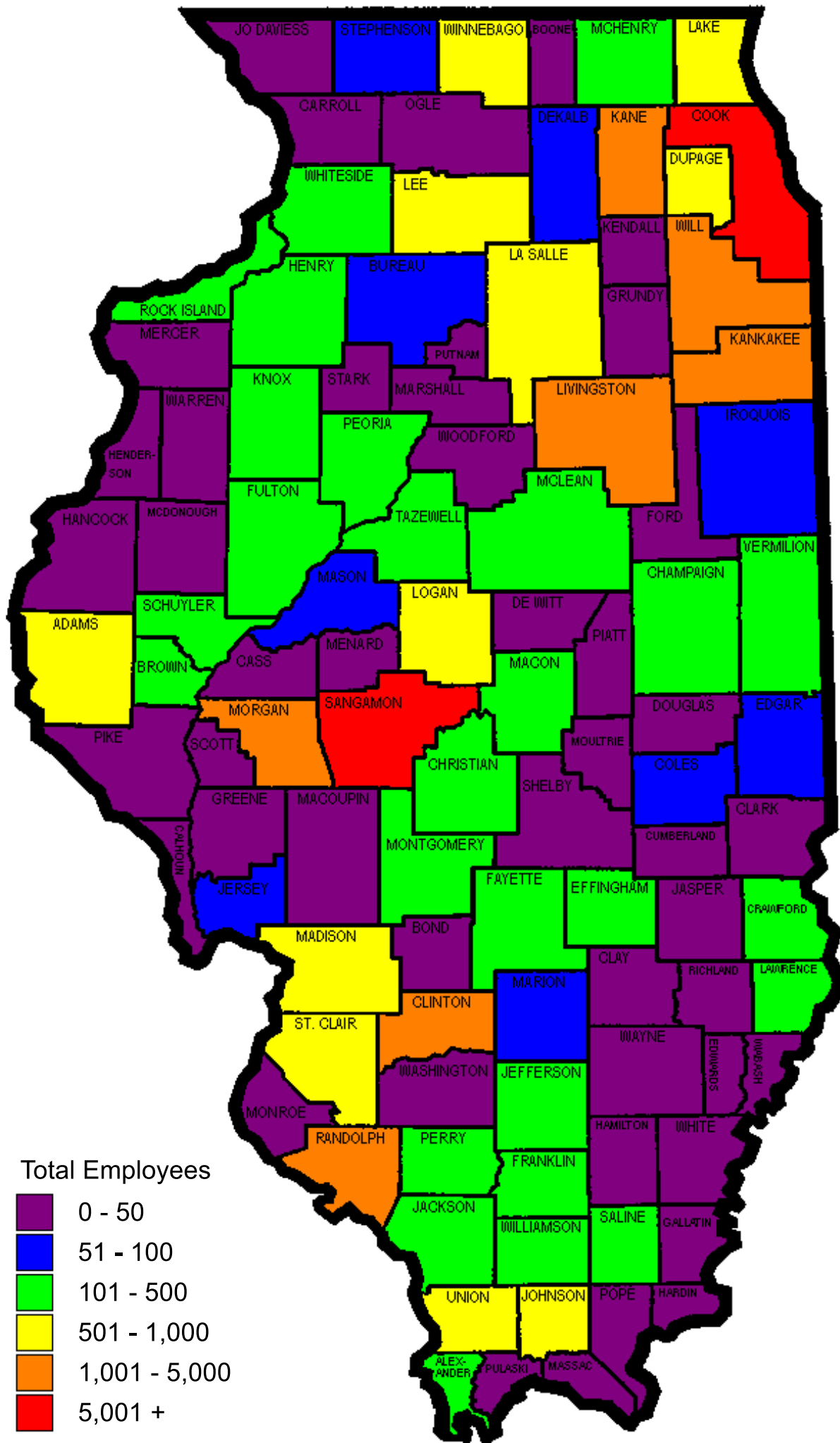
Illinois Hispanic Population 2010 Census Data



