



State of Illinois  
Illinois Department of Central Management Services

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# STATE OF ILLINOIS 2013

## *HISPANIC Employment Plan*



Respectfully submitted to the Illinois General Assembly  
February 1, 2013, by Central Management Services

APPENDICES



## **Appendix 1**



**HIRING MONITOR****Section 1 (To be completed by designated agency personnel)**

Name of Agency: \_\_\_\_\_ IDHR Region: \_\_\_\_\_  
Facility / Unit: \_\_\_\_\_ Candidate's Name: \_\_\_\_\_  
Title of Job to be filed: \_\_\_\_\_ Pay Grade: \_\_\_\_\_  
Number to be filled: \_\_\_\_\_ Position Number: \_\_\_\_\_  
EEO Job Category: \_\_\_\_\_ Employment Date: \_\_\_\_\_

1. Is the EEO category underutilized? Yes ☐ No ☐ If yes, by which of the following:  
African Americans: \_\_\_\_\_ Hispanics: \_\_\_\_\_ Women: \_\_\_\_\_ Asians: \_\_\_\_\_ Native Americans: \_\_\_\_\_ Disabled: \_\_\_\_\_

2. Indicate: Sex of person selected: \_\_\_\_\_  
Race of person selected: \_\_\_\_\_  
Veteran or non-Veteran: \_\_\_\_\_  
Disability, if any: \_\_\_\_\_

3. Number of individuals who applied or were on the list of eligible(s) \_\_\_\_\_  
were African American, invited, interviewed, selected  
were Hispanic, invited, interviewed, selected  
were Women, invited, interviewed, selected  
were Asian, invited, interviewed, selected  
were Native American, invited, interviewed, selected  
were Veterans, invited, interviewed, selected  
were Disabled, invited, interviewed, selected  
were Undefined, invited, interviewed, selected

4. If no candidates from any of the underutilized groups appeared on the list, what efforts were made in the last six months to assist in the recruitment of candidates?

5. If the category is underutilized and a member of an affirmative action group applied and was not hired, give a detailed explanation for the hiring decision.

6. Was the position posted? Yes \_\_\_\_\_ No \_\_\_\_\_

7. Name and position of person(s) who interviewed candidates.

8. Name and position of person(s) who recommended the selection of the candidate.

**Section 2 (To be signed by agency EEO/AA Officer and Chief Executive Officer or their designees)**

I have reviewed the eligibility list and concur / do not concur with this hire. Remarks on reverse side.

\_\_\_\_\_  
EEO/AA Officer Date

I approve of this hire

\_\_\_\_\_  
Chief Executive Officer Date

No appointment will be processed without this form. [DHR Rules and Regulations Section 2520.770(h)]



**PROMOTION MONITOR****Section 1** (To be completed by designated agency personnel)

Name of Agency:	_____	IDHR Region:	_____
Facility / Unit:	_____	Candidate's Name:	_____
Title of Job to be filed:	_____	Pay Grade:	_____
Number to be filled:	_____	Position Number:	_____
EEO Job Category:	_____	Date of Promotion:	_____

1. Is the EEO category underutilized? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, by which of the following:  
African Americans: \_\_\_\_\_ Hispanics: \_\_\_\_\_ Women: \_\_\_\_\_ Asians: \_\_\_\_\_ Native Americans: \_\_\_\_\_ Disabled\* \_\_\_\_\_

2. Was the position posted? Yes \_\_\_\_\_ No \_\_\_\_\_

3. Number of individuals who applied or were on the list of promotable(s) \_\_\_\_\_

were African American,	invited,	interviewed,	selected
were Hispanic,	invited,	interviewed,	selected
were Women,	invited,	interviewed,	selected
were Asian,	invited,	interviewed,	selected
were Native American,	invited,	interviewed,	selected
were Veterans,	invited,	interviewed,	selected
were Disabled,	invited,	interviewed,	selected
were Undefined,	invited,	interviewed,	selected

4. Indicate the sex and race of the person promoted. \_\_\_\_\_

5. Did it change the employee's EEO job category? Yes \_\_\_\_\_ No \_\_\_\_\_

6. If the category is underutilized and a member of an affirmative action group applied and was not promoted, give a detailed explanation.

7. Name and position of person(s) who interviewed candidates.

8. Name and position of person(s) who recommended the selection of the candidate.

**Section 2** (To be signed by agency EEO/AA Officer and Chief Executive Officer or their designees)

I have reviewed the eligibility list and concur / do not concur with this promotion. Remarks on reverse side.

_____	_____
EEO/AA Officer	Date

I approve of this promotion.

_____	_____
Chief Executive Officer	Date

No appointment will be processed without this form. [DHR Rules and Regulations Section 2520.770(h)]





## **Appendix 2**



February 1, 2013

Agency Director  
Agency Name  
Street Address  
City, IL Zip Code

Dear (Agency Director)

Enclosed please find a copy of the 2013 State Hispanic Employment Plan which was submitted by the Department of Central Management Services to the General Assembly on February 1 as required by law.

I am a firm believer the benefits of a diverse workforce are many, including enabling agencies to provide better and more inclusive service to Illinois taxpayers and the general public. Therefore, I strongly encourage your agency to continue to build upon your Affirmative Action and Equal Employment Opportunity goals by placing emphasis on recruiting, hiring, training, retention and promotion of Hispanics.

Please share this Plan with your senior management staff including your HR Director, AA/EEO Officer and Recruitment Manager. This Plan may also be accessed electronically at the CMS Diversity Enrichment Program web page at <http://www.work.illinois.gov/diversityenglish.htm> .

By working together on this initiative, we can achieve the objectives outlined in the Hispanic Employment Plan and better serve the citizenry of our great state. If you have any questions or need additional information, please don't hesitate to contact Cory Foster at 312/814-2364 or [Cory.Foster@illinois.gov](mailto:Cory.Foster@illinois.gov) .

Sincerely,

Malcolm E. Weems  
Director

Attachment



## **Appendix 3**



## 2013 State Hispanic Employment Plan Survey

Agency: Aging

Submitted: 10/31/12 1:35 PM

Certification: I Agree

Individual Information: Yomnah Tayyab, Management Operations Analyst, 1 Natural Resources Way, Suite 100, Springfield, IL, 62703, 217-558-3918, yomnah.tayyab@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 8 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 5 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 34 Officials and Managers
  - 82 Professionals
  - 5 Technicians
  - 0 Protective Service Workers
  - 3 Para-Professionals
  - 8 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

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How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

30 employees vacated the agency and out of those 30, 1 was Hispanic.

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How many employees were hired during FY 12 and how many of those were Hispanic?

There were 10 new hires in FY 12 and out of those 10, 2 were Hispanic.

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Agency completes and circulates its annual Affirmative Action/EEO Plan to Executive and other concerned staff. Accordingly, staff actively utilizes the Plan in administering its complete HR and employee assistance functions, and to help guide its annual hiring and employee professional development and training goals.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

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Is this person on the Executive or Human Resource Staff?

N/A

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The agency will continue to provide support training opportunities offered by Illinois Association of Hispanic State Employees (IAHSE) for IDOA staff. In addition to the CMS posting system, announce vacancies of B/L positions to organizations such as IAHSE and others to increase the diversity of qualified applicants, for all positions, not just bilingual Spanish speaking positions.

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

In order to obtain the most qualified and competent bilingual Spanish speaking staff, the agency has also instituted an on-site verbal and written test. In addition to receiving a CMS grade for the position, the on-site test will better ensure a more qualified candidate pool when selecting B/L frontline customer service personnel at the Department.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

In addition to those strategies mentioned above, the Department has 6 Spanish speaking Aging program specialists to serve the Spanish speaking clients as the demand increases for bi-lingual staff to help LEP elderly.

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How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Currently the Aging program Specialist as well as the front desk receptionist keeps a tally of all the bilingual requests by location. At the end of the fiscal year, the numbers are assessed to determine the needs.

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Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

IDOA has a phone system where individuals who speak Spanish may press a designated prompt on their phone. The call is transferred to one of the agency's 4 bilingual/Spanish staff. All bilingual staff are trained, AIRS certified and knowledgeable when responding to the agency's programs and services. With regards to requests for assistance by a Spanish speaking Walk-in client, in the agency's Chicago office, we have a Spanish receptionist, supervisor and Aging Specialist who are able to respond accordingly. In the Springfield office, we have three bilingual Aging Specialist available to assist.

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Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

See previous page. The Department is also required to utilize the CMS Upward Mobility List when filling vacancies. In order to obtain the most qualified and competent bilingual Spanish speaking staff, the agency has also instituted an on-site verbal and written test. In addition to receiving a CMS grade for the position, the on-site test will better ensure a more qualified candidate pool when selecting B/L frontline customer service personnel at the Department.

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How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

It is strictly administered by the Office of Human Resources which is also responsible for the EEO functions. A monitor form is required when completing all new hires and promotions which are sent to CMS for final approval.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None.

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The agency met all of its AAP goals in FY 12.

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

The number of Hispanic employees increased by 2 positions in FY 12. The number of Spanish speaking bilingual employees increased by 1.

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Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Please see recruitment strategies.

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## 2013 State Hispanic Employment Plan Survey

Agency: Agriculture

Submitted: 10/31/12 4:19 PM

Certification: I Agree

Individual Information: Brent Eggleston, Bureau Chief Human Resources, Illinois State Fairgrounds, PO Box 19281, Spfld, IL 62794, 217-524-5125, brent.eggleston@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

2	Officials and Managers
2	Professionals
6	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

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As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
2	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

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As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

58	Officials and Managers
118	Professionals
141	Technicians
3	Protective Service Workers
21	Para-Professionals
24	Office and Clerical
13	Skilled Craft Workers
13	Service-Maintenance

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As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

391

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

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How many Rutan certified interviewers in your agency are Hispanic?

1

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In how many Rutan interviews did Hispanic interviewers participate?

1

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

1 promotion/1 seperation

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How many employees were hired during FY 12 and how many of those were Hispanic?

13 employees hired and 0 were Hispanic

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

IDOA's EEO/AA Officer participates on all Rutan interview panels to ensure that minority hiring requirements are understood and met, when possible. All administrative staff responsible for hiring and interviewing are trained regarding discrimination prohibitions and Affirmative Action during the Rutan training certification through CMS. Following the approval of the Affirmative Action Plan, all Senior staff are notified of the agency's underutilization and instructed to address the underutilizations when possible. The Affirmative Action plan is also disseminated to all management staff and available at the front desk for all staff to review.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

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Is this person on the Executive or Human Resource Staff?

N/A

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

IDOA's EEO Officer participates in various job/career fairs at junior colleges, universities and those hosted by other state agencies. Representatives from each Bureau participate in the

annual career fair at the Chicago High School for Agricultural Sciences. In August, 2009 IDOA hired a member of the Director's Staff in Cook County. This employee is instrumental in attending numerous career fairs in Northern IL. In addition, IDOA posts all vacancies on the state of Illinois web-based electronic hiring system as well as IDES sponsored Skills Match website.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Structured oral interview and written test

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

As of June 30, 2012 IDOA has 2 employees receiving bilingual pay

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How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Discuss this topic with Senior Staff/Bureau Chiefs in order to obtain feedback on whether a bilingual employee is needed. In the event the need for bilingual staff would increase, steps would be taken to ensure this need was satisfied.

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Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Refer them to our bilingual employees to assist.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

IDOA participates in the State of Illinois Upward Mobility program. IDOA's review of Spanish-speaking needs are ongoing. In the event the need for bilingual staff would increase, steps would be taken to ensure this need was satisfied.

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How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The EEO Officer participates in the interview process notifying all panel members of the underutilization for the position to the interviews being conducted. The EEO officer is also responsible for the completion of all hiring/promotion monitors.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

N/A

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Recruitment efforts will be directed toward addressing underutilization/bilingual needs outlined in the Affirmative Action Plan.

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

We added one Technician/Meat and Poultry Inspector as bilingual pay in Cook County.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

To increase the number of Hispanic employees in various EEOC categories, IDOA plans to continue recruitment efforts by attending available job fairs as well as ongoing training for appropriate staff regarding underutilization. As of August, 2009, IDOA now has a staff member in Cook County to attend job fairs and represent IDOA in Northern IL on a regular basis while the Sangamon County Staff will continue to represent the agency south of Cook County. Prior to all interviews, IDOA EEO Officer will continue to inform the interview panels of the underutilization for the respective positions. We will also continue to post positions on the state of Illinois web-based electronic hiring system as well as IDES/Skills Match website.

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## 2013 State Hispanic Employment Plan Survey

Agency: Arts Council

Submitted: 10/2/12 9:10 PM

Certification: I Agree

Individual Information: Romie Munoz, Director of Administration, 100 West Randolph #10-500, 312-814-8250, Romie.Munoz@Illinois.Gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 2 Officials and Managers
  - 2 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 5 Officials and Managers
  - 10 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

16

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

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In how many Rutan interviews did Hispanic interviewers participate?

1

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

2 employees have resigned during FY12. None were Hispanic.

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How many employees were hired during FY 12 and how many of those were Hispanic?

None

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

It is the responsibility of the Director of Administration who is Hispanic, also is the Personnel Manager and EEO/AA Officer to comply with the mandates of the Hispanic Employment Plan. In addition, by receiving memo's from the Executive Director, the Dept of Personnel and the Dept of Human Rights.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No staff member is designated.

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Is this person on the Executive or Human Resource Staff?

Yes, several employees are senior staff.

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Have posted Spanish Speaking option when available. Encourage Hispanic Employees to attend the IAHSE conference. Keep in contact with Employment Security, CMS Diversity Enrichment Program and the Dept of Human Rights when vacancy occurs. Have contacted Universities if and when are able to hire Student Intern. Reviewing EEO/AA Plan along with EEO/AA Quarterly Reports.



---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

The IAC has not had the funding in the budget to fill a position with the bilingual option since our agency was not able to hire/replace our former employee who passed away and was of Hispanic descent. If and when we are able to fill this vacancy, we will have an oral and written Spanish test for the position.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Same as above.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

All of our staff is located in the Cook County Region 1.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

We have four staff members who speak Spanish in our office who assist with constituents who speak Spanish.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The agency has offered staff and scheduled outside training to enhance their technological skills. The IAC has encouraged employees to take advantage of the Upward Mobility Program. Emails and announcements are forwarded to staff if they are interested in attending any other training offered by the State.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Director of Administration/Personnel Manager submits mandatory Hiring and Promotional Monitors to the Dept. of CMS Personnel Transactions along with the paperwork required when a position has been filled. CMS will not accept paperwork without all the proper documents needed in order to process the paperwork.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

Memo's and emails from the Dept. of Human Rights and the Dept. of CMS Personnel require agencies to complete the mandatory Hiring and Promotional monitors when completing the paperwork to the Dept. of CMS Personnel.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The agency monitors by submitting Quarterly Reports to the Dept. of Human Rights Liaison Unit.

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

None.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The agency needs to increase the headcount and increase the overall budget which has been drastically cut over 63% over the last four years or so. This drop has greatly affected the grants our agency provides to the Hispanic Arts Community and for Hispanic Individual Artists that apply to our agency. Two of the Officials and Managers speak Spanish however, they do not receive bilingual pay.

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## 2013 State Hispanic Employment Plan Survey

Agency: Capital Development Board

Submitted: 10/15/12 4:12 PM

Certification: I Agree

Individual Information: Heather Humphrey, Personnel Administrator, 401 S. Spring St., Wm G. Stratton Building, 3rd Floor Springfield, IL 62706, 217-782-7222, heather.humphrey@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 3 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 19 Officials and Managers
  - 67 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 29 Para-Professionals
  - 4 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

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In how many Rutan interviews did Hispanic interviewers participate?

5

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

There were 16 total separations during FY12. One of these separations was a Hispanic employee.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

There were fourteen new hires in FY12, none of which were Hispanic.

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Personnel Unit advises management/Senior Staff of the underutilization status of the agency quarterly and during the hiring process. Management receives a copy of the Affirmative Action Plan and Quarterly Reports.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Gilbert Villegas

---

Is this person on the Executive or Human Resource Staff?

Executive

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

CDB will continue to utilize various minority outreach programs, when appropriate, in order to reach eligible candidates.

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Due to CDB's minimal interaction with the general public, we have not experienced the need for Spanish speaking employees on staff. Should such a need arise, we will address it accordingly.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Currently, the agency does not have a need for bilingual/Spanish employees due to our minimal interaction with the general public.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Currently, the agency does not have a need for bilingual/Spanish employees due to our minimal interaction with the general public.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

N/A

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

CDB allocates funds specifically for the training and development of all employees. Reasonable training requests are approved and paid for by the agency. Code employees are also eligible to participate in the Upward Mobility Program offered by CMS.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

A Hiring/Promotion Monitor is completed by the Personnel Administrator when an applicable employment transaction occurs.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

N/A

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A

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Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Within the parameters of the AFSCME contract and Personnel Code, CDB is committed to recruiting and hiring qualified Hispanic applicants for any vacancies that occur in our agency.

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## 2013 State Hispanic Employment Plan Survey

Agency: Central Management Services

Submitted: 11/8/12 5:57 PM

Certification: I Agree

Individual Information: Fred V. Stewart, II, Equal Employment Opportunity Officer/Affirmative Action Officer, 401 S. Spring St., Suite 720, Springfield, IL 62703, (217) 558-6713, fred.stewart@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

13	Officials and Managers
8	Professionals
2	Technicians
0	Protective Service Workers
5	Para-Professionals
4	Office and Clerical
3	Skilled Craft Workers
3	Service-Maintenance

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As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

2	Officials and Managers
2	Professionals
0	Technicians
0	Protective Service Workers
1	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

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As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

346	Officials and Managers
506	Professionals
76	Technicians
12	Protective Service Workers
63	Para-Professionals
46	Office and Clerical
357	Skilled Craft Workers
161	Service-Maintenance

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As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,567

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 1 Officials and Managers
- 2 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 5 Skilled Craft Workers
- 1 Service-Maintenance

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How many Rutan certified interviewers in your agency are Hispanic?

3

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In how many Rutan interviews did Hispanic interviewers participate?