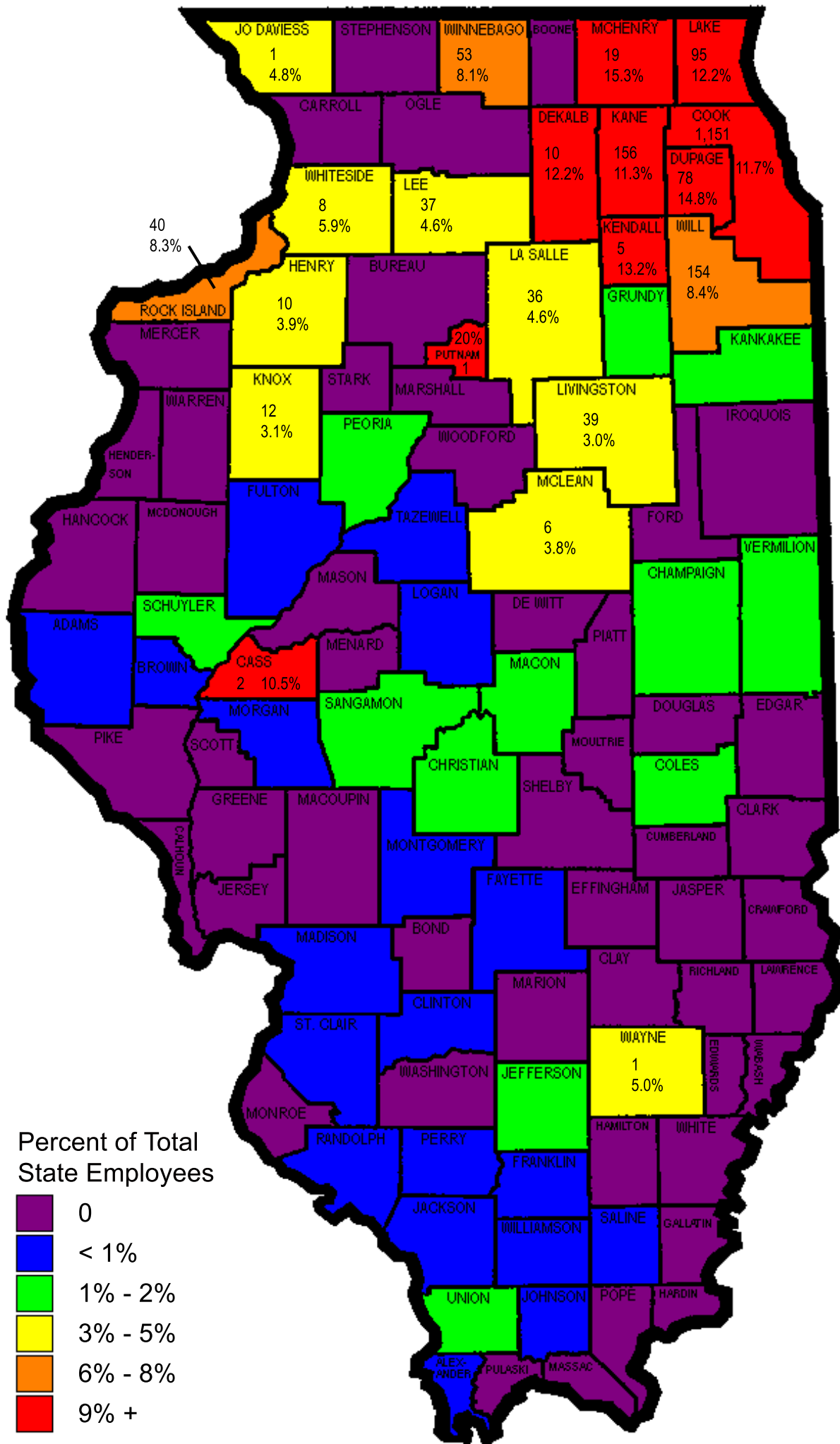
Percent of
Total Population



Coded State Employees as of 1/12/2012



Coded Hispanic State Employees as of 1/12/2012



Hispanic Population * vs. Workforce **

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC
Adams	67,103	1.2%	776	639	0.3%	2
Alexander	8,238	1.9%	155	129	0.0%	0
Bond	17,768	3.1%	547	102	0.0%	0
Boone	54,165	20.2%	10,967	82	14.6%	12
Brown	6,937	5.8%	402	182	0.5%	1
Bureau	34,978	7.7%	2,695	172	3.5%	6
Calhoun	5,089	0.8%	40	49	0.0%	0
Carroll	15,387	2.8%	437	88	1.1%	1
Cass	13,642	16.8%	2,291	210	1.4%	3
Champaign	201,081	5.3%	10,607	311	1.9%	6
Christian	34,800	1.4%	471	500	1.0%	5
Clark	16,335	1.1%	172	58	0.0%	0
Clay	13,815	1.1%	151	67	0.0%	0
Clinton	37,762	2.8%	1,058	371	0.0%	0
Coles	53,873	2.1%	1,155	89	1.1%	1
Cook	5,194,675	24.0%	1,244,762	10,023	12.3%	1,230
Crawford	19,817	1.8%	362	231	0.0%	0
Cumberland	11,048	0.7%	75	38	0.0%	0
De Kalb	105,160	10.1%	10,647	167	6.6%	11
De Witt	16,561	2.1%	354	51	0.0%	0
Douglas	19,980	6.1%	1,210	41	0.0%	0
DuPage	916,924	13.3%	121,506	841	9.0%	76
Edgar	18,576	1.0%	187	106	0.0%	0
Edwards	6,721	0.9%	59	31	0.0%	0
Effingham	34,242	1.7%	597	131	0.0%	0
Fayette	22,140	1.4%	304	351	0.9%	3
Ford	14,081	2.1%	294	44	0.0%	0
Franklin	39,561	1.2%	475	377	0.0%	0
Fulton	37,069	2.4%	896	331	0.3%	1
Gallatin	5,589	1.2%	66	25	0.0%	0
Greene	13,886	0.8%	115	203	0.0%	0
Grundy	50,063	8.2%	4,096	201	3.5%	7
Hamilton	8,457	1.2%	105	71	0.0%	0
Hancock	19,104	1.0%	185	59	0.0%	0
Hardin	4,320	1.3%	56	62	0.0%	0
Henderson	7,331	1.1%	79	21	0.0%	0
Henry	50,486	4.8%	2,402	259	3.9%	10
Iroquois	29,718	5.3%	1,584	158	0.6%	1