0

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

204 employees vacated CMS in FY 12. Of those, 3 were Hispanic.

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How many employees were hired during FY 12 and how many of those were Hispanic?

There were 81 hires in FY 12. Of those, 6 were Hispanic.

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The EEO/AA Officer sends the quarterly Underutilization Summary by Region to the Division/Bureau Chiefs, as well as the Shared Services Center, keeping them aware of the areas in which underutilizations exist. CMS' legal department is still engaged with legal counsel from the Governor's Office and the Department of Human Rights to determine the permissible scope of expanded efforts to increase diversity.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Cory Foster, Israel Salazar, Mayra Magana, and Fred Stewart

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Is this person on the Executive or Human Resource Staff?

Israel Salazar is on the Executive Staff

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

CMS has four (4) employees who assist in recruiting Hispanic candidates. If FY 2012, they attended in excess of 25 different job fairs or events trying to recruit Hispanic candidates.

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Written and oral tests are administered to determine the requisite skills of the applicant.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Written and oral tests are administered to determine the requisite skills of the applicant.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The need for Spanish-speaking bilingual staff would be communicated to Personnel who would then evaluate the requirement for to have the appropriate number of Spanish speaking staff at that location.

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Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

When Spanish speaking customers approach our staff, then a Spanish speaker would be requested for assistance. If none are at that location, then we have access to a language line interpreter.

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Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The Upward Mobility Plan is available for assisting employees in getting a promotion, as well as the tuition assistance program, when funds are available. Additionally, employees are able to sue the Illinois Statewide Training Clearinghouse to take course that would enhance their skills making them better candidates for promotions and/or their own self-development.

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How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The EEO/AA Officer requests promotional and eligibility lists for all hiring and promotional monitors with the exception of RUTAN exempt hires and promotions. The EEO/AA Officer will not concur with a hire/promotion without reviewing the promotion or eligibility list, when one exists. Discussions with Shared Services occur as needed when there are questions about a hire or promotion.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None.

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

CMS has hired two additional Spanish-speaking bilingual personnel in the Chicago area.

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

That is an addition of two Spanish-speaking bilingual personnel than previous years.

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Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

CMS will continue to monitor the need for Hispanics and Spanish-speaking bilinguals and will hire



accordingly.

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## 2013 State Hispanic Employment Plan Survey

Agency: Children and Family Services

Submitted: 10/31/12 4:49 PM

Certification: I Agree

Individual Information: Debra Dyer, Deputy Affirmative Action, 1921 South Indiana, 312-328-2347,  
debra.dyer@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

30	Officials and Managers
147	Professionals
4	Technicians
0	Protective Service Workers
9	Para-Professionals
18	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

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As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

22	Officials and Managers
133	Professionals
1	Technicians
0	Protective Service Workers
7	Para-Professionals
11	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

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As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

589	Officials and Managers
1,792	Professionals
44	Technicians
0	Protective Service Workers
113	Para-Professionals
276	Office and Clerical
3	Skilled Craft Workers
10	Service-Maintenance

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As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

2,960

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 1 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

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How many Rutan certified interviewers in your agency are Hispanic?

208

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In how many Rutan interviews did Hispanic interviewers participate?

20

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

The overall number of employees that vacated the agency during FY 12 was 366 of which 16 were Hispanic. 2 Transferred to other state positions; 7 Retired; 2 Term/Contract not renewed; 2 Health Reasons; 2 Personal Reasons; 1 Discharged for Cause

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How many employees were hired during FY 12 and how many of those were Hispanic?

216 employees were hired during FY 12 of which 11 were Hispanic.

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Office of Affirmative Action Latino Services networks with Latino coalitions to help bolster Latino and bilingual employment at DCFS. Job postings are sent to Latino coalitions and recruitment presentations are conducted once a year. Latino Services and the Selection and Recruitment Unit ("S&R") attends a variety of recruitment events such as College/university Job Fairs, Unemployment Job Fairs, and visiting of community and junior colleges to potential of various degrees and career opportunities in state government as well as training on the application process to state government. DCFS maintains an electronic mailbox for all inquiries regarding employment opportunities, recruitments, applications and general questions. As well as develops and produces recruitment/promotional literature for use when DCFS staff attends or recruits at community events and or functions. In addition, S&R maintains and updates the agency's employment opportunity website and electronically post all available vacancies on CMS website and college and university sites. S&R has developed and conducted workshop sessions designed to address the hiring and interview process. The EEO Officer continues to meet with the Deputy Director of Human Resources to strategize on diversity promotions, specifically with respect to Latino and bilingual employees.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Jose Lopez and Lourdes Rodriguez

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Is this person on the Executive or Human Resource Staff?

No

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Office of Affirmative Action Latino Services and the Office of Selection and Recruitment are in communication in order to coordinate recruitment efforts throughout the Latino communities of Illinois. Employment materials have been developed in both Spanish and English for Hispanic/bilingual recruitment. The Office of Affirmative Action Latino Services maintains a Latino events calendar for the entire state and continually updates the calendar. The calendar with the Office of Employee Services which signals the possible targeting of Latino/Bilingual recruitment opportunities. A list is created of Spanish bilingual recruitment opportunities during the year.

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Yes. DCFS requires interns, new hires and those bidding or transferring into a Spanish bilingual position to take a Spanish Bilingual Certification Test to all employees and interns in Spanish bilingual titles. The test assesses oral, written and reading English to Spanish and Spanish to English proficiency. An exception: is if the person has been previously certified by the Burgos Coordinator or the Latino Services Chief for that level of employment. A Spanish-speaking certification must be in their personal record. DCFS employees who are currently in non-bilingual titles who are asked to assist and handle Spanish cases and/or are temporarily assigned to a Spanish caseload must be tested and certified. The Spanish bilingual certification test can only be given by the Burgos Coordinator or the Latino Services Chief. The test is conducted in person. The test has two levels, professional and clerical. It will be determined based on the title being applied for. Step 1: The applicant is given an "oral" test in both languages to determine their ability to interpret both from Spanish to English and English to Spanish. Questions will be asked about the applicant's background, education, job history, career goals and community involvement. Step 2: The applicant is given a "written" test. The applicant is asked to translate a paragraph in writing from English to Spanish and then a different paragraph from Spanish to English. The person is allowed to take all the time they need to finish this part of the test. The time is documented in the result page. Step 3: The applicant is asked to read what he or she wrote both in Spanish and English to review their "reading" ability. Once the three steps are done, the tester can determine the person's familiarity with DCFS terminology. Upon passing the test, this will qualify them to receive Spanish bilingual pay. All candidates filling DCFS Spanish Speaking must be certified as having the ability to speak, write and comprehend Spanish prior to actually start working in the position. The written and oral certification is conducted by the Office of Latino Services.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The employment strategy to increase the number of available bilingual/Spanish employees to service the needs of the Spanish-speaking public is to not only hire bilingual/Spanish employees in bilingual position but to increase the number of Spanish-speaking employees in all titles, Spanish-speaking and non-Spanish-speaking. In that way when a Spanish-speaking position is vacant or one is created, a ready pool of candidates will already be on board. The Office of Affirmative Action Latino Services and the Office of Selection and Recruitment are in communication in order to coordinate recruitment efforts throughout the Latino communities of

Illinois. Employment materials have been developed in both Spanish and English for Hispanic/bilingual recruitment

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How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The determination of the need for Spanish-speaking bilingual staff is determined the same for the entire state. There is no difference in the determination for Cook County and outside of Cook County. The determination is made by assessing the number of cases in a region, the number of front line staff. The Burgos Coordinator, the deputy of the division and the Deputy of Employee Services all monitor and provide input on the need for a Spanish-speaking staff to service our clients.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Spanish-speaking phone calls and walk-ins are handled by first seeking the assistance of an employee in a Spanish-speaking bilingual title. If no such person is available, the language line is utilized.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

DCFS is comprised of a majority of collective bargaining staff. Promotions are mainly based on seniority. However, the Training Division provides ongoing skill based and self-development training to all staff. The Latino Advisory Committee Annual Conference affords staff the opportunity to enhance their skill based knowledge and personal self development.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

A quarterly report of underutilization is provided to deputies and personnel to use during their recruitment, interviewing and selection process. Personnel ensures that all request to Hire or Promote is accompanied by a Hiring or Promotion Monitor.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

HEP Advisory Council has recommended that DCFS develop procedures which dictates when a Spanish-speaking bilingual position is needed within the agency. DCFS is working on developing such a procedure. DHR, CMS nor the Auditor General have provided recommendation.

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

In FY 2012 there were 11 new hires who were Hispanic or Latino for a total of 208 Hispanic or Latino employees in the following positions: Officials and Managers 30 Professionals 147 Technicians 4 Protective Service Workers 0 (DCFS does not employ Protective Service Workers) Para-Professionals 9 Office and Clerical 18 Skilled Craft Workers 0 Service-Maintenance 4

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

There was an increase of 3 Hispanic staff from 205 in FY 11 to 208 : Officials and Managers 30 - (No change) Professionals 147 - (No change) Technicians 3 - (An increase of 1) Protective Service Workers 0 (DCFS does not employ Protective Service Workers) Para-Professionals 7 (A decrease of 2) Office and Clerical 18 (No Change) Skilled Craft Workers 0 (No Change)

Service-Maintenance 0 (A decrease of 4

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Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Continued recruitment efforts in Hispanic communities, colleges and universities will assist in increasing the number of Hispanic employed by the agency.

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## 2013 State Hispanic Employment Plan Survey

Agency: Civil Service Commission

Submitted: 10/16/12 8:32 PM

Certification: I Agree

Individual Information: Andrew Barris, Assistant Executive Director, 400 West Monroe, Suite 306, Springfield, IL 62704, 217 782 7373, andrew.barris@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 2 Officials and Managers
  - 1 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

4

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

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How many Rutan certified interviewers in your agency are Hispanic?

0

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In how many Rutan interviews did Hispanic interviewers participate?

0

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

0

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How many employees were hired during FY 12 and how many of those were Hispanic?

0

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

n/a

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

n/a

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Is this person on the Executive or Human Resource Staff?

n/a

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The agency has only 4 employees and 4 funded full time positions. There were no vacancies in the last year.

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

n/a

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

n/a

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How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

n/a

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Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

n/a

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

n/a

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How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

n/a

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

n/a

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

n/a

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Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

n/a

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Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

n/a

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## 2013 State Hispanic Employment Plan Survey

Agency: Commerce and Economic Opportunity

Submitted: 11/9/12 6:16 PM

Certification: I Agree

Individual Information: Victoria D. Benn, Agency-wide EO Compliance/Education and Training Manager, 500 East Monroe Street, 8th Flr., Springfield, Illinois 62701, 217/524-2997 (work); 217/558-6971 (fax); Telecommunications Relay Center/English: TDD only - 711 or 1-800-526-0844; Voice 711 or 1-800-526-0857; Spanish: TDD only 711 or 1-800-501-0864; Voice 711 or 1-800-501-0865, Victoria.Benn@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 10 Officials and Managers
  - 7 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 2 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 4 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 170 Officials and Managers
  - 207 Professionals
  - 2 Technicians
  - 0 Protective Service Workers
  - 16 Para-Professionals
  - 3 Office and Clerical
  - 1 Skilled Craft Workers
  - 2 Service-Maintenance
-

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

401

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 1 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

How many Rutan certified interviewers in your agency are Hispanic?

3

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In how many Rutan interviews did Hispanic interviewers participate?

1

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Sixty-eight (68); One (1)

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How many employees were hired during FY 12 and how many of those were Hispanic?

Thirty-four (34); Two (2)

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What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

When DCEO's Office of Human Resources staff notifies the Office of Equal Opportunity Monitoring & Compliance (EOMC) that vacancies have occurred in underutilized or utilized areas, the DCEO Office of EOMC immediately sends out a written notice to the Deputy Director of Human Resources and their staff as well as to the respective hiring authority reminding them of our EO/AA, Executive Order #15 (1999) and State Hispanic Employment Plan obligations to adhere to such laws. All staff within the Office of Human Resources as well as DCEO's Agency-wide EO Compliance/Education and Training Manager attend monthly agency personnel managers' meetings and training sessions sponsored by CMS and IDHR to become aware of any/all legislative mandates affecting the State Hispanic Employment Plan. DCEO's Deputy Director of Equal Opportunity Monitoring and Compliance provides periodic updates to the Director regarding DCEO's responsibility to attract, hire or promote highly qualified Latinos/Latinas to the workforce. The Director meets regularly with the Deputy Director of Equal Opportunity Monitoring and Compliance to strategize our efforts to increase the number of highly qualified Latinos/Latinas at DCEO as well as to meet our AA goals.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Is this person on the Executive or Human Resource Staff?

Executive Staff Member

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Deputy Director of the DCEO Office of Equal Opportunity Monitoring & Compliance (EOMC) and the DCEO Agency-wide EO Compliance/Education & Training Manager maintain excellent business relations with internal and external recruitment sources such as: The Senior Advisor to the Governor – Liaison for statewide Latino/Latina Affairs; Statewide businesses owned by Minorities and Women; And the Illinois Hispanic Chamber of Commerce regarding the need for state agency's to increase their number of highly qualified Latinos/Latinas to state service. DCEO also contacts employment sources such as Cory Foster, State Coordinator, for the State Hispanic Employment Plan and Manager of the State Diversity Enrichment Program; Carlos Charneco, EEO Officer and Business Enterprise Program Liaison at IDHS and 2007 Past President of IAHSE; Susan Allen, Liaison, at IDHR; Barb McDonald from the CMS Chicago Diversity Enrichment Program; And statewide EEO Managers to apprise these employment sources of current vacancies within DCEO as well as our attempts to identify future employment/career fairs which might be scheduled in areas that are predominately located in Latino/Latina communities. DCEO maintains a close relationship with the following community outreach partners: Denise Martinez, Senior Advisor to the Governor – Liaison for statewide Latino/Latina Affairs The Honorable State Senator Antonio Munoz and the Honorable State Representative Maria Antonia Berrios – Illinois Legislative Latino Caucus Martha Lopez, President, Illinois Association of Hispanic State Employees (IAHSE) Rosemary Bombela, Illinois State Director of the League of United Latin American Citizens (LULAC) Guadalupe Preston, Executive Director, Service, Employment & Redevelopment (SER) for the Spanish Community of Chicago Blanca Vargas, Community Relations Liaison, Illinois Department of Human Rights and Illinois State Director for Women of the League of United Latin American Citizens (LULAC) Andrew Sund, President, Illinois Latino Council on Higher Education (ILACHE) Eloy Salazar, Executive Director, Illinois Migrant Council (IMC) Employment and training facilities that are identified by our DCEO Office of Employment and Training that are located in Latina/Latino communities Sylvia Puente, Executive Director, Latino Policy Forum Jaime Velasquez, Assistant Director, UIC Office of Career Services Shirley Jones, current Executive Director, Illinois Association of Minorities in Government (IAMG) Sharryon Dunbar, former Interim Executive Director, Illinois Association of Minorities in Government (IAMG) Mac McKelvey, Manager, CMS Veteran's Outreach Program Peg Podlasek, EEO Manager at Illinois Board of Higher Education Jaci DeBrun, Manager, CMS/SD Opportunities Program Dan Dickerson, Manager, DHS/Disability Recruitment Program Career Placement/Office of Diversity at the University of Illinois at Chicago and Springfield; Robert Morris University; Benedictine University; Springfield College in Illinois; Lincoln Land Community College; Southern Illinois University/Carbondale Stephen Cantine, M.S., Director, Career Center – Illinois State University Linda Moore, Director EIU Career Services Martin Kral, Director, WIU Career Services Tammy Craig, Director, UIS Career Development Center Mr. Sandy Robinson, Director, Office of Community Relations/City of Springfield, Illinois Dr. Linda McCabe-Smith, Associate Chancellor for Diversity at SIU Carbondale DCEO participates in statewide employment/career fairs sponsored by universities, community colleges, trade associations and annual conferences affiliated with statewide professional minority organizations as well as employment events scheduled by members of the Illinois General

Assembly when our budget permits. DCEO was represented at the following Career/Job Fairs, statewide conferences and special events: 24th Annual Illinois Association of Hispanic State Employees (IAHSE) Training Conference/Job Fair, October 7, 2011, Hyatt Regency McCormick Place Hotel, Chicago, Illinois 2012 Springfield Collegiate Career Fair sponsored by the University of Illinois Career Development Center; Springfield College in Illinois/Benedictine University; Robert Morris University and Lincoln Land Community College, February 16, 2012, Springfield, Illinois The Department was invited and participated at the Illinois Department of Revenue' Hiring Seminar, March 15, 2012, Springfield, Illinois. Chicago Annual 2012 Diversity/Veterans Employment Day, McCormick Ballroom (Herman Hall Building), March 21, 2012, Chicago, Illinois 2012 Career and Employment Expo sponsored by MacMurray College, Illinois College, The Job Center, DHS – Division of Rehabilitation Services, LLCC, West Central Mass Transit District, Jacksonville Area Chamber of Commerce, Jacksonville Regional Economic Development Corporation, Jacksonville Journal-Courier and Radio Stations WLDS/WEAL, April 12, 2012, Jacksonville, Illinois 24th Annual Illinois Association of Minorities in Government (IAMG) State of the State Training Conference, May 23 – 25, 2011, Springfield, Illinois. During this event the Department conducted a Small Business workshop; Provided three (3) Historic City Tours and; Disseminated recruitment information to all interested IAMG conference participants at the DCEO Exhibit table. The Department responds to applicants making sure they become familiar with DCEO's mission, programs and services as well as our position titles. And when vacancies occur within the Department, The DCEO Office of EOMC notifies highly qualified applicants about such employment opportunities, based upon their educational background and work experience. The Department tracks the response rate of applicants who complete a CMS employment/promotional application, submits a resume to the Department and obtains a CMS grade of "A" for various position titles which the Department utilizes. The Department maintains recruitment files compiled with lists of highly qualified individuals, including applicants and employees, interested in working for or advancing within the Department. Hiring authorities who are directly involved in the selection process are requested to contact the Department's Agency-wide EO Compliance Manager, prior to the interview, to identify any outstanding underutilized areas when considering the hire or promotion of highly qualified Latino/Latina applicants for state service. The Office of Equal Opportunity Monitoring & Compliance Office as well as the Office of Human Resources assists applicants by mail, telephone, in person, the Internet and e-mail in order to better understand the CMS employment process and to help them access, complete and submit an employment or promotional application. DCEO's Agency-wide EO Compliance Manager also identifies and refers highly qualified internal Latino/Latina employees to DCEO management staff for consideration when promotional opportunities arise. During FY12 the Department hired: Two (2) highly qualified Official/Managers. They are as follows: • One (1) highly qualified Latina Official/Manager works as the Executive Assistant to the Director, DCEO Statewide and International Offices • One (1) highly qualified Latino Official/Manager works in the DCEO Chicago/Illinois Film Office And promoted one (1) highly qualified Professional • One (1) highly qualified Latino Professional in the DCEO Chicago Office of Energy Assistance

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Assessment is determined via a portion of the structured interview that is conducted in Spanish. The candidate is asked questions in Spanish and responds in Spanish.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Management identifies bilingual needs based on the position's requirement to provide Spanish-speaking assistance as requests to fill vacancies are initiated. When DCEO's Agency-wide EO Compliance/Education and Training Manager is notified of positions that require a posting and are

posted as bi-lingual, the information is shared with statewide Recruitment resources such as: The Governor's Office - Liaison for Latino Affairs Illinois Association of Hispanic State Employees Illinois Association of Minorities in Government Illinois Latino Council on Higher Education; CMS Diversity Enrichment Program Community organizations such the Service, Employment & Redevelopment (SER) organization League of United Latin American Citizens

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How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

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.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

DCEO has Spanish speaking staff who can assist with phone-calls and walk-in visitors. The primary office location where this is needed is Chicago. The Department has members of the Director's Office staff with Spanish-speaking ability in both Chicago and Springfield. Additionally, the primary receptionist in Chicago is Spanish-speaking. The Agency also has positions designated to require bi-lingual assistance, utilizing Spanish, in areas where the Department serves clients in Spanish communities.