Jackson	60,218	4.0%	2,403	617	0.6%	4
Jasper	9,698	0.8%	79	58	0.0%	0
Jefferson	38,827	2.1%	799	221	1.4%	3
Jersey	22,985	1.0%	222	86	0.0%	0
Jo Daviess	22,678	2.7%	609	42	0.0%	0
Johnson	12,582	3.0%	376	368	1.4%	5
Kane	515,269	30.7%	158,390	927	12.3%	114
Kankakee	113,449	9.0%	10,167	1,668	1.6%	26
Kendall	114,736	15.6%	17,898	164	11.0%	18
Knox	52,919	4.8%	2,558	287	3.8%	11
Lake	703,462	19.9%	139,987	754	9.9%	75
La Salle	113,924	8.0%	9,135	764	4.1%	31
Lawrence	16,833	3.3%	553	121	0.0%	0
Lee	36,031	5.0%	1,802	493	2.8%	14
Livingston	38,950	3.9%	1,532	676	2.8%	19
Logan	30,305	2.9%	893	573	1.0%	6
Mc Donough	32,612	2.7%	867	128	0.8%	1
Mc Henry	308,760	11.4%	35,249	268	8.6%	23
Mc Lean	169,572	4.4%	7,434	350	2.3%	8
Macon	110,768	1.9%	2,072	505	1.2%	6
Macoupin	47,765	0.9%	418	422	0.2%	1
Madison	269,282	2.7%	7,313	635	0.8%	5
Marion	39,437	1.4%	542	712	1.4%	10
Marshall	12,640	2.5%	314	41	0.0%	0
Mason	14,666	0.8%	117	211	0.9%	2
Massac	15,429	1.9%	290	81	0.0%	0
Menard	12,705	1.0%	121	487	0.6%	3
Mercer	16,434	1.9%	307	38	0.0%	0
Monroe	32,957	1.4%	450	75	1.3%	1
Montgomery	30,104	1.5%	459	471	1.3%	6
Morgan	35,547	2.0%	712	991	0.8%	8
Moultrie	14,846	0.9%	129	32	0.0%	0
Ogle	53,497	8.9%	4,741	157	4.5%	7
Peoria	186,494	3.8%	7,102	402	2.2%	9
Perry	22,350	2.7%	599	367	0.5%	2
Piatt	16,729	1.0%	167	38	0.0%	0
Pike	16,430	1.0%	172	231	0.0%	0
Pope	4,470	1.4%	64	68	0.0%	0
Pulaski	6,161	1.6%	97	113	0.0%	0
Putnam	6,006	4.2%	252	37	2.7%	1
Randolph	33,476	2.6%	867	874	0.3%	3
Richland	16,233	1.3%	205	147	0.0%	0
Rock Island	147,546	11.6%	17,118	329	9.7%	32
St. Clair	270,056	3.3%	8,785	595	1.2%	7
Saline	24,913	1.4%	340	287	0.3%	1
Sangamon	197,465	1.8%	3,480	8,454	1.5%	123
Schuyler	7,544	1.2%	90	166	1.2%	2
Scott	5,355	0.8%	43	104	0.0%	0

Shelby	22,363	0.8%	180	98	2.0%	2
Stark	5,994	1.0%	59	34	0.0%	0
Stephenson	47,711	2.9%	1,406	83	1.2%	1
Tazewell	135,394	1.9%	2,514	261	1.1%	3
Union	17,808	4.8%	863	654	0.8%	5
Vermilion	81,625	4.2%	3,441	340	2.4%	8
Wabash	11,947	1.3%	158	37	0.0%	0
Warren	17,707	8.4%	1,490	110	0.0%	0
Washington	14,716	1.3%	197	121	3.3%	4
Wayne	16,760	1.1%	176	69	1.4%	1
White	14,665	1.1%	158	38	0.0%	0
Whiteside	58,498	11.0%	6,455	376	10.1%	38
Will	677,560	15.6%	105,817	1,645	7.7%	126
Williamson	66,357	2.0%	1,301	638	1.1%	7
Winnebago	295,266	10.9%	32,177	558	7.0%	39
Woodford	38,664	1.4%	527	105	0.0%	0
Totals	12,830,632	15.8%	2,027,578	47,673	4.6%	2,197

* Information on the general population of Illinois is from the 2010 census

** Reflects Code Employees as of 12/31/2011

32 Hispanic employees live outside the boundaries of the State of Illinois

Code Hispanic Employees as of 12/31/2011

Agency	Employees		Hispanic %
	Hispanics	Total	
Aging	8	148	5.41%
Agriculture	10	367	2.72%
Arts Council	4	19	21.05%
Capital Development Board	1	46	2.17%
Central Management Services	36	1,641	2.19%
Children & Family Services	212	2,951	7.18%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	19	400	4.75%
Commerce Commission	4	79	5.06%
Corrections	275	11,674	2.36%
Criminal Justice Information Authority	5	64	7.81%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	9	0.00%
Emergency Management Agency	0	93	0.00%
Employment Security	229	1,846	12.41%
Environmental Protection	15	896	1.67%
Financial & Professional Regulation	38	471	8.07%
Gaming Board	4	117	3.42%
Guardianship & Advocacy	5	104	4.81%
Healthcare & Family Services	121	2,222	5.45%
Historic Preservation	1	182	0.55%
Human Rights Commission	5	14	35.71%
Human Rights Department	28	145	19.31%
Human Services	878	13,257	6.62%
Insurance	11	252	4.37%
Investment Board	0	2	0.00%
Juvenile Justice	64	1,262	5.07%
Labor	11	91	12.09%
Labor Relations Board, Educational	0	11	0.00%
Labor Relations Board, Illinois	0	17	0.00%
Law Enforcement Training and Standards	1	17	5.88%
Lottery	9	159	5.66%
Medical District Commission	0	2	0.00%
Military Affairs	3	122	2.46%
Natural Resources	8	1,244	0.64%
Pollution Control Board	1	21	4.76%
Prisoner Review Board	1	19	5.26%
Property Tax Appeal Board	0	24	0.00%
Public Health	44	1,101	4.00%
Racing Board	0	2	0.00%