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Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

DCEO not only emphasizes recruitment and hiring, but also places great importance on training, education, and promotional needs for Latino/Latina employees so they have an opportunity to take advantage of career advancement opportunities within the Department. DCEO offers a Tuition Reimbursement Program; Upward Mobility Program; Professional Development Training/Education Programs; and a variety of Computer Training Programs to all eligible employees.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Per Section 2520.770 (h) of the Human Rights Rules and Regulations this law requires agencies to use hiring and promotion monitors whenever personnel transactions occur. As stated in the rules: "No hire or promotion commitment shall be made until the agency EO Manager or designee has reviewed and signed the monitor indicating approval of the transaction. In all transactions, the agency Director or designee shall sign and date the monitor, indicating approval. All staff within DCEO's Office of Human Resources has been made aware of this law when they attend the monthly personnel managers meetings sponsored by CMS. And the DCEO Office of EOMC reminds HR on a periodic basis of this mandate.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

CMS, IDHR and the IATC should work together to develop a comprehensive electronic online training program which covers the following two topics of "EO Law: What are the State Employment Requirements that all state agency hiring authorities should know" and "Diversity/Cultural Inclusion." Also, "Interview & Selection (Rutan) Training should be made available in the Chicago area as well as in the Springfield area; The State of Illinois should consider increasing the number of highly qualified protected class individuals as Human Resource Managers.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

2012 Hispanic employee summary:	2013 Hispanic employee summary:	8 –
Official/Managers	10 – Official/Managers	8 –
Professionals	7 – Professionals	2 – Para-
Professional	2 - Para Professionals	1 –
Office/Clerical	1 – Office/Clerical	0 – Skilled Craft Worker
Skilled Craft Worker	0 – Skilled Craft Worker	0 –
2012 Spanish-speaking bilingual summary:	2013 Spanish-speaking bilingual summary:	
2 – Official/Managers	0 – Official/Managers	4 –
Professionals	4 – Professionals	1 – Para-
Professional	1 – Para-Professional	1 –
Office/Clerical	1 - Office/Clerical	

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Official/Managers – Latinos/Latinas During FY12 two (2) highly qualified Latinos/Latinas were hired into the Official/Manager EEO job category: 1- highly qualified Latina Official/Manager who works as the Executive Assistant to the Director, DCEO Domestic and International Offices 1- highly qualified Latino Official/Manager who works in the DCEO Chicago/Illinois Film Office

Professionals – Latinos/Latinas During FY12 one (1) highly qualified Latino was promoted and remains in the Professional EEO job category: 1-highly qualified Latino who works in the DCEO Chicago Office of Energy Assistance During FY12 one (1) highly qualified Latino Professional chose to voluntarily retire or separate by other means from state service: 1- highly qualified Latino who worked in the DCEO Chicago Office of Employment & Training DCEO did experience a change in the number of filled Spanish-speaking positions during this period. 1- highly qualified Latina Official/Manager transferred from the Director's Chicago Office to the DCEO Chicago Office of Entrepreneurship, Innovation & Technology. The incumbent moved to a position which is not bi-lingual. 1-highly qualified Latina Official/Manager employed in a bi-lingual/Spanish speaking position, located in the DCEO Chicago Office.

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department encourages all DCEO employees, including Latino/Latina staff, to contact DCEO's Office of Human Resources for position titles associated with the Spanish speaking option. DCEO Latino/Latina employees are also requested to access our DCEO Portal II system on the Intranet to identify current vacancies as they occur. DCEO encourages all staff to notify friends and family members who are interested in state service, by accessing the CMS electronic employment system at <http://work.illinois.gov>. Interested parties should complete a CMS employment or promotional application, and apply for specific state position(s) based upon their educational skills or work experience. Latino/Latina applicants with disabilities should contact the CMS/SD Program Coordinator or the DHS/ Disability Recruitment Program Coordinator. And Latino/Latina veterans should contact the CMS/Veteran's Outreach Program Coordinator.

## 2013 State Hispanic Employment Plan Survey

Agency: Corrections

Submitted: 10/25/12 2:53 PM

Certification: I Agree

Individual Information: Karey Wanless, PSA Personnel Manager, 1301 Concordia Court  
Springfield, IL 62794, 217-558-2200, Karey.Wanless@doc.illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

7	Officials and Managers
33	Professionals
16	Technicians
191	Protective Service Workers
2	Para-Professionals
8	Office and Clerical
5	Skilled Craft Workers
12	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
18	Professionals
0	Technicians
7	Protective Service Workers
1	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

346	Officials and Managers
1,333	Professionals
421	Technicians
7,692	Protective Service Workers
173	Para-Professionals
287	Office and Clerical
317	Skilled Craft Workers
663	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

11,232

---



As of June 30, 2012, provide the underutilization for Hispanics by category:

0 Officials and Managers  
5 Professionals  
2 Technicians  
3 Protective Service Workers  
0 Para-Professionals  
0 Office and Clerical  
3 Skilled Craft Workers  
7 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

2

---

In how many Rutan interviews did Hispanic interviewers participate?

1

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

During FY12, there were 437 employees that vacated IDOC due to retirement, layoff, termination and/or transfer; and of those vacated, 16 were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

During FY12, there was 155 employees hired, and of those hired, 9 were Hispanic

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Recruiters participate in job fairs and recruitment activities that target Hispanics and are sponsored by IAHSE, educational institutions, organizations and governmental entities. Recruiters are also trained to focus on underutilization in targeted areas.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Deputy Director David Gomez & Acting Dep Chief Edward Ortega

---

Is this person on the Executive or Human Resource Staff?

Executive Staff

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Employment strategies included attending Hispanic related conferences, recruitment fairs, and providing IDOC's Affirmative Action Plan for the state Hispanic plan.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

An Assessment of the need for bilingual qualifications is done when filling a vacancy. If it is determined that bilingual need is necessary, the position is backfilled with a bilingual option.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Department of Central Management Services recruits of bilingual/Spanish employees through it Diversity Enrichment Program

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The determination is made on growth and population amongst the Hispanics. It is by need of demographics and the majority of inmates that are placed throughout the State prison system. That comes out of the demographic of that county.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

If unable to provide an interpreter, we ask for the person to leave their name and number and a return call will be placed upon the interpreters return.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Staff opportunities for promotion exist within negotiated Contractual Filing of Vacancies language. The Upward mobility Program is also available and encouraged within the Department of Corrections for career advancement.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

With each recommendation for hire, promotion, or transfer across geographical regions or job category, Hiring and Promotional Monitor is submitted and approved by the agency EEO officer prior to any commitments being made to fill the position

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

This agency will continue to hire and promote Hispanics to reach parity in the underutilized categories.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Based on our underutilization numbers, a focus was made during the hiring of correctional cadets to target Hispanic candidates

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

The underutilization of Hispanics reduced by 3.2% from the prior year by targeted hiring

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department continues to monitor and track hiring goals. Where there are underutilizations noted, the agency attempts to meet those needs whenever possible.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Criminal Justice Information Authority

Submitted: 10/16/12 8:50 PM

Certification: I Agree

Individual Information: Edith Feliciano, Associate HR Director, 300 W. Adams Street - Suite 200 - Chicago, IL 60606, (312) 793-8950, Edith.Feliciano@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 1 Officials and Managers
  - 3 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 14 Officials and Managers
  - 42 Professionals
  - 1 Technicians
  - 0 Protective Service Workers
  - 2 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

9 - 0 Hispanic vacated our agency

---

How many employees were hired during FY 12 and how many of those were Hispanic?

11 - 1 Hispanic/Female

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

\* Provide new supervisors with training concerning EEO laws. \* Keep communication open so supervisors and administrative staff know about our goals of hiring more Hispanics. \*

Notify relevant recruitment sources of potential vacancies for referral of qualified Hispanic applicants.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Edith Feliciano

---

Is this person on the Executive or Human Resource Staff?

Associate HR Director

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

When vacancies are available we send posting other job information to colleges and Hispanic Associations.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Does not apply

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

This agency does not specifically work with the public because we deal with other law enforcement agencies.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Same as above

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

This agency does not specifically work with the public because we deal with other law enforcement agencies.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Same as above

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

By having each hiring supervisor complete the form so they are aware if we are underutilize.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Since we have notified and posted to the colleges and Hispanic Associations we have increase our Hispanic hires and are not underutilize in Hispanic.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

One hispanic female transfer and promoted to our Exeuctive I position effective 07-01-2011

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Just to continue notifying colleges and Hispanic Associations of vacancies available.

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## 2013 State Hispanic Employment Plan Survey

Agency: Deaf and Hard of Hearing Commission

Submitted: 10/31/12 3:21 PM

Certification: I Agree

Individual Information: Tonia R. Bogener, Legal Counsel/EEO Officer, 1630 S. Sixth Street,  
Springfield, IL 62703, 217/557-4493, tonia.bogener@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 4 Officials and Managers
  - 3 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

1 employee transferred to another state agency and was not Hispanic

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Total hired - 1 Hispanics - 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The appropriate staff has been advised of the requirements of the Hispanic Employment Plan. To ensure compliance, the agency interviews all applicants on the CMS eligible list. IDHHC posts all vacancies with the National Hispanic Council of the Deaf and Hard of Hearing.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

n/a

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

In addition to posting on CMS system, all job vacancies are posted to various deaf and disability organizations. Included among these postings is the National Hispanic Council for the Deaf and Hard of Hearing. When vacancies exist, IDHHC uses all forums available to recruit qualified new employees including deaf events such as Deaf Nation, ADA Celebrations and Deaf Latino Day.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

The Direcotr assesses bilingual skills for American Sign Language (ASL) during the interview and ability to use ASL to communicate with deaf staff on a dailing basis. Currently , the only bilingual positions involve ASL.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

In addition to posting on CMS system, all job vacancies are posted to various deaf and disability organizations. Included among these postings is the National Hispanic Council for the Deaf and Hard of Hearing. When vacancies exist, IDHHC uses all forums available to recruit qualified new employees including deaf events such as Deaf Nation, ADA Celebrations and Deaf Latino Day.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Director and staff attends various meetings throughout the state including deaf advocacy organizations, committees and advisory boards.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

IDHHC would utilize the language interpretation contract by Propio Language Services LLC.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

None. Due to the agency's limited headcount, no special internal employment programs are formed. However, all employees have direct access to the Personnel Manager, EEO Officer and Director to express any concerns. Additionally, the Personnel Manager posts all job vacancies to a variety of disability and deaf organizations including the National Hispanic Council of the Deaf and Hard of Hearing.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The EEO Officer and Personnel Manager coordinate the completion of the hiring and promotion monitors. The Personnel Manager has added bot to the required paperwork checklist utilized for new employees and promotions.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

IDHHC posted and filled only one position during FY12. The positon was posted with the National Hispanic Council of the Deaf and Hard of Hearing. IDHHC did not receive any Hispanic or Spanish speaking applications for the position.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

None.

---



Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Continue seeking qualified applicants from a variety of sources including those specific to Hispanic and Spanish-Speaking individuals.

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## 2013 State Hispanic Employment Plan Survey

Agency: Developmental Disabilities Council

Submitted: 10/18/12 9:46 PM

Certification: I Agree

Individual Information: Janinna Hendricks, Fiscal and Operations Director, 830 S. Spring  
Springfield IL 62704, 217-782-9696, janinna.hendricks@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 5 Officials and Managers
  - 1 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 2 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

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In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Two employees transferred from the Agency. None of those were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

One employee was hired and this was a bargaining unit promotion.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Council's Personnel Officer is responsible for ensuring that the Council is complying with the Hispanic Employment Plan.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

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Is this person on the Executive or Human Resource Staff?

N/A

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List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Council has not undertaken any strategies specifically related to Hispanic employment during the year. The Council is committed to hiring individuals from diverse backgrounds, including people with disabilities.

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How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

The Council has no positions with bilingual options.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Council has not undertaken any strategies specifically related to Spanish speaking bilingual employment during the year. The Council currently utilizes Language Line Translation Services to assist staff in communicating with people who speak Spanish or other languages in the rare instances it has been needed.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Council has not undertaken any strategies specifically related to Spanish speaking bilingual employment during the year. The Council currently utilizes Language Line Translation Services to assist staff in communicating with people who speak Spanish or other languages in the rare instances it has been needed.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Council currently utilizes Language Line Translation Services to assist staff in communicating with people who speak Spanish or other languages in the rare instances it has been needed.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The Illinois Council on Developmental Disabilities does not have a budget allocation per say for any employment programs due to our small size, with the exception of the activities of the Personnel Officer, which account for approximately 10% of the total job duties of that position (also serving as the Fiscal and Operations Director). The Council currently utilizes Language Line Translation Services to assist staff in communicating with people who speak Spanish or other languages in the rare instances it has been needed.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Council's Personnel Officer is responsible for ensuring that the Hiring and Promotion Monitors are completed correctly and signed by the appropriate people.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Council has received no recommendations from any of the above listed entities.

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Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Council is committed to hiring individuals from diverse backgrounds, including people with disabilities.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

No

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Council looks forward to working with CMS Personnel's Diversity Outreach staff in the future to effectively recruit and hire a diverse staff team. This includes Hispanic and Spanish-speaking bilinguals as well as individuals from other minority groups, including people with disabilities.

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## 2013 State Hispanic Employment Plan Survey

Agency: Emergency Management Agency

Submitted: 10/25/12 7:41 PM

Certification: I Agree

Individual Information: Kevin Moore, Labor Relations Administrator, 1035 Outer Park Dr.,  
Springfield 62704, 217-782-3184, kevin.moore@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 1 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 38 Officials and Managers
  - 137 Professionals
  - 15 Technicians
  - 0 Protective Service Workers
  - 13 Para-Professionals
  - 10 Office and Clerical
  - 2 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

215

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As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

22 total, 1 Hispanic

---

How many employees were hired during FY 12 and how many of those were Hispanic?

29 total, 0 Hispanic

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The agency's EEO/AA Officer oversee related activity.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

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Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Send vacancy notifications via email to the Illinois Association of Hispanic State employees and other organizations that assist in job placement for minorities.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

N/A

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Agency utilizes Propio Language Services through CMS.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

IEMA does not have any bi-lingual positions at the Agency. During emergencies/disaster IEMA utilizes the Illinois National Guard. The Ready Illinois website is available in several different languages including Spanish.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Shared Services and CMS will not process any personnel transactions unless the appropriate monitor is attached.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

N/A

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

IEMA does not have any bi-lingual positions in the agency. IEMA utilizes the Illinois National Guard in the event of an emergency. IEMA also utilizes a translation services provided through CMS.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

IEMA will continue to address underutilization issues agency-wide as vacancies occur.

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## 2013 State Hispanic Employment Plan Survey

Agency: Employment Security

Submitted: 11/2/12 9:22 PM

Certification: I Agree

Individual Information: Carlos R. Charneco, Equal Opportunity Officer, 33 S. State Chicago IL 60603, 312 793-4714, carlos.charneco@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

27	Officials and Managers
193	Professionals
2	Technicians
0	Protective Service Workers
5	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

7	Officials and Managers
145	Professionals
0	Technicians
0	Protective Service Workers
1	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

290	Officials and Managers
1,344	Professionals
21	Technicians
0	Protective Service Workers
61	Para-Professionals
39	Office and Clerical
0	Skilled Craft Workers
4	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,759

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0 Officials and Managers  
0 Professionals  
0 Technicians  
0 Protective Service Workers  
0 Para-Professionals  
2 Office and Clerical  
0 Skilled Craft Workers  
0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

17

---

In how many Rutan interviews did Hispanic interviewers participate?

8

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

There were 168 employees who vacated the agencies, 23 were intermittent employees. Thirteen were Hispanics including 3 intermittent employee.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

There were 174 hires including 33 intermittent employees. There were 35 Hispanics hired including 4 intermittent employees.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Periodic meetings with Human Resources staff, Outreach staff and Operations staff receive reminders on recruitment. Director's reviews EO Human Rights quarterly reports.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Carlos R. Charneco

---

Is this person on the Executive or Human Resource Staff?