Revenue	31	1,807	1.72%
Sentencing Policy Advisory Council	0	2	0.00%
State Fire Marshal	4	144	2.78%
State Police	37	1,241	2.98%
State Police Merit Board	0	5	0.00%
State Retirement Systems	1	90	1.11%
Torture Inquiry & Relief Commission	1	2	50.00%
Transportation	65	2,418	2.69%
Veterans' Affairs	25	1,301	1.92%
Workers' Compensation Commission	14	138	10.14%
Grand Total	2,229	48,250	4.62%

**Employees of Code Positions Requiring Use of the Spanish
Language as of 12/31/2011**

Agency	Employees		Requiring Spanish %
	Requiring Spanish	Total	
Aging	5	148	3.38%
Agriculture	1	367	0.27%
Arts Council	0	19	0.00%
Capital Development Board	0	46	0.00%
Central Management Services	7	1,641	0.43%
Children & Family Services	171	2,951	5.79%
Civil Service Commission	0	4	0.00%
Commerce & Economic Opportunity	8	400	2.00%
Commerce Commission	1	79	1.27%
Corrections	31	11,674	0.27%
Criminal Justice Information Authority	0	64	0.00%
Deaf and Hard of Hearing Commission	0	7	0.00%
Developmental Disabilities Council	0	9	0.00%
Emergency Management Agency	0	93	0.00%
Employment Security	153	1,846	8.29%
Environmental Protection	2	896	0.22%
Financial & Professional Regulation	13	471	2.76%
Gaming Board	0	117	0.00%
Guardianship & Advocacy	4	104	3.85%
Healthcare & Family Services	108	2,222	4.86%
Historic Preservation	0	182	0.00%
Human Rights Commission	3	14	21.43%
Human Rights Department	25	145	17.24%
Human Services	662	13,257	4.99%
Insurance	4	252	1.59%
Investment Board	0	2	0.00%
Juvenile Justice	5	1,262	0.40%
Labor	9	91	9.89%
Labor Relations Board, Educational	0	11	0.00%
Labor Relations Board, Illinois	1	17	5.88%
Law Enforcement Training and Standards	0	17	0.00%
Lottery	2	159	1.26%
Medical District Commission	0	2	0.00%
Military Affairs	0	122	0.00%
Natural Resources	3	1,244	0.24%
Pollution Control Board	0	21	0.00%
Prisoner Review Board	1	19	5.26%
Property Tax Appeal Board	0	24	0.00%
Public Health	21	1,101	1.91%

Racing Board	0	2	0.00%
Revenue	15	1,807	0.83%
Sentencing Policy Advisory Council	0	2	0.00%
State Fire Marshal	3	144	2.08%
State Police	1	1,241	0.08%
State Police Merit Board	0	5	0.00%
State Retirement Systems	0	90	0.00%
Torture Inquiry & Relief Commission	0	2	0.00%
Transportation	6	2,418	0.25%
Veterans' Affairs	0	1,301	0.00%
Workers' Compensation Commission	3	138	2.17%
Grand Total	1,268	48,250	2.63%

Hispanic Employees in SPSA Positions as of 12/31/2011

Agency	SPSA's		Hispanic %
	Hispanics	Total	
Aging	0	10	0.00%
Agriculture	1	18	5.56%
Arts Council	1	4	25.00%
Capital Development Board	0	0	0.00%
Central Management Services	7	127	5.51%
Children & Family Services	4	54	7.41%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	3	58	5.17%
Commerce Commission	0	0	0.00%
Corrections	3	106	2.83%
Criminal Justice Information Authority	0	5	0.00%
Deaf and Hard of Hearing Commission	0	2	0.00%
Developmental Disabilities Council	0	2	0.00%
Emergency Management Agency	0	5	0.00%
Employment Security	5	63	7.94%
Environmental Protection	1	63	1.59%
Financial & Professional Regulation	4	44	9.09%
Gaming Board	0	13	0.00%
Guardianship & Advocacy	0	7	0.00%
Healthcare & Family Services	4	128	3.13%
Historic Preservation	0	6	0.00%
Human Rights Commission	0	1	0.00%
Human Rights Department	2	10	20.00%
Human Services	12	234	5.13%
Insurance	1	18	5.56%
Investment Board	0	1	0.00%
Juvenile Justice	2	21	9.52%
Labor	0	5	0.00%
Labor Relations Board, Educational	0	2	0.00%
Labor Relations Board, Illinois	0	2	0.00%
Law Enforcement Training and Standards	0	2	0.00%
Lottery	0	2	0.00%
Medical District Commission	0	0	0.00%
Military Affairs	0	2	0.00%
Natural Resources	2	44	4.55%
Pollution Control Board	0	1	0.00%
Prisoner Review Board	0	0	0.00%
Property Tax Appeal Board	0	1	0.00%
Public Health	5	69	7.25%
Racing Board	0	0	0.00%
Revenue	2	73	2.74%
Sentencing Policy Advisory Council	0	2	0.00%

State Fire Marshal	0	7	0.00%
State Police	2	34	5.88%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	6	0.00%
Torture Inquiry & Relief Commission	0	1	0.00%
Transportation	0	1	0.00%
Veterans' Affairs	0	17	0.00%
Workers' Compensation Commission	2	9	22.22%
Grand Total	63	1,282	4.91%