Executive Staff

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Participate in job fairs located in areas with large population of Hispanics. Contact colleges with a significant number of Hispanic students such as UIC, DePaul University and Northeastern Illinois University. Attend and participate in the Illinois Association of Hispanic State Employees (IAHSE) job fair. Send job postings to IAHSE, and workforce organization serving Hispanic community (National Latino Educational Institute, Instituto Progreso) to DES offices serving significant

Hispanic Job Seekers. Send to community based organization of job opportunities including local chapters of League of United Latino. American Citizens, Illinois Migrant Council, La Voz Latina, Alerta. Hire Hispanic students for summer jobs and internships. IDES staffs at local offices with large number Hispanic have referred bilingual clients to apply for a grade for IDES positions. Alerts CMS testing sites of DES job openings. Will post job openings on Illinois JobLink to recruit bilingual Spanish speakers.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Human Resources have a bilingual staff that assesses the linguistic proficiency skills of applicants through a structured oral interview.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

IDES will assess bilingual option positions needed throughout the state by reviewing the number of LEP clients filing for unemployment, number of eligibility determinations issued to Spanish speaking claimants, the volume of calls requesting language interpreter and reviewing the American Community Survey data to determine number of potential Hispanics within geographic service locations. Recruit using strategies listed in question number 14

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

IDES will assess bilingual option positions needed throughout the state by reviewing the number of LEP clients filing for unemployment, number of eligibility determinations issued to Spanish speaking claimants, the volume of calls requesting language interpreter and reviewing the American Community Survey data to determine number of potential Hispanics within geographic service locations.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Bilingual Spanish speaking staff will take the phone calls and service walk-in clients. If not bilingual staff is available the staff will use the telephone interpreter. A number of offices have phone options in Spanish to provide information in Spanish and direct calls to Spanish speaking staff.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Human Resources provide information to all new employees on the bidding process. There is a guide posted on the internal website to instruct employees how to apply for promotional jobs. Human resource staff is available to answer questions. Employees are made aware of tuition reimbursement and upward mobility program.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The EO office reviews all promotion and hiring monitors and provides feedback to Human Resources. Human Resources staff and EEO staff meet periodically to insure compliance with CMS rules. EO Officer will review selection of candidates before an appointment has been made. DES incorporated the process within its policy and procedures (P&P 1203) to ensure underutilization of minorities is considered.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

No recommendations were given.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Officials/Administrators increased from 23 to 27. Professional bilingual staff increased from 118 to 145

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Professional Hispanic staff decreased from 196 to 193.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

See answer to question 14.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Environmental Protection Agency

Submitted: 10/23/12 3:56 PM

Certification: I Agree

Individual Information: Jill Johnson, EEO/AA Officer, 1021 N. Grand Avenue East Springfield IL 62702, 217/785-2911, Jill.Johnson@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

2	Officials and Managers
10	Professionals
2	Technicians
0	Protective Service Workers
0	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
2	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

137	Officials and Managers
566	Professionals
56	Technicians
0	Protective Service Workers
46	Para-Professionals
64	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

844

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

2

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

62 total separations. 0 Hispanics.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

15 total hires. 1 Hispanic hire.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Office of Human Resources, the Personnel Liaisons of each Bureau, the Director, Deputy Director, Labor Relations Manager and other senior staff are provided copies of the Agency's Affirmative Action Plan which contains information about the underutilization of Hispanics and the numeric goals to reduce underutilization. Currently there is no underutilization of Hispanics in the Agency.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

No

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Office of Human Resources was allocated \$5,450 for all recruitment activities for FY 12, including activities related to the recruitment of Hispanic employees.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

none

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Invite all Hispanics on open competitive lists for interviews.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Region

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The majority of Spanish-speaking calls are to the Agency's Elk Grove Village office where there are two bilingual Motorist Assistant Specialists employed. Outside of Elk Grove Village, any Spanish-speaking call to the Agency would be transferred to a Spanish speaking employee or a name and number would be obtained so that a Spanish speaking employee could return the call.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Bureaus within the Agency offer training on various topics to all employees. Upward Mobility, CMS and Capital City Center offer classes and training to all employees. The Agency also offers tuition reimbursement and profession certification to all employees.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Hiring and Promotion Monitors are completed by the office of Human Resources and reviewed quarterly by the Department of Human Rights.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

none

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Official/Manager:2 Professional:10 Technician: 2 Office/Clerical: 2

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

There was an increase of 1 to Professionals.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

none

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## 2013 State Hispanic Employment Plan Survey

Agency: Executive Ethics Commission

Submitted: 10/25/12 6:47 PM

Certification: I Agree

Individual Information: Adam Alstott, EEO Officer/Deputy General Counsel, 401 S. Spring, 513  
Stratton Bldg, Springfield, IL 62706, 217-558-3724,  
Adam.Alstott@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 2 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 9 Officials and Managers
  - 57 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 10 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:



As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

There were 12 separations, none of which were by Hispanic employees

---

How many employees were hired during FY 12 and how many of those were Hispanic?

There were 17 new hires, 1 of which was Hispanic

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Internal meetings have taken place to discuss all EEO hiring initiatives. The EEC has no Coded or Union positions, so many of the initiatives in the plan are inapplicable. However, in addition to posting vacant position on the requisite CMS sites, the EEC has sent posting information to the Illinois Association of Minorities in Government, the Illinois Department of Employment Securites, and L.U.L.A.C. The EEC would like to send a representative to quarterly EEO meetings upon notice received, and the EEC would be interested in assessing whether implementing hiring and promotion monitors would be beneficial to our structure.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

No

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

In addition to posting vacant position on the requisite CMS sites, the EEC has sent posting information to the Illinois Association of Minorities in Government, the Illinois Department of

## Employment Securites, and L.U.L.A.C.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

This does not apply to our agency, as we have no coded employees.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

None of the positions with in the EEC deal directly with the public on a regular basis.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

None. The EEC receives very limited phone calls from the public and have no occassion for walk-ins.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

This is also not applicable due to the EEC's lack of interaction with the public.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Hiring and Promotion Monitor requiriements are not applicable to the EEC, as there are no Coded or Rutan positions. However, the EEC would be interested in assessing whether use of these tools would be beneficial in our environment.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Our annual Affirmative Action Plan showed no underutilization of any minority group in any EEOC catogory.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

There were no increases or decreases in those levels.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

1. Increase recruitment by continuing to partner with CMS Diversity Awareness and IAMG, as well as enhancing our recruitment efforts at local colleges. 2. Partner with other agencies to perform targeted recruitment. 3. Continue to assess tools used by coded agencies to determine how they may help the EEC in achieving our goals.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Financial and Professional Regulation

Submitted: 10/30/12 8:36 PM

Certification: I Agree

Individual Information: Vivian Toliver, PSA1, 100 W. Randolph Street, Suite 9-300, Chicago, IL 60601, 312 814-1764, vivian.toliver@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

13	Officials and Managers
21	Professionals
1	Technicians
0	Protective Service Workers
4	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

3	Officials and Managers
6	Professionals
1	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

122	Officials and Managers
353	Professionals
5	Technicians
0	Protective Service Workers
80	Para-Professionals
30	Office and Clerical
4	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

461

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

7

---

In how many Rutan interviews did Hispanic interviewers participate?

2

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

58 employees left IDFP; 3 were Hispanics.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Total number of hires was 42; and, 6 were Hispanics.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Shared Services Center ensures that IDFP complies with all the Hiring and Promotion Monitor requirements.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Mario Pantajo

---

Is this person on the Executive or Human Resource Staff?

No

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

IDFP is creating a job posting on its website that is listed in both Spanish and English that will encourage applicants to apply to CMS for grading. In addition, we are sending copies of all current job postings to IDES to post in their office; and, to other agency EEO Officers for posting on their job boards.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

During the interview process, bilingual applicants may be given a written sample to translate from English into Spanish or vice-versa. Also, part of the interview may be conducted in Spanish to gauge the applicant's comprehensive ability.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

See No. 14 above.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The need for bilingual staff outside of Cook County would be based on the number of Spanish licensees based outside of Cook County.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

IDFPR has Spanish-speaking receptionists at two of its Chicago facilities. If the receptionist is not available, then one of the bilingual staff is asked to assist the member of the public.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

IDFPR encourages all Hispanic employees to attend the annual Hispanic State Employees Training Conference and Job Fair.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Shared Services Center ensures that IDFPR complies with all Hiring and Promotion Monitor requirements.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

That IDFPR set up a job posting website; forward current job postings to IDES; and, to other agencies EEO Officers.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

IDFPR is monitored by the Illinois Department of Human Rights with the annual Affirmative Action Plan; Quarterly Reports; and, Quarter Reviews. The underutilization for the last fiscal period was 0.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

No, the current underutilization is 0 - the same as last fiscal period.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

N/A

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## 2013 State Hispanic Employment Plan Survey

Agency: Gaming Board

Submitted: 10/23/12 5:03 PM

Certification: I Agree

Individual Information: Karen Weathers, EEO Officer, 801 S. 7th Street, Springfield, Illinois 62703,  
217-558-3019, karen.weathers@igb.illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

0	Officials and Managers
6	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

42	Officials and Managers
89	Professionals
0	Technicians
0	Protective Service Workers
8	Para-Professionals
3	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

142

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 1 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Fourteen (14) employees were separated from the IGB during FY 12; one employee was Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Five (5) Hispanic employees were hired at IGB during FY 12.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The IGB's employment activities are conducted by the A & R Shared Services Center. Both Shares Services and IGB staff receive updates on legislative, employment, and EEO issues. All administrative staff utilized in the hiring process are trained in the Rutan procedures and use it to conduct interviews.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Karen Weathers

---

Is this person on the Executive or Human Resource Staff?

Yes

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

IGB will continue outreach efforts regarding IGB employment opportunities.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Not applicable

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Illinois Gaming Board does not have any positions that are designated as Spanish-speaking.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Illinois Gaming Board does not have any positions that are designated as Spanish-speaking.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Illinois Gaming Board has not experienced a necessity for Spanish speaking services and/or advocacy.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Central Management Services sponsors various career enhancement and self-development programs throughout the year at no cost to State employees. The Illinois Gaming Board encourages employees to attend these programs when offered.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Illinois Gaming Board relies on the A & R Shared Services Center to follow all hiring requirements and established procedures. The Center provides our Board with hiring recommendations and the EEO Officer reviews and approves all Hiring and Promotional Monitors.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Illinois Gaming Board has not received any recommendations pertaining to Public Act 094-0597 from DHR, CMS, or the Auditor General.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Illinois Gaming Board has hired additional employees due to the demands of Video Gaming, and this expanding program will continue to provide future employment opportunities. We encourage all qualified candidates to apply for open positions and we will continue to make outreach efforts to address the Board's underutilization of one (1) Hispanic employee at IGB.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Not applicable

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Illinois Gaming Board will continue to make efforts to encourage Hispanic and Spanish speaking employees to apply for IGB employment opportunities.

---



## 2013 State Hispanic Employment Plan Survey

Agency: Guardianship and Advocacy Commission

Submitted: 10/23/12 5:12 PM

Certification: I Agree

Individual Information: Tedd W. Ward, Jr., Human Resources Representative, 521 Stratton Building, 401 S. Spring St., Springfield 62706, 217.785.1540, Tedd.Ward@Illinois.Gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 1 Officials and Managers
  - 3 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 3 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 21 Officials and Managers
  - 75 Professionals
  - 1 Technicians
  - 0 Protective Service Workers
  - 2 Para-Professionals
  - 4 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

103

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

4, 0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

2, 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Currently, the agency is not underutilized in Hispanics in any EEOC category. We would however work with supervisors in an awareness effort concentrating on the underutilization of Hispanics if there were an underutilization. The agency on the whole is made aware of those categories that are underutilized and there is a more concentrated effort in those counties where underutilization exists.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

We are a small agency and therefore have limited staff. We do not have a designated Hispanic Liaison working with the Hispanic community.

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Lack of funding prohibits us from setting aside line items for such employment strategies.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Structured oral interview.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Lack of funding prohibits us from setting aside line items for such employment strategies

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Based upon need after determining client requirements.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Phone calls are transfered to the designated Spanish-speaking staff member. Walk-ins are handled in much the same way, on a case by case basis.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Lack of funding prohibits us from setting aside line items for such employment strategies. However, employees are made aware of the State's Upward Mobility Program.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

We have a hiring packet, which includes the Hiring and Promotional Monitors located on our GAC intranet. It is easily accessible to the Supervisors. Upon beginnig the hiring process, managers are aware and also reminded that they are to complete the Monitors as part of the hiring process. Actual hire will not take place unless all appropriate documents are completed and signed.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Due to the size of the agency and lack of funding, we do not have much hiring opportunity. Additionally, we nare not underutilized in any category by Hispanics. Ultimately, we lack statistics by which to measure any results.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

No

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

None at this time.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Healthcare and Family Services

Submitted: 11/2/12 4:54 PM

Certification: I Agree

Individual Information: Derrick L. Davis, Sr., Chief EEO/AA Officer, 401 South Clinton, 5th Floor, Chicago, IL 60607, (312) 793-4322, derrick.davis@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

6	Officials and Managers
86	Professionals
1	Technicians
0	Protective Service Workers
30	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

5	Officials and Managers
78	Professionals
0	Technicians
0	Protective Service Workers
22	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

381	Officials and Managers
1,228	Professionals
45	Technicians
0	Protective Service Workers
386	Para-Professionals
145	Office and Clerical
2	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

2,187

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

5 Officials and Managers  
0 Professionals  
0 Technicians  
0 Protective Service Workers  
0 Para-Professionals  
1 Office and Clerical  
0 Skilled Craft Workers  
0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

7

---

In how many Rutan interviews did Hispanic interviewers participate?

84

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

During FY '12 310 employees vacated HFS due to retirement, termination and transfer (HFS had no layoffs during this period), of those, 14 (5%) were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

There were 123 employees hired in FY '12, of those 14 (11%) were Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Monitoring all employment documents and reports within Selection & Recruitment & the Division of Personnel and further by the EEO/AA office staff. HFS/Personnel and EEO staff attend the Agency Personnel Managers training meetings and submit inquiries to DHR and the Plan Coordinator as needed.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

We attend job fairs where invited, particularly those which target and emphasize addressing/serving under-represented populations such as the Hispanic community. We have reviewed the feasibility of local Graduate Intern Programs as a means of targeting minority interns. This year we specifically targeted the Hispanic community for recruitment by posting

vacancies to 1000 recruitment sources, including Hispanic professional and business organizations in addition to various non-profit organizations with high concentrations of Hispanic individuals.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

HFS administers a written and oral test to determine if the candidate has bi-lingual skills. The only time we do not test is if the candidate received bi-lingual pay at another state agency.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

HFS has been successful filling bi-lingual positions both in Sangamon and Cook Counties. Additional employment strategies has not been needed thus far.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

HFS has the greatest need for bi-lingual positions in our Division of Child Support Services Springfield and regional offices. Therefore, we determine our bi-lingual needs by county and regional office based upon feedback from the respective communities and dictated in large part by the population we service.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Like many other state agencies, we are part of a telephone interpreter master contract for the provision of qualified professional interpreters who handle Spanish-speaking phone calls. Although we have recently contracted with a new interpreter for the current fiscal year, during the period for this survey, the previous contractor provided Spanish translations for 9822 calls in an average connect time of 16.2 seconds.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

In FY '12, HFS Training Center trained 1,427 employees in 263 sessions. these sessions support the HFS mission by promoting and reinforcing customer service skills; teamwork; employee involvement and quality work performance. the Center provides training opportunities to all department employees.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

We monitor all employment documents and reports within Selection & Recruitment and the Division of Personnel and further by the EEO/AA Office staff. HFS/Personnel and EEO representatives attend the Agency Personnel Managers training meetiings and submit inquiries to DHR and the Plan Coordinator as needed.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

We have received no recommendations from HEP Advisory Council, DHR, CMS or the Auditor General.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

FY '11	FY '12	(Difference)	Officials/Administrators
6	6 Professionals		81

86	+5 Technicians	2
1	-1 Para-Professionals	27
30	+3 Office/Clerical	3
2	-1	These numbers represent Hispanic employees in HFS

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

See question 22.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The application/grading process lag time has to be evaluated, in that yoo much time elapses between application and availability (receipt of actual grades). CMS should also organize and provide on-site testing and counseling and promote job fairs in regions where the need is greatest.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Historic Preservation

Submitted: 10/23/12 9:27 PM

Certification: I Agree

Individual Information: Dawn DeFraties, Human Resource Director, 313 S. 6th Street; Springfield, IL 62701, (217) 785-7948, Dawn.DeFraties@Illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 1 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 23 Officials and Managers
  - 87 Professionals
  - 3 Technicians
  - 0 Protective Service Workers
  - 19 Para-Professionals
  - 8 Office and Clerical
  - 8 Skilled Craft Workers
  - 28 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

176

---



As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Of 33 separations, none were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Eight (8) employees were hired during FY 12; none were Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Training, reminders and open discussion.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

n/a

---

Is this person on the Executive or Human Resource Staff?

n/a

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Recruitment and internships

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

We currently have no bilingual positions.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

We currently have no bilingual positions; however, we have recently initiated needs assessment dialogue between certain division managers.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

We currently have no bilingual positions; however, we will determine need based in part on the public that we serve.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

N/A

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

N/A

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Training and open discussion

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

N/A

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

N/A

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Continue to actively recruit.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Human Rights Commission

Submitted: 10/4/12 4:05 PM

Certification: I Agree

Individual Information: Dr. Ewa I. Ewa, CFO/Personnel Director, 100 W. Randolph #5-100, Chicago-Illinois 60601, 312-814-7973, ewa.ewa@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 5 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 3 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 4 Officials and Managers
  - 15 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 2 Para-Professionals
  - 2 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Staff training.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

n/a

---

Is this person on the Executive or Human Resource Staff?

n/a

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

n/a

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

n/a

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

n/a

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

n/a

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Such calls are routed to hispanic speaking staff for responses.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

n/a

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

yes

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

n/a

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

n/a

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

n/a

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

n/a

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## 2013 State Hispanic Employment Plan Survey

Agency: Human Rights Department

Submitted: 11/1/12 3:23 PM

Certification: I Agree

Individual Information: Bobbie Wanzo, Deputy Director, 100 W. Randolph Street, Suite 10-100,  
Chicago, Illinois 60601, 312-814-6245, Bobbie.Wanzo@Illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

8	Officials and Managers
16	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
5	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

8	Officials and Managers
15	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
3	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

29	Officials and Managers
95	Professionals
3	Technicians
0	Protective Service Workers
6	Para-Professionals
14	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

139

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

5

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Eleven (11) employees vacated the agency during FY 12. Two (2) were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Total hired in FY 12 - 1. Number of Hispanics - 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Department's Chief Legal Counsel, along with the Human Resource staff and IDHR EEO Officer, is closely monitoring the activities of the Department's staff responsible for hiring, interviewing, recruitment, etc., in complying with the legislative mandates required. All staff have been made aware of the Agency's efforts to ensure a diverse workforce. The Department's Institute for Training and Development continues to train IDHR staff and other public entities on Diversity Awareness.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Hector Villagrana, Blanca Vargas, Abdi Maya

---

Is this person on the Executive or Human Resource Staff?

Hector Villagrana is on the Executive Committee

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The IDHR has a staff person dedicated to community relations and outreach, and one of the duties with respect to outreach is minority diversity. The staff person works to identify potential candidates for employment with the Department of Human Rights. In an effort to recruit

individuals to address the Department's EEO categories, the Department participates in a number of activities including: workshops, seminars, conferences, job fairs and partnerships with community organizations, etc., such as -

1. Media interviews targeted to a Latino audience:
  - Univision Radio (publicizing Mexican Consulate Fair Housing Month Outreach Week;
  - Internet Radio Cosmos 90.9
  - Press Conference on "Labor Rights Week" announcement by the Consulates of Mexico, El Salvador and Guatemala in collaboration with other state and federal agencies.
2. Governor's Hispanic Heritage Month Program
3. Dialogos (Dialogue) with the Latino Community (Round Lake Beach, East St. Louis)
4. Governor's Annual Day of Service and Learning in honor of Cesar Chavez' Birthday;
5. Partnership with the Illinois Department of Employment Security (IDES), Chicago Workforce Project, to recruit at job fairs;
6. CMS Business Diversity Summit at the Illinois Institute of Technology
7. Partnership with the CMS' Diversity Enrichment Program staff, in job fairs at colleges and universities, and other organizations:
  - Central States SER Hiring Fair
  - Joliet Junior College's First Latina Women's Fair
  - 2011 & 2012 Morton College' Career and Community Resource Fairs
  - National Latino Education Institute (NLEI) 2011 Fall Career Fair
  - National Latino Education Institute (NLEI) 2012 Spring Career Fair
  - National Latino Education Institute (NLEI) Know Your Rights Presentation
  - Northeastern Illinois University Business & Liberal Arts Job Fair
  - University of Illinois Chicago (Annual Government College Relations Job Fair
  - Wright College "18th Annual Spring Job Fair & Career Day
8. Other recruiting efforts in conjunction with:
  - Access Living "Increasing Employment for Persons with Disabilities"
  - Access Living – 1st Annual meeting with Fair Housing Organizations
  - Access Living – "Advancing Dreams & Opportunities for People with Disabilities"
  - Congressman Dan Lipinski's Job Fair in Oak Lawn
  - Congressman Mike Quigley's Job Resource Fair
  - Consulate General of Mexico in Chicago Fair Housing Month Outreach
  - Village of Romeo Veterans' Job Fair
  - Catalyst Career Group (Tinley Park)
9. Participated in conferences, workshops, seminars, festivals, parades, health fairs, etc.-
  - African American & Hispanic Businesses @ Zhou B Art Center sponsored by Little Village Chamber of Commerce
  - "Cambiando Vidas" Disability Rights and Services
  - Congressman Dan Lipinski's Senior Resource Fair in Palos Hills
  - El Salvador General Consulate's "Labor Rights Week" Presentation in Chicago & Bensenville
  - Faith Based Organizations Health Fair sponsored by TEAM IL
  - Fiesta Festival Health Fair and "Know Your Rights" Presentation in Melrose Park
  - Genesis Career Network "Your Annual Spring Job Fair" at St. Ethelreda School
  - Governor's New Americans Office Speaking Engagement at Aurora Dialogos Event
  - Governor Pat Quinn's 9th Annual Cesar Chavez Serve and Learn Celebration
  - Guatemala General Consulate's "Labor Rights Week" Presentation in Chicago & Bensenville
  - IDES – "Know Your Rights" Presentation in the Pilsen area
  - Erie Neighborhood House Housing Choice Voucher Landlord Recruitment
  - Erie Neighborhood House Wellness Fair
  - IAACOMA (Illinois Association of Agencies and Community Organizations for Migrant Advocacy) Annual Conference -- Presentation on Housing Issues
  - Illinois Coalition for Immigrant and Refugee Rights 2011 and 2012 Immigrant Integration Summit in Chicago
  - IAHSE - IL Association of Hispanic State Employees Conference
  - Illinois Hispanic Chamber of Commerce "Hispanic Business Expo"
  - Illinois Housing Development Authority – Governor's Conference on Affordable Housing
  - Illinois Welcoming Center – 3rd Annual Celebration
  - Illinois Latino Legislative Caucus Annual Conference in Rosemont
  - Instituto del Progreso Latino/LULAC "Know Your Rights" Presentation
  - Latino Book & Family Festival in Cicero – Annual event sponsored by Teleguia
  - Latino Organization of the Southwest, Community Resource Fair & Welcoming Day
  - Latino Policy Forum Fair Housing Training for Social Service Providers and Policy Update
  - Latino Policy Forum Presentation at 2012 Regional-Level training & Dialog on Housing challenges & Opportunities in Waukegan
  - Little Village Chamber of Commerce Networking
  - LULAC of Illinois statewide conference
  - LULAC Pilsen Chicago Your Rights and You Seminar
  - Mexican Consulate of Chicago "Know Your Rights" Press Conference and Workers' Rights Week Workshops in Aurora, Bensenville, Chicago, Cicero, Melrose Park, Rockford,, Waukegan, Joliet and Blue Island.
  - Mexico Expo conference at the McCormick



Place •Mexican Consulate Fair Housing Month Outreach Week in Chicago •MALDEF Planning Committee •Mujeres Latinas en Acción Family Fest on 21st Street •Mujeres Latinas en Acción Maria Mangual Leadership Conference •National Latino Congress Conference – Presentation at Arturo Velazquez Institute •National Latino Education Institute Career and Resource Expo 2010 •National LULAC and LULAC of Illinois “Know Your Rights” Workshop with Universidad Popular in Chicago •Oro Latino “Empowering Spanish-Speaking Seniors” Event (Cicero) •Oro Latino Forum Breakfast in Melrose Park •Oro Latino Community Outreach in North Riverside •Parent Development Conference/Health Fair at Doolittle West School •Representative Berrios (35th Legislative District) 2012 Women’s Wellness and Resource Fair •Senator Iris Martinez’ 7th Annual Family Wellness Fair at ASPIRA-Haugen Middle School in Chicago •Senator William Delgado & Legislative District Health Advisory Committee’s 18th Annual Family Health and Resource Fair •Southwest Community Dialogue sponsored by the Governor’s Office for New Americans and Illinois Welcoming Centers •Telpochcalli Community Resource Fair at Maria Saucedo Elementary School •USHLI – United States Hispanic Leadership Institute Conference •Universidad Popular/LULAC Presentation on “Know Your Rights” •IDES and Veteran’s Job Fair at Daley College •Viva La Vida (Celebrating Life) Festival in Rochelle 10.Participated in TEAM ILLINOIS Strategic Planning Committee meetings for State of Illinois outreach to the Aurora community

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Depending on the position for which the Department is recruiting, oral interviews and/or written testing is utilized. One or both are utilized to determine the candidate’s ability to write and speak Spanish.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

While the IDHR has a number of staff who participate, there is a staff person dedicated to education, outreach and training; one of her duties with respect to outreach is minority diversity. In this capacity, she works to identify potential candidates for employment with the Department of Human Rights. The Department’s recruitment efforts include outreach to Hispanic and Spanish-speaking veterans and persons with disabilities. Specifically, this staff is responsible for the following: •Recruiting for specific positions; •Working with the Department’s Human Resources staff to identify specific opportunities for Spanish-speaking positions; •Establishing relationships with a broad coalition of recruitment resources such as colleges, universities, outside employers; and •Ensuring that individuals are aware of job vacancies.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Department does not determine need by county or region. The Department provides services to non-English, Spanish-speaking individuals throughout the State with the Spanish-speaking bilingual staff in the Chicago office. This staff travel all over the State to provide services and conduct outreach.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Department of Human Right has Spanish-speaking bilingual staff who handle Spanish-speaking calls however, on the rare occasion that no Spanish-speaking bilingual staff is available, the Department uses an interpreter service.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

- 1) The IDHR Human Resource staff meet regularly with the IDHR Director to review the Department's staffing pattern and strategy for Hispanic and Bilingual employees.
  - 2) IDHR encourages its Hispanic employees to participate in the Illinois Association of Hispanic Employees (IAHSE), which provides educational and professional development of Hispanic state employees.
  - 3) The Department's minority diversity program staff also assists employees to match their skills with available promotional opportunities in the Department and the State.
- 

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

1. All staff responsible for interviewing, recruiting, etc., have been advised that no appointment will be made without strict adherence to the hiring and promotion monitor procedure.
  2. All staff responsible for interviewing, recruiting, etc., must work closely with the IDHR EEO/AA Officer and Human Resource Office to ensure that they have the appropriate information on the Department's underutilization.
  3. The Director or Director's designee is responsible for reviewing each hiring and promotion monitor.
- 

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Department staff continues to work closely with CMS' Bureau of Personnel on the hiring and promotion monitoring process, diversity programs and recruitment efforts. IDHR staff continues to work with CMS to ensure that they (CMS) do not process a hire or promotion unless the hiring or promotion monitor has been completed and submitted with the hire or promotion transaction.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Illinois Department of Human Rights continues to seek opportunities to improve, and reports that as of June 30, 2012, 28 (20%) of its current (actual) headcount is Hispanic. Additionally, 26 (18.7%) of DHR's current (actual) headcount has the Spanish-speaking bilingual option.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

The level increased by 1% from last year. The Department is not underutilized.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department continues to review its positions; the need of its customers and the quality of its outreach efforts to ensure that all communities have the same access to services provided by the Department. Another element of the Department's efforts focused on redesigning the Department's website and including the translation of Department brochures in multiple languages.

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## 2013 State Hispanic Employment Plan Survey

Agency: Human Services

Submitted: 10/26/12 5:50 PM

Certification: I Agree

Individual Information: Scott Viniard, Acting Bureau Chief, 100 S. Grand Ave. East, 3rd Floor,  
Springfield, IL 62764, 217/557-9264, Scott.Viniard@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

52	Officials and Managers
503	Professionals
130	Technicians
14	Protective Service Workers
50	Para-Professionals
118	Office and Clerical
0	Skilled Craft Workers
33	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

33	Officials and Managers
458	Professionals
26	Technicians
5	Protective Service Workers
34	Para-Professionals
78	Office and Clerical
0	Skilled Craft Workers
1	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

874	Officials and Managers
5,341	Professionals
4,307	Technicians
138	Protective Service Workers
471	Para-Professionals
898	Office and Clerical
0	Skilled Craft Workers
845	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

12,874

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0	Officials and Managers
1	Professionals
14	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
51	Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

33

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In how many Rutan interviews did Hispanic interviewers participate?

19

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Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Total: 1,460 Hispanics: 62

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Total: 1,240 Hispanics: 90

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

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 and monitor all legislative mandates of the Hispanic Employment Plan. IDHS also has active members on the Illinois Hispanic Advisory Council and the Latino Family Commission. IDHS' Office of Hispanic and Latino Affairs assists and partners with the Latino community as well as performs outreach and recruitment to help address affirmative action goals and underutilization of Hispanics within IDHS.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Nelida Smyser-DeLeon

---

Is this person on the Executive or Human Resource Staff?

yes

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Monthly Recruitment, Hiring and Discipline Committee meetings are held, Limited English Proficiency Committee meetings are held, and targeted recruitment on the community. The

Recruitment Unit has developed a Recruitment Database which includes many Hispanic organizations. Communications are sent specifically to Hispanic organizations, community groups and partnerships, including e-blasts to the above mentioned groups. The Recruitment Unit has participated in Latino events in an effort to recruit potential candidate, for example LULAC. OHLA also sends e-blasts to their targeted email list with 900-1200 community contacts. Job opportunities have been posted on the Chicago Latino Network E-Newsletter, which reaches 40,000 Latino professionals and they have been shared with the Latino Mental Health Providers Network. OHLA did intensive outreach and recruitment during our recent testing opportunity for Mental Health Technician Trainees. The Recruitment Unit has developed the first draft of a Hispanic Recruitment Plan, which we will be continuing to refine during FY12. In addition, OHLA staff maintain a list of potential candidates. These individuals are sent brochures from Human Resources which provide the candidate with information on the hiring process. Inquiries received from applicants regarding the hiring process are connected directly to the IDHS Human Resources office.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

IDHS requires the successful completion of a structured, intensive foreign language proficiency test. The test includes both oral and written sections and it is administered by a fully bilingual staff.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

As a result of the commitment of IDHS, the Agency has created the Limited English Proficiency (LEP) Committee to review and analyze the need for additional Spanish Speaking positions. The LEP Committee works with all Divisions to ensure each one has an LEP plan which includes hiring sufficient bilingual staff. Moreover, in the fall of 2010, IDHS Divisions were asked to conduct a Spanish bilingual needs assessment to identify which of the ePARs being submitted should be coded as a Spanish bilingual option. This effort ensured that new ePARs would take Spanish bilingual needs into consideration and sought to increase the number of Spanish bilingual staff across the state.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Data from the language banks incoming calls is used to determine local needs as well as the population demographic data.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Resources from two CMS Master Contracts which provide bilingual services and DHS Office of Hispanic and Latino Affairs staff are used to address Spanish-speaking phone calls for services, advocacy and to address the needs of walk-ins.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

IDHS employees, 96% being union employees, are allowed and encouraged 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. Also, IDHS employees are allowed and encouraged to participate in a variety of career enhancement programs offered by the Bureau of Training and Development. The Bureau offers a cultural competence workshop, which includes information on service provision to LEP's. IDHS is examining the possibility of making this training available via the web and making it mandatory to

build the Agency's capacity to serve Latino customers.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Hiring and Promotion Monitors are reviewed by the Chief Equal Employment and Affirmative Action Officer for IDHS to ensure consistency with IDHS' and IDHR's policies, goals and directives. The Chief provides quarterly and annual data, complete with an update and analysis, via email to all Executive Staff to promote awareness and compliance.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

FY11 total Hispanic underutilization = 100 FY12 total Hispanic underutilization = 90 FY13 total Hispanic underutilization = 66 \* significantly reduced Underutilizations in the majority of EEO categories evidenced slight increases and decreases this year.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

FY11 total Hispanic underutilization = 100 FY12 total Hispanic underutilization = 90 FY13 total Hispanic underutilization = 66 \* significantly reduced Most of the EEO categories evidenced slight increases and decreases in the underutilization from last year. IDHS remained the same or evidenced decreases in the following categories, Professionals, Technicians, Protective Service Workers, Para-Professionals, Office/Clericals, Skilled Craft Workers.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

IDHS will continue to rely on ongoing policy suggestions from the Office of Hispanic and Latino Affairs, Recruitment, Hiring and Discipline Committee, and the Limited English Proficiency Committee. IDHS will continue to assess the agency's needs for bilingual personnel on a regular basis and will conduct targeted recruitment in the Latino community, especially when any testing opportunities are available.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Illinois Commerce Commission

Submitted: 10/24/12 3:31 PM

Certification: I Agree

Individual Information: Leigh Ann Myers, Human Resources Manager, 527 E. Capitol Ave.,  
Springfield, IL 62701, 217-785-1407, lmyers@icc.illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 1 Officials and Managers
  - 4 Professionals
  - 0 Technicians
  - 1 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 2 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 44 Officials and Managers
  - 179 Professionals
  - 4 Technicians
  - 7 Protective Service Workers
  - 12 Para-Professionals
  - 3 Office and Clerical
  - 1 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

250

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

18; 1

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How many employees were hired during FY 12 and how many of those were Hispanic?

6; 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

All recruitment, interviewing, and hiring is done with the assistance of the Human Resources Office, which is where the EEO Officer is located. This allows us the opportunity to make sure that filling our vacant positions comply with all mandates.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Our efforts to recruit Hispanic professionals currently include sending all of our postings directly to relevant Hispanic/Latino professional associations (such as the Hispanic Illinois State Law Enforcement Association, or the Hispanic Lawyers Association of Illinois) who will publicize our vacancies at no charge. College recruitment efforts go beyond posting positions with the college career services offices to include notification of Hispanic/Latino student organizations in order to solicit applications from their current and alumni membership. Further participation from these



professional associations and student organizations often can be achieved through sponsorships.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Our plan is to conduct part of the interview in Spanish, though we have not had an opportunity to do so to date.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Our highest priority has been given to re-filling Spanish-speaking positions that have been vacated. Our efforts to retain Spanish-speaking employees have included responding quickly to requests for geographical transfer and increasing access to flexible work schedules.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Consumer Services Division primarily does business by taking complaints from customers via a toll-free line. Spanish speaking customers can call our toll-free number to reach a bilingual counselor during business hours. The need for bilingual staff is not restricted to geographic location. Rather, our need is based on our ability to answer calls from such customers in a timely fashion. Currently, all of our bilingual staff is in Chicago but serve the entire state. We do not have a specific formula that is applied to determine how many Spanish speaking counselors we should staff. We have three metrics that we use to determine adequate staffing for all types of calls- the number of calls received, the percentage of calls not answered, and the average amount of time waiting in queue for a counselor. Our call center software allows us to keep track of these metrics for English and Spanish calls separately. Our goals are to answer at least 90% of the calls received and to answer them in 60 seconds or less.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

When someone calls our toll-free line, the initial message directs the caller to press 2 to continue in Spanish. If the caller presses 2, all menus will be in Spanish. Callers that elect to speak to a counselor will be placed in a queue that only our Spanish speaking counselors will be able to answer. For calls coming in to our office from sources other than the toll-free line, we have a Spanish speaking administrative assistant that addresses callers.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The ICC publicizes free training programs offered by CMS and other state agencies. The titles occupied by our Spanish-speaking employees are part of the AFSCME bargaining Unit which makes possible their ability to participate in the state's Upward Mobility program, an option previously unavailable to our employees.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

All Hiring and Promotion monitors are completed by the appropriate Human Resource staff member at the completion of the interview process.