Hispanic Employees in PSA Positions as of 12/31/2011

Agency	PSA's		Hispanic %
	Hispanics	Total	
Aging	1	25	4.00%
Agriculture	0	19	0.00%
Arts Council	1	3	33.33%
Capital Development Board	0	1	0.00%
Central Management Services	3	235	1.28%
Children & Family Services	27	569	4.75%
Civil Service Commission	0	1	0.00%
Commerce & Economic Opportunity	4	100	4.00%
Commerce Commission	0	1	0.00%
Corrections	5	256	1.95%
Criminal Justice Information Authority	1	11	9.09%
Deaf and Hard of Hearing Commission	0	2	0.00%
Developmental Disabilities Council	0	3	0.00%
Emergency Management Agency	0	21	0.00%
Employment Security	18	226	7.96%
Environmental Protection	1	79	1.27%
Financial & Professional Regulation	8	64	12.50%
Gaming Board	0	23	0.00%
Guardianship & Advocacy	1	13	7.69%
Healthcare & Family Services	2	265	0.75%
Historic Preservation	0	9	0.00%
Human Rights Commission	0	1	0.00%
Human Rights Department	6	19	31.58%
Human Services	41	768	5.34%
Insurance	2	72	2.78%
Investment Board	0	0	0.00%
Juvenile Justice	1	28	3.57%
Labor	0	10	0.00%
Labor Relations Board, Educational	0	7	0.00%
Labor Relations Board, Illinois	0	7	0.00%
Law Enforcement Training and Standards	0	3	0.00%
Lottery	1	12	8.33%
Medical District Commission	0	0	0.00%
Military Affairs	0	3	0.00%
Natural Resources	0	75	0.00%
Pollution Control Board	0	9	0.00%
Prisoner Review Board	0	1	0.00%
Property Tax Appeal Board	0	5	0.00%
Public Health	11	257	4.28%
Racing Board	0	1	0.00%
Revenue	3	183	1.64%
Sentencing Policy Advisory Council	0	0	0.00%

State Fire Marshal	0	18	0.00%
State Police	0	79	0.00%
State Police Merit Board	0	1	0.00%
State Retirement Systems	0	12	0.00%
Torture Inquiry & Relief Commission	0	0	0.00%
Transportation	0	12	0.00%
Veterans' Affairs	0	39	0.00%
Workers' Compensation Commission	2	14	14.29%
Grand Total	139	3,562	3.90%

Distribution of SPSA Incumbents Between Those Represented by Collective Bargaining and Those Not Represented by a Union, as of 12/31/2011

Agency	Bargaining Unit?		Total	Barg Unit %
	Yes	No		
Aging	0	10	10	0.00%
Agriculture	0	18	18	0.00%
Arts Council	0	4	4	0.00%
Capital Development Board	0	0	0	0.00%
Central Management Services	0	127	127	0.00%
Children & Family Services	0	54	54	0.00%
Civil Service Commission	0	1	1	0.00%
Commerce & Economic Opportunity	3	55	58	5.17%
Commerce Commission	0	0	0	0.00%
Corrections	0	106	106	0.00%
Criminal Justice Information Authority	0	5	5	0.00%
Deaf and Hard of Hearing Commission	0	2	2	0.00%
Developmental Disabilities Council	0	2	2	0.00%
Emergency Management Agency	0	5	5	0.00%
Employment Security	0	63	63	0.00%
Environmental Protection	40	23	63	63.49%
Financial & Professional Regulation	0	44	44	0.00%
Gaming Board	4	9	13	30.77%
Guardianship & Advocacy	0	7	7	0.00%
Healthcare & Family Services	0	128	128	0.00%
Historic Preservation	0	6	6	0.00%
Human Rights Commission	0	1	1	0.00%
Human Rights Department	0	10	10	0.00%
Human Services	15	219	234	6.41%
Insurance	0	18	18	0.00%
Investment Board	0	1	1	0.00%
Juvenile Justice	0	21	21	0.00%
Labor	1	4	5	20.00%
Labor Relations Board, Educational	0	2	2	0.00%
Labor Relations Board, Illinois	0	2	2	0.00%
Law Enforcement Training and Standards	0	2	2	0.00%
Lottery	0	2	2	0.00%
Medical District Commission	0	0	0	0.00%
Military Affairs	0	2	2	0.00%
Natural Resources	11	33	44	25.00%
Pollution Control Board	0	1	1	0.00%
Prisoner Review Board	0	0	0	0.00%
Property Tax Appeal Board	0	1	1	0.00%
Public Health	17	52	69	24.64%
Racing Board	0	0	0	0.00%

Revenue	2	71	73	2.74%
Sentencing Policy Advisory Council	0	2	2	0.00%
State Fire Marshal	0	7	7	0.00%
State Police	9	25	34	26.47%
State Police Merit Board	0	1	1	0.00%
State Retirement Systems	0	6	6	0.00%
Torture Inquiry & Relief Commission	0	1	1	0.00%
Transportation	0	1	1	0.00%
Veterans' Affairs	0	17	17	0.00%
Workers' Compensation Commission	0	9	9	0.00%
Grand Total	102	1,180	1,282	7.96%

Distribution of PSA Incumbents Between Those Represented by Collective Bargaining and Those Not Represented by a Union, as of 12/31/2011