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Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Illinois Commerce Commission has always exceeded the EEO/AA guidelines set forth by the IDHR.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Commission is committed to hiring diverse employees in all EEOC categories.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Yes; the Illinois Commerce Commission lost 1 Hispanic in Protective Service during the past year.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Due to budget constraints and the reduction in headcount, we are not sure we will be doing much hiring this year.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Insurance

Submitted: 10/30/12 7:08 PM

Certification: I Agree

Individual Information: Hilary Segura, Chief of Staff, 100 W. Randolph St., Suite 9-301, 312-814-5425, hilary.segura@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

3	Officials and Managers
8	Professionals
1	Technicians
0	Protective Service Workers
1	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

2	Officials and Managers
3	Professionals
1	Technicians
0	Protective Service Workers
1	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

84	Officials and Managers
106	Professionals
37	Technicians
0	Protective Service Workers
9	Para-Professionals
11	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

247

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

---

In how many Rutan interviews did Hispanic interviewers participate?

11

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

27 employees left; 2 were Hispanic

---

How many employees were hired during FY 12 and how many of those were Hispanic?

16 New Hires; 5 were Hispanic

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Agency uses CMS/Shared Services for most hiring needs. However, it is important for the Agency to communicate its desire to increase diversity and meet it's own goals and responsibilities.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Agency uses CMS/Shared Services for most hiring needs. However, it is important for the Agency to communicate its desire to increase diversity and meet its own goals and responsibilities.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

The Agency follows the CMS guidelines and utilizes information gathered in interviews, as well as written tests.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

More documents have been made available in Spanish to assist consumers. In addition, the Director of Insurance has solicited volunteers from the staff who speak an additional language, to assist in decreasing service barriers.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Department continually evaluates the number of Spanish-speaking phone calls received in our Springfield office to determine the proper allocation of bilingual needs for this office. Additionally, the Department is in the process of installing a new phone system for our call centers which will provide detailed reporting capabilities to further assist the Department in determining current and future needs.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

All Spanish-speaking phone calls for services and advocacy received are currently directed to staff identified within DOI with the necessary bilingual skills to respond to the consumers.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Staff is generally allowed to take State-sponsored courses and quality, free programs in their local area to increase skills.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

CMS/Shared Services handles these duties. The EEO Officer does review Monitors before signing.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Agency has not undertaken any studies outside of the EEO/AA filings and other mandated filings by government authorities.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

The Agency has increased the number of Hispanics employed from 11 to 13. The Agency has reached one of its goals and has reached parity.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department is restricted by the use of Shared Services. However, it is key for the entire Executive Staff to understand the importance and advantages of having a diverse workforce. Education and communication are key. Of course, the development of a positive, work

environment where equity and advancement is the expectation is also crucial.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Investment Board

Submitted: 10/17/12 4:36 PM

Certification: I Agree

Individual Information: Katherine A. Spinato, Deputy Executive Director, 180 N. LaSalle St., Suite 2015, Chicago, IL 60601, 312.793.5711, katherine.spinato@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 6 Officials and Managers
  - 4 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

1 Retirement. 0 Hispanic

---

How many employees were hired during FY 12 and how many of those were Hispanic?

1 new position filled. 0 Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Efforts are made to comply with all mandates. Hiring is minimal due to size of Agency. During FY12 there was 1 new hire.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

NA

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Is this person on the Executive or Human Resource Staff?

NA

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Hiring is minimal due to size of staff and minimal turnover.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

NA.

---



Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

NA.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

EEOfficer is involved in all hiring and employment matters/decisions. ISBI only has 1 office, therefore, no need for any staff outside of cook county.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

NA.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

EEOfficer is involved in all hiring and employment matters and decisions.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

EEOfficer is involved in all hiring and decisions.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

NA

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

None.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

None.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Juvenile Justice

Submitted: 10/18/12 5:55 PM

Certification: I Agree

Individual Information: Christina Austin, Human Resources Administrator, 707 N 15th St,  
Springfield IL 62702, 217-557-1030, christina.austin@doc.illinois.gob

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

1	Officials and Managers
51	Professionals
1	Technicians
0	Protective Service Workers
2	Para-Professionals
0	Office and Clerical
2	Skilled Craft Workers
5	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
4	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

42	Officials and Managers
988	Professionals
23	Technicians
0	Protective Service Workers
28	Para-Professionals
21	Office and Clerical
34	Skilled Craft Workers
74	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,210

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0	Officials and Managers
2	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
1	Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

6

---

In how many Rutan interviews did Hispanic interviewers participate?

11

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

131; 8

---

How many employees were hired during FY 12 and how many of those were Hispanic?

80; 8

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Recruiters participate in job fairs and recruitment activities that target Hispanics that are sponsored by IAHSE, educational institutions, organization and governmental entities. Recruiters are also trained to focus on underutilization in targeted areas.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

IDJJ does not have a Hispanic Liaison.

---

Is this person on the Executive or Human Resource Staff?

n/a

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Employment strategies include attending Hispanic related conferences, recruitment fairs and provide IDJJ's Affirmative Action Plan for the state Hispanic Employment Plan.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

## Oral and written screening

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Department of Central Management Services recruits bilingual employees through its Diversity Enrichment Program.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Due to the short time that youth are incarcerated with the Department of Juvenile Justice, we rely on Spanish speaking employees at each facility when a need arises for Spanish speaking.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Each facility has at least one Spanish speaking staff member. When the need arises, the employee who receives TA pay as bilingual.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Staff opportunities for promotion exist within negotiated Contractual Filling of Vacancies language. The Upward Mobility Program is also available and encouraged within DJJ for career advancement.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

With each recommendation for hire, promotion or transfer across geographic regions or job category, a Hiring or Promotional Monitor is submitted and approved by the agency EEO Officer prior to any commitments being made to fill the position.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

To continue to hire and promote Hispanics to reach parity in the underutilized categories.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Based on our underutilization numbers, a focus was made during hiring Juvenile Justice Specialist Interns to target Hispanic candidates.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Of the eligible candidates, 26.67% were hired.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department continues to monitor and track hiring goals. Where there are underutilizations noted, the agency attempts to meet those needs whenever possible.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Labor Department

Submitted: 10/22/12 6:59 PM

Certification: I Agree

Individual Information: Michelle Woods, Human Resources & Labor Relations Director, 900 S  
Spring St. Springfield, IL 62704, 217/782-3049, michelle.woods@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

0	Officials and Managers
4	Professionals
4	Technicians
0	Protective Service Workers
2	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

13	Officials and Managers
28	Professionals
24	Technicians
0	Protective Service Workers
10	Para-Professionals
7	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

13	Officials and Managers
28	Professionals
24	Technicians
0	Protective Service Workers
10	Para-Professionals
7	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

4, 0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

05/01/2012

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

DOL will continue to strive in hiring diverse candidates when possible

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Lili Jimenez

---

Is this person on the Executive or Human Resource Staff?

no

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

DOL will continue to strive in hiring diverse candidates when possible

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Positions within the agency have bilingual options

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

DOL has Spanish-speaking options and post vacant position when needed

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

DOL fills bilingual position based on volume of demand

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

DOL's Receptionist is bilingual

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Contract language required by AFSCME agreement

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Staff have participated in CMS and DHR training

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

DOL will continue to strive in hiring diverse candidates when possible

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

DOL has remained at the appropriate level of staffing for several years

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

no

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

DOL has remained at the appropriate level of staffing for several years, we have no suggestions at this time

---

## 2013 State Hispanic Employment Plan Survey

Agency: Labor Relations Board

Submitted: 10/30/12 4:24 PM

Certification: I Agree

Individual Information: Carla Stone, Personnel Manager, 160 N LaSalle Street, S-400, Chicago, 60601, 312/793-6426, carla.stone@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 1 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 2 Officials and Managers
  - 17 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:



As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Three. None of which were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Two none of which were Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Staff is updated by the personnel manager via memos from CMS.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

When recruiting for a professional position (licensed attorney) the personnel manager post the vacancy with Hispanic legal associations.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

We hired a Spanish-Speaking attorney to satisfy the agency's need to handle all Spanish speaking inquiries from the public.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

N/A

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

We hired a Spanish-Speaking attorney to satisfy the agency's need to handle all Spanish speaking inquiries from the public.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

CMS will not process any transactions unless these forms are submitted

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Yes

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

N/A

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

N/A

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

When recruiting for a professional position (licensed attorney) the personnel manager will continue to post the vacancy with Hispanic legal associations.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Labor Relations Board - Educational

Submitted: 10/30/12 5:14 PM

Certification: I Agree

Individual Information: Renee.Strickland, Personnel Director, 160 N. LaSalle St., N-400, Chicago, IL 60601, 312/793-3170, renee.strickland@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 5 Officials and Managers
  - 5 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 2 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

12

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

one employee hired; no Hispanic employees hired

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

EEO Officer, Personnel Director and Executive Staff are all aware of the mandates of the plan.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Victor Blackwell

---

Is this person on the Executive or Human Resource Staff?

Executive Staff

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Open Recruitment; posting of all positions

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

none at this time

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Staff members relay requests to EEO Officer and/or Personnel Director

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Seldom receive callers/visitors that need assistance. Individuals usually bring or have someone available that is able to translate if necessary.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

N/A

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The EEO Officer and the Executive Director monitor this activity

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

No studies conducted.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

No.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Will post notices and advise the IL Association of Hispanic State Employees Organization of opportunities available at the Agency.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Law Enforcement Training and Standards Board

Submitted: 10/26/12 2:21 PM

Certification: I Agree

Individual Information: Patrick Hampton, Private Secretary 11, 4500 South Sixth Street Road,  
Springfield, IL 62703, 217-557-8738, Patrick.Hampton@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 6 Officials and Managers
  - 7 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 3 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

3 employees vacated our agency in FY12 and zero were hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Two employees were hired in FY12 and zero were hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Board utilized the hiring and promotion monitor provided by DHR. The Board is proactive and follows legislative mandates. All administrative staff responsible for hiring, interviewing, recruitment, and EEO are aware of and comply with all the legislative mandates of the Hispanic Employment Plan.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

NO

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Board is proactive and follows legislative mandates related to EEO employment.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

The Board does not service the genreal public.The Board services local governmental agencies and to date zero requests for bilingual services have been made. Bilingual options are not part of job descriptions. No assessment is needed.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Board does not service the general public. The Board services local government agencies and to date zero requests for bilingual services have been made. The situation is closely monitored.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Board does not service the general public. The Board services local government agencies and to date zero requests for bilingual services have been made. The situation is closely monitored.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Board does not service the genreal public. The Board services local governmental agencies and to date zero requests for bilingual services have been made. Therefore, it is not currently necessary for the agency to have a process in place for handling Spanish speaking phone calls.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The Board's Hispanic employee is a member of AFSCME and has the opportunity to participate in the Upward Mobility Program.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Board utilizes the hiring and promotion monitor provided by DHR. The Board is proactive and follows all legislative mandates. All administrative staff responsible for hiring, interviewing, recruitment, and EEO are aware of and comply with all legislative mandates of the Hispanic Employment Plan.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

As the Board is fully utilized, Hispanic Employment Program recommendations were not made.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Illinois Law Enforcement Training and Standards Board has achieved parity or zero underutilization in every EEO category. The Board continues to make a concerted effort to recruit and employ individuals who will allow the agency to continue to meet the EEO guidelines while filling current vacancies.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

None.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.



None.

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## 2013 State Hispanic Employment Plan Survey

Agency: Medical District Commission

Submitted: 10/17/12 7:41 PM

Certification: I Agree

Individual Information: Mark S. Jamil, Chief Legal Counsel, 2100 W. Harrison Street, Chicago IL 60612, 312-738-5831, mjami@medicaldistrict.org

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 2 Officials and Managers
  - 1 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

10

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

1 0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

02/01/2012

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Not Applicable.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Not Applicable

---

Is this person on the Executive or Human Resource Staff?

Not Applicable

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Not Applicable.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Not Applicable.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Not Applicable.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Not Applicable.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Not Applicable.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Not Applicable.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Not Applicable.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

Not Applicable.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Not Applicable.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Not Applicable.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Not Applicable.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Military Affairs

Submitted: 10/23/12 6:28 PM

Certification: I Agree

Individual Information: Ruth Moenck, Human Resources Representative, 1301 N. MacArthur Blvd,  
Springfield, IL 62702, 217-761-3633, ruth.moenck@us.army.mil

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

0	Officials and Managers
0	Professionals
0	Technicians
1	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

5	Officials and Managers
49	Professionals
10	Technicians
53	Protective Service Workers
2	Para-Professionals
6	Office and Clerical
9	Skilled Craft Workers
92	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

226

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0 Officials and Managers  
0 Professionals  
0 Technicians  
0 Protective Service Workers  
0 Para-Professionals  
0 Office and Clerical  
0 Skilled Craft Workers  
1 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

36 Total Employees 0 Hispanic

---

How many employees were hired during FY 12 and how many of those were Hispanic?

18 New Hires 1 Reinstatement 0 Hispanic

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

DHR Training and internal monitoring for management and staff of State Personnel Office and EEO Training, as applicable for Federal employees through IL National Guard Human Resources Office and State Personnel Office monitoring of procedures

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Plan to meet with CMS Diversity Enrichment Program Director

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Agency does not assess bilingual skills when filling positions as there is no current bilingual skills

requirement for any State position. Bilingual needs are met by military personnel of the IL National Guard.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The primary mission of this agency is to provide support to the IL National Guard as an organization and bilingual needs of individuals within the IL National Guard are met by military personnel within that organization. Therefore, no strategies have been implemented.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The primary mission of this agency is to provide support to the IL National Guard as an organization and bilingual needs of individuals within the IL National Guard are met by military personnel within that organization. Therefore, no Spanish-speaking bilingual staff are needed.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The primary mission of this agency is to provide support to the IL National Guard as an organization and bilingual needs of individuals within the IL National Guard are met by military personnel within that organization.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

African-American employees are afforded the opportunity to participate in the Upward Mobility Program through the State of IL.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Asst EEO/AA Officer completes the appropriate Hiring or Promotion Monitor form which is forwarded to selecting official(s) prior to any interviews being conducted. Asst EEO/AA Officer then ensures all forms are completed thoroughly and accurately and are signed by the Director and EEO/AA Officer prior to any offer of employment.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None to date

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Agency does not directly serve the public, does not require Spanish-speaking bilingual persons and does not employ a large enough workforce to have a dedicated Latino or Hispanic recruitment office. Therefore, the Agency does not routinely conduct studies on those hires, however success in hiring Hispanic employees is monitored in the course of compiling quarterly and annual Affirmative Action reports for DHR.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

No changes

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

No suggestions at this time.

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## 2013 State Hispanic Employment Plan Survey

Agency: Natural Resources

Submitted: 10/16/12 3:52 PM

Certification: I Agree

Individual Information: Gloria Williams, EEO Officer, One Natural Resources Way Springfield IL 62702, 217-782-2662, Gloria.Williams@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

2	Officials and Managers
1	Professionals
0	Technicians
1	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
2	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

25	Officials and Managers
55	Professionals
7	Technicians
8	Protective Service Workers
5	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
27	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,022

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 1 Officials and Managers
- 3 Professionals
- 0 Technicians
- 5 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 4 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

---

In how many Rutan interviews did Hispanic interviewers participate?

3

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

93

---

How many employees were hired during FY 12 and how many of those were Hispanic?

0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

DNR executive staff and human resources professionals have been made aware of the Hispanic Employment Plan and are briefed on underutilization on a monthly basis. Additionally, the IDNR is committed to recruitment and networking activities conducive to identifying, hiring and promoting qualified Hispanics.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Jeffrey Jones

---

Is this person on the Executive or Human Resource Staff?

Yes

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The IDNR cultivates good relationships with professional minority organizations such as the National Association for the Advancement of Colored People (NAACP), Illinois Association for Hispanic State Employees (IAHSE), Hispanic Alliance for Career Enhancement (HACE), as well as various Hispanic Legislators. The IDNR also developed and implemented the Urban Collegiate Conservation Internship Program. August 2012 marked the second successful session in the

Chicago area for college students who are members of urban populations. The Director has also established a Workforce Diversity Taskforce for the development and implementation of best practices conducive to building and retaining a diverse workforce.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

We use a structured oral and written test for new employees. We have waived the test in cases where the employee is transferring or being reinstated from a bilingual position within the State of Illinois.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Identify areas of the Agency where there is the greatest need for bilingual staff to serve the customers of the IDNR.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Identify areas of the Agency where there is the greatest need for bilingual staff to serve the customers of the IDNR.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

When necessary for good delivery of customer service, the call is transferred to bilingual staff.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

IDNR encourages all employees to participate in its Technical Computer Training Program, Upward Mobility Program, as well as conferences and seminars which contribute to the training, education, and promotional needs of its Spanish speaking employees. We consistently encourage attendance and active participation in training programs specifically designed for Hispanic employees, such as annual training conference of the Illinois Association for Hispanic State Employees (IAHSE) and other professional development programs.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The IDNR EEO Officer reviews all hiring and promotion monitors prior to submittal to the Director for signature. IDNR hiring operatives are held accountable to ensure that protective classes receive appropriate opportunities to gain employment at IDNR.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

DHR has recommended that the Agency address underutilization. The Agency Minority goal compliance showed improvement in the FY 2012 fourth quarter.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Office of Compliance, EEO and Ethics works closely with the Division of Human Resources to build a diverse workforce through closely monitoring the recruitment, hiring, promotion and retention of Spanish-Speaking employees in the relevant EEOC categories where the agency is underutilized. The department will continue to identify well qualified Hispanics through the recruitment process; and will fill vacancies accordingly as opportunities arise.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

There were no changes in FY12.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

We currently have two vacant Spanish-Speaking positions. We need increased budget allocations to fill our positions.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Office of Executive Inspector General

Submitted: 10/31/12 2:51 PM

Certification: I Agree

Individual Information: Wendy Washington, Director of Human Resources, 32 W. Randolph, Suite 1900, Chicago, IL 60601, 312-814-5716, wendy.washington@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 1 Professionals
  - 1 Technicians
  - 0 Protective Service Workers
  - 1 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 9 Officials and Managers
  - 24 Professionals
  - 29 Technicians
  - 0 Protective Service Workers
  - 4 Para-Professionals
  - 12 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

A total of fourteen employees vacated the agency during FY 12. One of the employees was Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

A total of eighteen employees were hired during FY 12. One of the employees was Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse

workforce.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The OEIG has a Spanish-speaking Administrative Assistant who works the hotline and assists all spanish-speaking walk-ins. Additionally, there are other spanish-speaking employees available within the office.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

All Hiring and Promotion Monitor forms are approved and signed by the EEO/AA Officer and the Executive Inspector General.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

N/A - The OEIG is an exempt non-code agency. However, the OEIG strives for and has a diverse workforce.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Pollution Control Board

Submitted: 10/30/12 6:29 PM

Certification: I Agree

Individual Information: Kathy Griffin, Fiscal Officer, 1021 N. Grand Ave., East, Springfield, IL 62702, 217-524-8512, griffink@ipcb.state.il.us

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 13 Officials and Managers
  - 7 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 3 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:



As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

FY12 = 3; There was one Hispanic that accepted another State position.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

FY12 = 3; None of those hired during this time period were Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

All Administrative staff and management are aware of any areas of underutilization. Qualified candidates are sought to fill those vacancies when they occur.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Not at this time.

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

IPCB seeks qualified candidates through job postings, applications, and resumes. Resources from the IDHR are also utilized when there is a vacancy.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

IPCB has no positions with a bilingual option.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Board does not have any positions that have the bilingual option. The Board currently does not have any Hispanic employees who are fluent in Spanish.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Board's main offices are in Chicago and Springfield. The need has not arose for a bilingual position in either of these regions. In the event a translator is needed on behalf of a constituent, one would be provided by the Board.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

In the event a translator is needed for a constituent, one would be provided by the Board.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The Board encourages self enrichment classes provided by DHS. The Board does not have the funding to allow expenditures for other outside training at this time.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Board is in compliance with the mandatory Hiring and Promotion Monitor.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Board is in full compliance with DHR requirements regarding EEO. The Board has no audit findings regarding this.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The Board is in parity within the Hispanic category for all positions.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

The Board incurred no changes from the prior year.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Board will continue to utilize resources provided by DHR.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Prisoner Review Board

Submitted: 10/15/12 4:09 PM

Certification: I Agree

Individual Information: Nikki Damhoff, Chief Personnel/Administrative Officer, 319 E. Madison, Suite A, Springfield, IL 62701, 217-782-4087, Nichole.Damhoff@Illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 1 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 3 Officials and Managers
  - 4 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 7 Para-Professionals
  - 4 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Participating in the EEO training, keeping up to date on rule and regulations and attending Personnel Manager's monthly meetings for latest updates.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

No

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Creating of Bilingual positions and attending job fairs at the Universities

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

None as we have not had a bilingual position open

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Creating of Bilingual positions

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Our agency currently has one full time employee who is our designated Spanish speaking person, along with our Director who is in the office approximately three to four days out of the week who is also able to assist in translation.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Upward Mobility, computer training and self development courses offered by Central Management or other state agencies.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Proper training and classes offered by CMS

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

N/A

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

To continue to increase the bilingual positions within our agency as budget constraints allow for our agency

---

## 2013 State Hispanic Employment Plan Survey

Agency: Property Tax Appeal Board

Submitted: 10/29/12 8:49 PM

Certification: I Agree

Individual Information: Becky Hesse, Fiscal Officer, 402 Stratton Building, Springfield, IL 62706, 217/557-0122, becky.hesse@gmail.com

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

5	Officials and Managers
15	Professionals
0	Technicians
0	Protective Service Workers
1	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

5	Officials and Managers
17	Professionals
0	Technicians
0	Protective Service Workers
1	Para-Professionals
10	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Five employees left PTAB during FY12, none were Hispanic

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Six employees were hired during FY12, one was Hispanic

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

All Managers are provided with a copy of the agency's Affirmative Action Plan.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Louis G. Apostol

---

Is this person on the Executive or Human Resource Staff?

Executive Director

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Notify Hispanic leaders of job opportunities for qualified candidates.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

N/A

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Currently our Spanish-speaking public needs are addressed through th CMS Translation and Interpretation master contract.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

N/A

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

This monitor is part of our hiring package to be prepared when flilling vacancies -- CMS will not accept a new employee packet without this form.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

None at this time

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Yes, one Hispanic Administrative Law Judge was hired for the Des Plaines office.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Notify potential applicants of job opportunities with the agency and CMS.

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## 2013 State Hispanic Employment Plan Survey

Agency: Public Health

Submitted: 10/31/12 3:54 PM

Certification: I Agree

Individual Information: Robin Tucker-Smith, EEO/AA Officer, 122 S. Michigan, #2009, (312) 914-1041, robin.tucker@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

15	Officials and Managers
16	Professionals
1	Technicians
0	Protective Service Workers
3	Para-Professionals
7	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

5	Officials and Managers
6	Professionals
0	Technicians
0	Protective Service Workers
4	Para-Professionals
5	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

310	Officials and Managers
578	Professionals
29	Technicians
0	Protective Service Workers
48	Para-Professionals
80	Office and Clerical
0	Skilled Craft Workers
9	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,054

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0 Officials and Managers  
6 Professionals  
0 Technicians  
0 Protective Service Workers  
0 Para-Professionals  
0 Office and Clerical  
0 Skilled Craft Workers  
0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

8

---

In how many Rutan interviews did Hispanic interviewers participate?

17

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

114 employees vacated the agency; 2 were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

70 hires in FY12; 2 were Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The EEO Officer, Office of Human Resources, Community Health Manager and Center for Minority Health provide information to the Director's regarding mandates. Senior Staff is responsible for disseminating compliance documentation. Additionally the EEO Officer approves all hires and promotion monitor forms prior to the hiring decision.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Mireya Hurtado

---

Is this person on the Executive or Human Resource Staff?

Yes, a member of the senior management team.

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Participation in job and health fairs marketed to Hispanics/Latinos. Additionally IDPH has a representative assigned to the CMS Hispanic Advisory Council.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

By including a hispanic bilingual staff person in the interview process and conducting an oral and written exam to assess the candidate's bilingual skills.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

When appropriate, IDPH clarifies job titles to include the spanish speaking option. Continue to establish linkages w/community based organizations and educational insitutions to collaborate on workforce initiatives.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

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.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Regional office employees receiving bilingual pay have been identified in and responsible for the service needs of our limited english proficient population We have also on occasion utilized the language interpreation services provided by the the State of Illinois Master contract.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

We encourage eligible staff to meet with CMS Upward Mobiliity Counselors annually to discuss career advancement and goals.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Our Human Resources Staff guides hiring managers and other appropriate staff to ensure our compliance.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The CMS Diversity Enrichment Program has provided viable candidates and assistance in our recruitment of minorities. DHR consistently provides guidance, support and suggestions on our underutilization issues.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

FY11 - Officials/Managers - 14, Profesionals - 16, Technicians -1, Paraprofessionals - 4, Office/Clerical - 8 FY12 - Officials/Managers - 15, Professionals - 16, Technicians - 1, ParaProfessionals - 3, Office/Clerical - 7

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Officials/Managers increased by 2 Professionals and Technicians remained the same ParaProfessionals and Office/Cmerical decreased by 1

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

PLEASE OFFER RUTAN COURSES AND REFRESHER COURSES IN THE CHICAGO AREA SO THAT WE CAN GET MORE MINORITIES TRAINED IN THE PROCESS!

---

## 2013 State Hispanic Employment Plan Survey

Agency: Racing Board

Submitted: 10/3/12 4:31 PM

Certification: I Agree

Individual Information: Madonna Wallace, State Director of Licensing, JRTC 100 W. Randolph  
Suite 7-700, Chicago, IL 60601, 312-814-5072,  
madonna.wallace@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 1 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 1 Office and Clerical
  - 1 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 7 Officials and Managers
  - 14 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 2 Para-Professionals
  - 8 Office and Clerical
  - 17 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Total: 5 Hispanic: 0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Total: 4 Hispanic: 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Beginning July 1, 2009, the Racing Board works directly with CMS and A&R shared services, meeting monthly with shared services personnel to discuss personnel-related and other matters of importance to the Board. Shared Services will be guiding the Board in all hiring, interviewing and recruitment matters as described in the DOR Hispanic Employment plan.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

n/a

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

There is no specific structure outside the normal CMS programs and process geared exclusively toward Hispanic American employees.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Refer to DOR/SS Hispanic Employment Plan.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

As part of an anticipated study of all Board positions, the Board will assess for need for bi-lingual staff.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

Refer to DOR/SS Hispanic Employment Plan.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

We have Spanish speaking employees that handle this as it occurs.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

There is no specific structure outside the normal CMS programs and process geared exclusively toward Hispanic American employees.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

By utilizing Shared Services for hiring and staffing, the Board expects to receive any appropriate training and guidance on Hiring and Promotion Monitor requirements.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

There have not been any recommendations to date.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

No studies have yet been performed; however, in studying need, as indicated above, the Board will also assess current numbers and bilingual ability.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

n/a

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The agency would like to encourage their membership to get their names on the CMS eligible list.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Revenue

Submitted: 10/30/12 3:48 PM

Certification: I Agree

Individual Information: Ruby Taylor, Equal Employment Opportunity Officer, 101 West Jefferson,  
Mail Code 3-380-Springfield, Illinois 62702, 217-524-9210, Ruby.Taylor  
@Illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

7	Officials and Managers
16	Professionals
4	Technicians
0	Protective Service Workers
2	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

2	Officials and Managers
13	Professionals
2	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

174	Officials and Managers
991	Professionals
148	Technicians
15	Protective Service Workers
76	Para-Professionals
120	Office and Clerical
9	Skilled Craft Workers
7	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,605

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

4

---

In how many Rutan interviews did Hispanic interviewers participate?

50

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

During fiscal year 2012, 476 employees separated employment with the Department. Of the 476 employees, 12 were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

During fiscal year 2012, 92 employees were hired. Of the 92 employees two were Hispanics.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Department of Revenue's hiring, interviewing, and recruitment efforts are undertaken by the Administrative and Regulatory Shared Services Center. The A&R Shared Services Center staff and the EEO officer are Rutan Certified and mandated to follow all applicable State of Illinois Personnel Code rules and regulations. The Shared Services staff attends the state personnel meetings so they can stay abreast of the latest changes in the rules and regulations. In addition, there are several levels of management involved in the hiring and recruitment efforts.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

NA

---

Is this person on the Executive or Human Resource Staff?

NA

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Department has participated in the following activities/strategies in an effort to increase minority hiring. -Created a job notification distribution list, which includes several minority



organizations across the state. -Conducted and participated in several hiring seminar including, presentations to the Illinois Association of Minorities in Government, Illinois Association of Hispanic State Employees, and the Interagency Committee on Employees with Disabilities. - Recruited and hired six Minority interns. -Recruited and hired a Hispanic employee for the Shared Services Interview and Selection Unit.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

The program area within the Department of Revenue filling the position has a bi-lingual employee conduct an oral interview in the language, and the candidate is also required to interpret a paragraph written in English.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Department of Revenue has participated in the following activities/strategies in an effort to increase minority hiring. -Created a job notification distribution list, which includes several minority organizations across the state. -Conducted and participated in several hiring seminars including, presentations to the Illinois Association of Minorities in Government, Illinois Association of Hispanic State Employees, and the Interagency Committee on Employees with Disabilities. - Recruited and hired six minority interns -Recruited and hired a Hispanic employee for the Shared Services Interview and Selection Unit.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The Department of Revenue determines the need for Spanish-speaking staff base on feedback received from customers and staff. If the volume of Spanish speaking taxpayers seeking assistance affects the service being provide, the Department would likely fill the next vacancy with a bilingual candidate.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Department of Revenue utilizes the interpretation services provided by the CMS master contract with Propio Language Service.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The Department of Revenue has been involved in the following promotional programs which may serve as a career ladder enhancement, self-development training and or otherwise enhance the Department's ability to meet the needs of your Spanish-speaking public and your Hispanic employees: -Upward Mobility for AFSCME employees -AST Internship Program through the University of Illinois at Springfield. -Notification of job opening via the distribution list.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Interview and Selection staff is not eligible to participate in the hiring process until they become Rutan Certified and complete the internal reviews regarding the completion of the hiring and promotion monitors. Like all other agencies, the Department complies with both internal and external checks and balances. (CMS Bureau of Personnel requires an attached document detailing all transactions. CMS will not process the hire/promotion monitor with the documents.) The Department's EEO Officer who is also Rutan certified, as well as the director and or his designee, reviews and signs off on each monitor.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Department of Human Rights recommended that Revenue develop a distribution list of people and organizations to send job vacancies to. The Department developed a comprehensive list and continues to make notification to the persons/organizations as job openings occur.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

During fiscal year 2012, the Department's total workforce consisted of 1.94 percent of Hispanic employees.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

The percentage of Hispanic employees remain constant during fiscal year 2011 and 2012.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department will continue to participate in hiring seminars and distribute job vacancy list to the numerous personnel and organizations. In addition, Shared Services will continue to invite all minority candidates to interviews especially in areas that have previously been under utilized.

---

## 2013 State Hispanic Employment Plan Survey

Agency: Sentencing Policy Advisory Council

Submitted: 10/24/12 4:36 PM

Certification: I Agree

Individual Information: Kathryn Saltmarsh, Executive Director, 401 S. Spring, Room 704,  
Springfield IL 62706, 217-558-4749, kathy.saltmarsh@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 2 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

2

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

1 and 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Administrative support is provided by Public Safety Shared Services. The ED is solely responsible for hiring and depends on the expertise of the shared services HR staff to ensure compliance with all employment related mandates including those of the HEP.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Due to funding limitations there has been no opportunity to recruit or hire employees other than the senior policy advisor.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

Due to the operational needs of the Council, bilingual skills were not assessed when filling the senior policy advisor position.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Council does not directly serve the Spanish-speaking public because we are a research entity that reports directly to the Governor and the General Assembly.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

We have no county or regional offices.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

We have no service or advocacy role with the public.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

N/A

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The ED relies on the expertise of the Public Safety Shared Services personnel at DOC.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

There have been no studies or monitoring as we are a two person agency.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

N/A

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

None

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## 2013 State Hispanic Employment Plan Survey

Agency: State Fire Marshal

Submitted: 10/25/12 6:38 PM

Certification: I Agree

Individual Information: Janet M. Patterson, Executive II, 1035 Stevenson Dr., Springfield, IL  
62703-4259, 217/785-4717, janet.patterson@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

0	Officials and Managers
2	Professionals
0	Technicians
2	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
1	Professionals
0	Technicians
1	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

1	Officials and Managers
10	Professionals
1	Technicians
4	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 2 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

There were 17 employees that vacated the Office of the State Fire Marshal's Office due to retirement, layoff, termination and transfer during FY12; this includes 0 Hispanics.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

There were 12 employees hired at the Office of the State Fire Marshal's Office during FY12; this includes 2 Hispanics.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Human Resource functions are handled by the Public Service Shared Service Center. Executive Staff and EEO Officer are aware of the agency's underutilized categories and it is posted on the agency's portal.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Vacant position

---

Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Human Resource functions are handled by the Public Service Shared Service Center. Executive Staff and EEO Officer are aware of the agency's underutilized categories. The agency posts all vacancies on the work4illinois.gov and Employment Security websites, notifies State of Illinois EEO Officers, agency employees, and all Legislators throughout the state of Illinois. Employment

opportunities are available on our website with a link to [work4illinois.gov](http://work4illinois.gov).

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

During an interview for a bilingual position, the agency utilizes current bilingual staff for assistance. To assess their bilingual skills, the interviewee is given an oral and written test.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Employment strategies will be reviewed if the budget allows filling of vacancies.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

The determination for Spanish-speaking bi-lingual staff outside of Cook County by County and/or Region is based on need through phone calls made to our Springfield and Marion offices and communication through field staff located throughout the state of Illinois.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Office of the State Fire Marshal has Spanish-speaking employees located in the Springfield and Chicago offices that handle Spanish-speaking phone calls and walk-ins.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Upward Mobility (AFSCME) and Tuition Reimbursement (pending union negotiations) programs are available to employees.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The Agency EEO Officer works with the Public Safety Shared Service Center to ensure Hiring and Promotion Monitors are completed as required.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

N/A

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

The agency has not completed any studies during this reporting period.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

This year we increased the number of Hispanics employed by our agency by 2; these positions were not filled by Spanish-speaking bilingual persons.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The agency continues to use the same hiring and promotion tools listed in our AA Plan. The agency posts all vacancies on the [work4illinois.gov](http://work4illinois.gov) and Employment Security websites, notifies State of Illinois EEO Officers, agency employees, and all Legislators throughout the state of Illinois. Employment opportunities are available on our website with a link to [work4illinois.gov](http://work4illinois.gov).