Agency	Bargaining Unit?		Total	Barg Unit %
	Yes	No		
Aging	20	5	25	80.00%
Agriculture	17	2	19	89.47%
Arts Council	1	2	3	33.33%
Capital Development Board	1	0	1	0.00%
Central Management Services	209	26	235	88.94%
Children & Family Services	552	17	569	97.01%
Civil Service Commission	0	1	1	0.00%
Commerce & Economic Opportunity	97	3	100	97.00%
Commerce Commission	1	0	1	0.00%
Corrections	237	19	256	92.58%
Criminal Justice Information Authority	9	2	11	81.82%
Deaf and Hard of Hearing Commission	0	2	2	0.00%
Developmental Disabilities Council	2	1	3	66.67%
Emergency Management Agency	19	2	21	90.48%
Employment Security	173	53	226	76.55%
Environmental Protection	78	1	79	98.73%
Financial & Professional Regulation	56	8	64	87.50%
Gaming Board	22	1	23	95.65%
Guardianship & Advocacy	12	1	13	92.31%
Healthcare & Family Services	253	12	265	95.47%
Historic Preservation	9	0	9	0.00%
Human Rights Commission	0	1	1	0.00%
Human Rights Department	19	0	19	0.00%
Human Services	671	97	768	87.37%
Insurance	59	13	72	81.94%
Investment Board	0	0	0	0.00%
Juvenile Justice	27	1	28	96.43%
Labor	9	1	10	90.00%
Labor Relations Board, Educational	0	7	7	0.00%
Labor Relations Board, Illinois	0	7	7	0.00%
Law Enforcement Training and Standards	2	1	3	66.67%
Lottery	12	0	12	0.00%
Medical District Commission	0	0	0	0.00%
Military Affairs	3	0	3	0.00%
Natural Resources	69	6	75	92.00%
Pollution Control Board	9	0	9	0.00%
Prisoner Review Board	0	1	1	0.00%
Property Tax Appeal Board	4	1	5	80.00%
Public Health	251	6	257	97.67%
Racing Board	0	1	1	0.00%
Revenue	168	15	183	91.80%

Sentencing Policy Advisory Council	0	0	0	0.00%
State Fire Marshal	17	1	18	94.44%
State Police	74	5	79	93.67%
State Police Merit Board	0	1	1	0.00%
State Retirement Systems	10	2	12	83.33%
Torture Inquiry & Relief Commission	0	0	0	0.00%
Transportation	12	0	12	0.00%
Veterans' Affairs	20	19	39	51.28%
Workers' Compensation Commission	12	2	14	85.71%
Grand Total	3,216	346	3,562	90.29%

III. 2011 Hispanic Employment Action Plan and Objectives Status

STRATEGY	WHO	WHEN
<u>Leadership</u>		
1.0 Each agency director will be given a copy of the 2011 Hispanic Employment Plan with a letter from the Governor highlighting the importance of diversity in general and Hispanic hiring and bilingual needs in particular.	CMS, Governor's Office	Met. Letter included in HEP submitted to General Assembly 2/1/11.
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.	CMS, Hispanic Advisory Council	Council met on 2/25/11, 6/30/11, 7/21/11, 8/26/11, 10/28/11, 11/30/11 and 12/08/11.
1.2 Analyze all relevant data to develop 2011HEP for presentation to the General Assembly by February 1 st , as required by PA 094-0597.	CMS, Hispanic Advisory Council	Met. HEP submitted to the General Assembly as required.
1.3 Address the need for increased Hispanic representation at the Governor's Cabinet level, as well as agency director appointments, deputy directors and bureau chiefs.	CMS, HAC, Governor's Office	The Governor made a significant number of Cabinet level appointments this reporting period.
<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.	DHR, all state agencies under the Governor's jurisdiction	Met. Ongoing; all forms are reviewed as required.
2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council	Met. Council reviewed and made changes to form.
2.2 Monitor CMS outreach efforts to ensure that Hispanics are fully informed of newly enacted e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, Hispanic Advisory Council	Ongoing. Data is provided in HEP annual report.
<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, DHR, all code agencies	Ongoing
3.1 Quarterly EEO/AA officer meetings will be conducted in conjunction with CMS agency personnel manager meetings.	CMS	Ongoing
3.2 Identify underserved regions based on 2010 projected Census data. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS	Ongoing; data is provided in this HEP annual report.

STRATEGY	WHO	WHEN
3.3 Address the Appropriations Chair and Committee on the status of the Hispanic Employment Plan, highlighting agencies who are not meeting goals on Hispanic or bilingual hiring.	CMS, IDHR, Hispanic Advisory Council	Met. Ongoing.
Accountability 4.0 CMS will survey agencies to assess their activities in implementing the plan. New survey questions to be added on Exit Interviews, Internship programs, and union status of Hispanics within PSA and SPSA positions.	CMS, Hispanic Advisory Council	Survey sent out to all agencies 9/29/11 with deadline for completion of 10/31/11.
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, all state agencies under the Governor's jurisdiction	Met. Summary included as part of 2011 Hispanic Employment Plan submitted on 2/1/11.
4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS	Council met on 12/08/11 to develop objectives presented as Part V of this annual report.
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, Hispanic Advisory Council	Met. Letter included in 2011 Hispanic Employment Plan.
4.4 In partnership with the Governor's New American's Initiative Project and the Governor's Office, develop a model policy to standardize testing of language proficiency across all state agencies.	CMS	This objective was not met and will be carried over to the next reporting period.
4.5 Meet with the Illinois Latino Caucus to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.	CMS, Hispanic Advisory Council	Met. Ongoing communications are required.

IV. Summary of Surveys

In cooperation with the Department of Human Rights, the Department of Central Management Services and the Hispanic Employment Plan Advisory Council developed and revised a survey that is sent annually to each coded agency. These surveys shall guide CMS in identifying agencies' best practices and deficiencies and are utilized to develop and evaluate the state Hispanic Employment Plan goals and objectives.

All coded agencies under the Governor's jurisdiction returned their completed surveys in accordance with the HEP. Survey responses varied depending on each individual state

agency's mission, fiscal year budget allocations and year-to-year priorities. Copies of all date-stamped agency surveys are included in the appendices of this report.

A. Statewide Hispanic Employment Plan Survey 2011 Highlights

The revised survey was distributed on September 29, 2011, to all coded agencies under the jurisdiction of the Governor, and responses were to be returned to CMS by October 31, 2011. All agencies responded. Survey highlights include the following:

Hispanic employment strategies undertaken by agencies in implementing the State Hispanic Employment Plan:

- Agency has established a Diversity Recruitment Program to assist EEO Officer and address issues and topics dealing with hiring, recruiting and complying with EEO mandates as well as underutilization of Hispanics.
- Agency partnered with other state agencies to develop and launch its first Diversity Symposium to attract diverse community organizations that are advocates for underutilized persons seeking gainful employment.
- Agency participated in targeted job fairs to address underrepresented populations such as Hispanics.
- Agency has a centralized Recruitment and Selection Unit responsible for all hiring.
- Established an Office of Latino Outreach to perform targeted recruitment of qualified candidates.
- Agency hosts monthly meetings to review EEO Monitors and Underutilization Summaries.
- Agency developed a recruitment database which includes many Hispanic organizations, and communications are sent specifically to Hispanic organizations, community groups and partnerships, including e-blasts to assist with targeted recruitment.
- Agency ensures that Hispanics are selected for interview for those positions when underrepresentation is known, and they are reachable on the open competitive eligibility list.
- Agency partners with community colleges to launch targeted training pilot program to help increase the qualified applicant pool for targeted positions where underrepresentation exists as part of strategic recruitment.
- Agency maintains compliance with Section 2520.770 (h) of the Human Rights Rules and Regulations requiring the use of hiring and promotion monitors whenever personnel transactions occur.
- Agency encourages eligible staff to participate in the Upward Mobility Program, which is a joint venture between the State of Illinois and the American Federation of State, County and Municipal Employees Collective Bargaining Unit.
- Agency encourages employees to participate in a variety of training programs such as the training clearinghouse or tuition reimbursement, when available, to increase career advancement opportunities for qualified employees.
- Agency heads review Human Rights' Quarterly reports to gauge agency effectiveness.

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

- Agency utilized the 2010 Latino Census data to complete targeted recruitment of qualified bilingual/Spanish-speaking candidates.
- Agency includes a bilingual employee on Rutan interview panel whenever it fills bilingual positions.
- Agency works with the Latino Consortium to recruit qualified Latino/Spanish-speaking candidates for employment.
- Agency determines need for bilingual positions based on number of Limited English Proficiency (LEP) clients, volume of calls requesting language interpreter and review of local census data.
- Agency maintains a Latino events calendar for the entire state which signals the opportunity to participate in the targeting recruitment of Latino/bilingual employees.
- Agency developed a structured oral and written test to ensure bilingual proficiency at the time of interview and selection.
- Agency implemented a worker-initiated request for bilingual testing for conversion into a Spanish-speaking option position when needed.
- Agency hired additional personnel staff to assist in the targeted recruitment of qualified Spanish-speaking candidates throughout the state.
- Agency created the Limited English Proficiency (LEP) Committee to review and analyze the need for additional Spanish-speaking positions.
- Agency established an Office of Latino Outreach to fulfill EEO mandates and perform targeted recruitment of qualified candidates.
- Agency partners with community organizations on career fairs in geographical areas with high numbers of Hispanic residents according to Census data.
- Agency awards higher learning scholarships to Hispanics in accredited Civil Engineering programs attending schools in the state of Illinois.
- Priority given to refilling of vacated Spanish-speaking options positions. Efforts to retain Spanish-speaking employees include responding quickly to requests for geographical transfer and increasing the availability of a flexible work schedule.

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

- Agency heads assume ownership of the Hispanic Employment Plan and work collaboratively with EEO/AA Officer to address underutilization goals.
- Agency heads improve diversity among Rutan interview panels by mandating minority senior staff participate in CMS-sponsored training for the Interview and Selection program.
- Increase targeted recruitment and promotion of minority candidates by partnering with the CMS Diversity Enrichment Program, local colleges, universities and the Illinois Association of Hispanic State Employees (IAHSE) once positions are approved for posting.

- CMS should organize targeted job fairs and provide on-site testing, examination and counseling and promote job fairs in regions where the need is greatest.
- Amend the EPAR approval process to ensure timely hiring of candidates through the Office of Management and Budget.
- Agency recruiters must direct recruitment efforts to address underutilization in targeted areas.
- Increase the use of internship and co-op programs to bring Hispanics onboard and to provide a permanent path to state employment.
- CMS application/grading process delays need to be addressed.
- Partner with other state agencies to perform targeted recruitment of qualified candidates due to resource challenges.
- Strategically target the recruitment of qualified minorities by marketing open positions through partnerships with the HACIA, IAHSE, Latino Family Commission, Illinois Hispanic Chamber of Commerce, ILLCF, and National Society of Hispanic MBAs.
- Ensure that all recruitment and hiring personnel are informed of underutilization prior to scheduling candidates for interview, allowing for increased representation of targeted group on the eligibility list.
- It is important for agency personnel to understand the importance and advantages of having a multifaceted and diverse workforce. This change will only come with education and communication on this issue. Increased training is needed.

See Appendix for completed agency surveys.

B. Bilingual Needs and Bilingual Pay Survey Highlights

The Personnel Code, at 20 ILCS 415/9(6), requires that the Department of Central Management Services (CMS) conduct an annual assessment of all agencies regarding their need for employees with bilingual capabilities to serve significant numbers of non-English speaking or culturally distinct persons. Furthermore, to increase the diversity of the state's workforce, each state agency is required to include in its annual report its activities in implementing the State Hispanic Employment Plan and the Bilingual Needs/Bilingual Pay Survey.

To comply with these mandates, CMS surveyed the personnel offices of state agencies under the jurisdiction of the Personnel Code regarding their work with non-English speaking or culturally distinct persons who require the assistance of an employee with bilingual skills to benefit fully from the services available. Survey responses were due to CMS by December 9, 2011. All required agencies complied with the survey request; 32 agencies reported bilingual needs while 17 agencies reported they did not have a need for bilingual services based on the mission of their agency. Based on this survey, the number of state employees receiving the bilingual pay supplement for language skills, other than manual communication skills or Braille transcription skills, in a language other than English is 1,150 Hispanic; 362 Non-Hispanic.

See Appendix for the full report.

V. 2012 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<u>Leadership</u>		
1.0 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.	CMS, Hispanic Advisory Council, Governor's Office & agency heads	Quarterly at minimum
1.1 Analyze all relevant data to develop 2012 HEP for presentation to the General Assembly by February 1 st , as required by PA 094-0597.	CMS, Hispanic Advisory Council, Governor's Office	1 st Quarter
1.3 Address the need for increased Hispanic representation at the Governor's Cabinet level, as well as agency director appointments, deputy directors and bureau chiefs.	CMS, HAC, Governor's Office	1 st Quarter
<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.	CMS, DHR, all state agencies under the Governor's jurisdiction	Ongoing
2.1 Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, Hispanic Advisory Council , Governor's Office of New Americans	2 nd Quarter
2.2 Review state agencies, outreach efforts to ensure that Hispanics are fully informed of e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, Hispanic Advisory Council, Shared Services, all state agencies under the Governor's jurisdiction	Ongoing. Testing statistics detailed in each annual HEP.
<u>Education</u>		
3.0 In accordance with Section 7-105 (H) of the Human Rights Act, CMS will assist agencies identified by the Department of Human Rights with establishing or continuing training to assist the affected agency in meeting the goals established in the agency's affirmative action plan.	CMS, DHR, Governor's Office and all code agencies	Ongoing
3.1 Host a seminar for EEO/AA officers to present on the status of the Hispanic state workforce and the Hispanic Employment Plan in conjunction with CMS agency personnel manager meetings.	CMS, DHS, Hispanic Advisory Council	Ongoing
3.2 Identify underserved regions based on but not limited to most recent Census data, Interpreter Services, State Services Assurance Report and the American Community Survey. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS, Hispanic Advisory Council and all code agencies	Ongoing

STRATEGY	WHO	WHEN
Accountability 4.0 CMS will survey agencies via an online data base portal to assess their activities in implementing the plan. Each year CMS will work collaboratively with the Hispanic Employment Plan Advisory Council to review and revise, as needed.	CMS, Hispanic Advisory Council	3rd Quarter
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
4.2 Reconvene the Hispanic Advisory Council to assist in developing plan objectives for next reporting year.	CMS	4 th Quarter
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, Hispanic Advisory Council	4 th Quarter
4.4 In partnership with the Governor's New American's Initiative Project and the Governor's Office, develop and implement Model Policy to standardize testing of language proficiency across all state agencies pursuant to Executive Order Number 2 issued by the Governor March 31, 2010.	CMS, Governor's Office	Ongoing
4.5 Meet with the Illinois Latino Caucus and interested General Assembly members to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.	Governor's Office, CMS, Hispanic Advisory Council	2 nd Quarter
4.6 CMS will facilitate meetings with Governor's Deputy Chiefs of Staff, agency heads and Shared Services Directors (if applicable) to review progress towards meeting stated goals relevant to Hispanic employment and share human resource best practices.	CMS, Governor's Office, Hispanic Advisory Council, agency heads and Shared Services	Quarterly at minimum

VI. Conclusion

While we have made some progress, there is room for improvement in fully addressing the underutilization of Hispanics and bilingual/Spanish-speaking employees in the state's workforce. Governor Quinn's administration is committed to collaborating with the Hispanic Employment Advisory Council and building on the successful platform of prior years' state Hispanic Employment Plans to achieve additional substantive performance objectives relevant to: increasing the number of bilingual employees serving on Rutan interview panels; utilizing on-line annual surveys for tracking data; and increasing the number of bilingual/Spanish-speaking employees available to serve the Spanish-speaking public in accordance with the State Services Assurance Act of 2008.

Based on the most recent U.S. Census data, the population of Hispanics in Illinois continues to increase; hence, the need for hiring additional bilingual/Spanish-speaking employees is growing to provide quality public services. Therefore, seeking greater diversity and increasing minority employment and promotional opportunities within state government shall be the guiding principles of the HEP Advisory Council in collaboration with the Illinois Department of Central Management Services. We must continue to make progress and improve targeted minority recruitment, hiring, training, promotions, and retention of qualified bilingual/Spanish-speaking candidates statewide to improve services to all citizens of Illinois.

Questions on the CMS state Hispanic Employment Plan may be directed to:
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Questions on the Bilingual Needs and Bilingual Pay Survey may be directed to:
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