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## 2013 State Hispanic Employment Plan Survey

Agency: State Police

Submitted: 10/31/12 9:25 PM

Certification: I Agree

Individual Information: Lt.JoAnn Gumz, Chief EEO Officer, 801 S. 7th Street, Suite 100-S,  
Springfield, IL 62703, 217-782-1282, Joann\_Gumz@isp.state.il.us

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

6	Officials and Managers
19	Professionals
23	Technicians
117	Protective Service Workers
6	Para-Professionals
4	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

187	Officials and Managers
575	Professionals
349	Technicians
1,480	Protective Service Workers
113	Para-Professionals
209	Office and Clerical
8	Skilled Craft Workers
25	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

2,946

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0 Officials and Managers  
4 Professionals  
4 Technicians  
2 Protective Service Workers  
0 Para-Professionals  
3 Office and Clerical  
0 Skilled Craft Workers  
1 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

11

---

In how many Rutan interviews did Hispanic interviewers participate?

24

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

During FY12, there were 300 employees who vacated employment with the Illinois State Police, and 23 of those employees were Hispanic.

---

How many employees were hired during FY 12 and how many of those were Hispanic?

During FY12, there were 112 employees hired by the Illinois State Police, and 13 of those employees were Hispanic.

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Illinois State Police Recruitment Section, the EEO Office and Legal Office provided updates and training for administrative staff regarding hiring, interviewing, recruitment and EEO throughout FY12. Additionally, all hiring decisions must be approved by the EEO Office and Director's Office prior to any action being taken.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Sergeant Jose DeJesus

---

Is this person on the Executive or Human Resource Staff?

He is assigned to the Director's Office as part of the Recruitment Staff

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Illinois State Police Recruitment Section attended 47 career fairs during FY12. During this same time frame, approximately 60 college students participated in Internships with the Illinois State Police. A law enforcement academy camp for at-risk youth was hosted in an effort to

encourage female and minority youth to consider law enforcement in general, and the ISP in particular as a career option.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

While there are currently no vacancies within the Illinois State Police in any of the positions which specifically require bilingual skills when bilingual skills are related to or would benefit the position, staff will include bilingual abilities as a preferred skill and make it part of the structured interview and selection process.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

The Department is in the process of reviewing civilian positions to determine which positions should be revised and posted with a Spanish-speaking, bilingual option.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

As part of the research for the creation of a new policy regarding serving persons with Limited English Proficiency (LEP), the Illinois State Police is reviewing census data related to language use. The new LEP policy will include requirements to track usage of services which assist the Department in serving those with Limited English Proficiency.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

The Illinois State Police recently implemented Language Interpretation Services through Propio Language Services LLC. They are the new contract vendor for three-way telephone conversation language interpretation services. Officers may use this service to overcome language barriers and effectively communicate with individuals during the course of their duties. Interpretive services are provided for over 200 languages.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

During FY12, the Illinois State Police initiated statewide training "Understanding Allegations of Biased Based Policing" for all sworn officers. This training is to educate our officers on how to better meet the needs of the citizens we serve. Additionally the Illinois State Police has Leadership/Development Training and a Mentoring Program program available for employees. Civilian employees were afforded opportunities to participate in LEAN Management and Real Colors training. Sworn employees were offered possibilities of attending Command Schools such as the Northwestern University School of Police Staff and Command, Northwestern University School of Police Supervision of Police Personnel, FBI National Academy, and Illinois Law Enforcement Standards Board Policing in the 21st Century Training.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Each work unit within the Illinois State Police must contact the EEO Office for assistance when they are completing Hiring and Promotion Monitors. Additionally, each Hiring and Promotion Monitor is reviewed and approved by the EEO Office and the Director's Office prior to action being taken.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

The Illinois State Police consistently strives to attract, recruit, hire and promote minority

employees. We submit an annual plan to the Illinois Department of Human Rights, which contains goals for recruitment, retention and promotion of qualified minorities for sworn and civilian positions. The Illinois State Police's Director's Staff recently met with the HEP Advisory Council and committed to collaborating with them to enhance our minority recruitment strategies.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

In 2009, the Illinois State Police conducted an online survey to assess bilingual skills of our employees. As a result of the newly formed Limited English Proficiency committee, the Department will conduct another survey of ISP employees to identify those with bilingual abilities for updated information.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Data from the online resurvey will be reported in the next Hispanic Employment Plan, along with changes in the numbers of available Spanish-speaking bilingual employees.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Illinois State Police has ongoing recruitment efforts which consistently strive to attract and hire all qualified minority candidates. The Department has also partnered with HISLEA to identify effective community outreach strategies.

---

## 2013 State Hispanic Employment Plan Survey

Agency: State Retirement Systems

Submitted: 10/16/12 7:09 PM

Certification: I Agree

Individual Information: Kelley Gray, Human Resource Specialist, 2101 S. Veterans Parkway,  
Springfield, IL 62704, 217-785-7017, Kelley.Gray@SRS.Illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

- 0 Officials and Managers
  - 0 Professionals
  - 1 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

- 0 Officials and Managers
  - 0 Professionals
  - 0 Technicians
  - 0 Protective Service Workers
  - 0 Para-Professionals
  - 0 Office and Clerical
  - 0 Skilled Craft Workers
  - 0 Service-Maintenance
- 

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

- 22 Officials and Managers
  - 51 Professionals
  - 10 Technicians
  - 0 Protective Service Workers
  - 6 Para-Professionals
  - 15 Office and Clerical
  - 1 Skilled Craft Workers
  - 1 Service-Maintenance
- 

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

93

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

0

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

9 - 0

---

How many employees were hired during FY 12 and how many of those were Hispanic?

7 - 0

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Agency staff responsible for hiring, interviewing, recruitment and EEO attend a monthly staff meeting in which these topics are routinely discussed so that all responsible staff are aware of any updates and the importance of compliance.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

No

---

Is this person on the Executive or Human Resource Staff?

No

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

SERS is aware of websites and organizations (League of United Latin American Citizens and Illinois Association of Hispanic State Employees), to utilize when posting job vacancies, college and university recruitment, and the ability to post job vacancies at the Department of Employment Security and Department of Labor.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A - SERS does not have positions that require bilingual-speaking employees.

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

N/A - SERS does not have positions that require bilingual-speaking employees.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A - SERS does not have positions that require bilingual-speaking employees.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

SRS serves former state employees and retirees. To date all contacts have the ability to speak english.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

None

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

These monitors are completed for each new hire/promotion and reviewed by the Human Resources Manager to ensure compliance.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

No studies have been administered. SERS employs approximately 90 - 95 staff at any given time and the numbers are easily monitored by Human Resources.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

No

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

SERS will utilize the employment startegies listed above when given the opportunity.

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## 2013 State Hispanic Employment Plan Survey

Agency: Transportation

Submitted: 10/31/12 1:50 PM

Certification: I Agree

Individual Information: Erwin L. Acox, Jr., Acting Chief, Diversity Recruitment and Outreach, Office of The Secretary, 100 West Randolph Street, Suite 6-600, 312-859-5041, erwin.acox@illinois.gov

---

As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

29	Officials and Managers
78	Professionals
18	Technicians
0	Protective Service Workers
12	Para-Professionals
1	Office and Clerical
1	Skilled Craft Workers
62	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
1	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
1	Skilled Craft Workers
5	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

1,019	Officials and Managers
1,506	Professionals
623	Technicians
0	Protective Service Workers
229	Para-Professionals
60	Office and Clerical
70	Skilled Craft Workers
1,884	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

5,448

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

2	Officials and Managers
0	Professionals
1	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
6	Skilled Craft Workers
99	Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

21

---

In how many Rutan interviews did Hispanic interviewers participate?

72

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

546 FTP separations; 10 FTP Hispanic separations

---

How many employees were hired during FY 12 and how many of those were Hispanic?

477 FTP hires; 37 FTP Hispanic hires

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

All hiring staff have been made aware of the importance of diversifying IDOT's Rutan interview panels. Developed an internal Engineer Technician Recruitment Taskforce of management staff to oversee components of recruitment outreach for the Engineer Technician position. Continuing the partnership with the Illinois Tollway, for the first Diversity Symposium. The purpose is to reach out to diverse community organizations that are advocates for underutilized persons seeking employment. These organizations participated in a discussion with IDOT and the Tollway to determine the best way to connect with the clients they serve and to understand actual or perceived barriers to employment. This group will collaborate with IDOT and the Tollway on ways to address those barriers. IDOT's multi-year Strategic Plan indicates a high priority will be given to the recruitment of qualified, diverse employees. The Diversity Recruitment and Outreach Office was created to implement various methods in recruiting individuals from under-represented groups using various mechanisms. Although several job classifications will be recruited, special emphasis will be placed on increasing the diversity in the Civil Engineer Trainee, Engineer Technician, and Highway Maintainer applicant pools. A member of the Diversity Recruitment and Outreach staff (Ivan L. Barajas) is RUTAN interview trained and participating on interview panels. Also, the lead interviewer in Springfield (Jose Burgos) conducts interviews throughout the state.

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Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

Ivan Barajas

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Is this person on the Executive or Human Resource Staff?

No

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Outreach programs have been developed to reach the underutilized population to increase the awareness of civil engineering as a career. a) Diversity in Engineering College Scholarship Program b) Engineering Academy for Elementary and High School students c) Chicago Public School District Annual Job Shadow Day, Career Day and Summer Internship Program Attend college engineering and community career fairs as staffing permits In partnership with College of Lake County and Joliet Junior College launched a revised Engineer Technician training program. The revised program was developed with the assistance of IDOT engineers. This semester-long classroom and experiential educational opportunity is to help increase the qualified applicant pool for IDOT entry level Engineer Technicians. Created and launched a Minority Outreach website showing current diversity programs and providing opportunities to join the IDOT Professional and Academic Network Alliance. The network provides updates of position postings, career fairs, and outreach efforts to a statewide database of interested individuals, community organizations, and elected officials. Individuals from multiple regions (statewide) represent business owners, Hispanic American Construction Industry Association (HACIA), ministers, and other catalysts to reach underutilized populations with employment and training opportunities. Developed an external Recruitment Taskforce of community partners and stakeholders to review barriers in recruitment and hiring, perceived or actual that will bring suggested solutions to IDOT to help overcome those identified barriers. Informational sessions given routinely at local community colleges (i.e. Olive Harvey, Prairie State, etc.) to provide necessary information on application procedures for the Highway Maintainer permanent position and application information for the IDOT temporary Highway Maintainer "Snowbird" position. Partnerships through the above listed outreach efforts, committees, and projects with Illinois Department of Employment Security (IDES), Illinois Department of Veterans' Affairs (IDVA), Secretary of State (SOS), Central Management Services (CMS) and the Illinois Department of Commerce and Economic Opportunity (DECO).

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

A structured oral RUTAN interview is given as well as a CMS written test to assess bilingual skills when filling positions with a bilingual option.

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Partnering with IDES and community organizations to host information sessions for the Highway Maintainer position Spanish-Speaking option.

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

We review county demographics to determine which areas may have the greatest need for Spanish-speaking bilingual staff.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

IDOT has implemented a designated call center to handle Spanish-speaking phone calls for

services.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

The newly established career services unit in the bureau of personnel management provides an avenue for career advising for employees. It also standardizes the on boarding process so that new employees feel more welcome from the moment that they walk through the door. We also have several other internal programs: Professional Advancement of Career Engineers (PACE), a leadership development training for IDOT engineers at level II or III. Accelerated Leadership Proficiency Series (ALPS), a program to develop and improve managerial skills and organizational knowledge for first line supervisors and staff that have significant program responsibilities. Executive Leadership Development Series (ELDS), a program designed to enhance management skills of midlevel personnel to prepare for increased administrative challenges. The Growth and Training of Employees (GATE) program provides courses that develop skills to increase employee competence. Participants learn how to work in diverse groups, improve productivity, increase communication skills, and understand IDOT Departmental policies and regulations. GATE courses such as communicating through colors, effective interviewing, etc., are directed at both personal growth and leadership techniques. GATE training establishes a more professional work environment, improves productivity, and is IDOT-relevant to ensure that our work force projects a more professional public image.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

A hiring and promotion monitor is completed on all hires and promotions, indicating the EEO job category and classifications of the position and whether the category is currently underutilizing any of the affirmative action groups which have designated numerical goals and timetables. Hiring and promotion monitors are maintained in a confidential file with the Bureau Chief of Civil Rights.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

Outreach for Highway Maintainer Spanish Speaking Option DRO is currently conducting outreach to increase the number of Spanish Speaking Highway Maintainers. This plan outlines outreach initiatives including but not limited to HACIA, the Hispanic Employment Plan Advisory Council, churches in areas with high Hispanic populations, and the Latino Roundtable. District 1: Highway Maintainers Spanish Speaking Option at ETP The Bureau of Personnel Management is working with District 1 and CMS on increasing the number of Highway Maintainers with the Spanish Speaking Option at the Emergency Traffic Patrol (ETP) location. The Department has established a file specifically for the Spanish Speaking option at ETP. This information was posted at all yards with Teamster Local 700 employees. The posting period was May 7 - May 18, 2012. The Bureau of Personnel Management received transfer requests from several employees. Notification of Job Vacancies The Office of Diversity Recruitment and Outreach has added all council members to DRO's Professional Network. The Professional Network is a database of contacts and community partners who regularly receive job posting notifications from DRO. Diversifying Rutan Interview Panels: IDOT identified minority employees who can become Rutan certified. IDOT Bureau of Personnel Management continues to work with CMS on enrolling them in Interview and Selection Training.

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Total Hispanic Employees FY '09:126 (FTP) -Representing 2.5% of the total employed (FTP)

FY '10:154 Total - Representing 2.88% of the total employed (FTP) FY '11:176 Representing 3.36% of the total employed (FTP) FY '12:193 Representing 3.70% of the total employed (FTP)

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

New Hires FY '09: 4- Total Hispanic Employees (FTP) New Hires FY '10: 36 -Total Hispanic Employees (FTP) New Hires FY '11: 26 -Total Hispanic Employees (FTP) New Hires FY'12: 35 -Total Hispanic Employees (FTP)

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

Identify and implement steps to increase internal programs geared toward retention and advancement of current Hispanic American employees. Continue to diversify each RUTAN interview teams to include someone from an underrepresented group on each. Partner with community colleges and organizations to offer interview skills training geared toward the RUTAN interview process. Partner with community colleges and community organizations to review industry trends and needs for additional professional training and certifications. Partner with community organizations on career fairs in geographical areas with high numbers of Hispanic Americans. Offer CDL training in geographic areas with high percentages of Hispanic Americans. CDL is required for Highway Maintainer and Snowbirds with IDOT. Offer a specific number of Summer Internships for Hispanic American students that major in Civil Engineering in their junior academic year at Illinois accredited schools with linkage to an IDOT employment interview upon graduation and meeting all hiring criteria. Review other professional, managerial, and administrative positions that have been identified as underutilized by Affirmative Action. Develop a recruitment strategy around those positions where turnover is expected. Market and advertise the Highway Maintainer position through diverse and bilingual radio broadcasting and bilingual newspapers. Partner with schools and community colleges that have high enrollment of Hispanics and Spanish-speaking bilinguals from underutilized populations to have recurring information sessions on careers at IDOT.

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## 2013 State Hispanic Employment Plan Survey

Agency: Veterans Affairs

Submitted: 10/17/12 8:54 PM

Certification: I Agree

Individual Information: Mary Keen, EEO Officer, 833 S. Spring, Springfield, IL 62794, 217/557-5667, mary.keen@illinois.gov

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

0	Officials and Managers
1	Professionals
6	Technicians
1	Protective Service Workers
12	Para-Professionals
1	Office and Clerical
0	Skilled Craft Workers
3	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

0	Officials and Managers
0	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
0	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

51	Officials and Managers
242	Professionals
195	Technicians
21	Protective Service Workers
472	Para-Professionals
50	Office and Clerical
24	Skilled Craft Workers
205	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

1,260

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

0 Officials and Managers  
1 Professionals  
1 Technicians  
0 Protective Service Workers  
1 Para-Professionals  
0 Office and Clerical  
0 Skilled Craft Workers  
1 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

1

---

In how many Rutan interviews did Hispanic interviewers participate?

0

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

Total = 107 Hispanic = 6

---

How many employees were hired during FY 12 and how many of those were Hispanic?

Total = 195 Hispanic = 5

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

Managers and Human Resource personnel are aware of the need for a diverse work force. Recruitment is done specifically for this population. Employees who are involved in the hiring process are Rutan trained, and barring the lack of candidates who have Union or Veteran rights to positions, the underutilization of Hispanics is addressed. The use of the Hiring Monitor is closely reviewed by the EEO Officer to determine that underutilization has been addressed when there is opportunity.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

---

Is this person on the Executive or Human Resource Staff?

NA

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

Representatives from IDVA attended the Illinois Association for Hispanic State Employees job fair/conference as well as one sponsored by the National Latino Education Institute. EEO Officer has also reached out to local representatives in the Hispanic community in order to recruit

qualified individuals.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A

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Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

N/A

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

To date, there has been no request made for bilingual staff.

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

N/A

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Participation in the IAHSE conference.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Hiring Monitors are reviewed by EEO Officer prior to hire date; final approval given by Director prior to hire date. Continuous contact and training with Human Resources staff.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

N/A

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

Region 5 is underutilized 1 Hispanic/Latino Technician. Region 8 is underutilized by 1 Hispanic/Latino paraprofessional, and 1 Hispanic/Latino Service Worker.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

Region 5 was not underutilized last year, so there is an increase by 1 Hispanic/Latino Technician. Region 8 was underutilized by 2 Hispanic/Latino paraprofessionals last year; this is now decreased. The underutilization of 1 Hispanic/Latino Service remains the same.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

IDVA will continue to attempt to locate traditional and nontraditional recruitment resources in order to attract Hispanic candidates.

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## 2013 State Hispanic Employment Plan Survey

Agency: Workers Compensation Commission

Submitted: 10/10/12 8:01 PM

Certification: I Agree

Individual Information: ALMA MAXEY, E. E. O. OFFICER, 100 W. RANDOLPH #267, 312-814-6632, ALMA.MAXEY@ILLINOIS.GOV

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As of June 30, 2012, provide the number of Hispanics employed within each of the following EEOC categories:

4	Officials and Managers
4	Professionals
0	Technicians
0	Protective Service Workers
1	Para-Professionals
5	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

1	Officials and Managers
0	Professionals
0	Technicians
0	Protective Service Workers
0	Para-Professionals
2	Office and Clerical
0	Skilled Craft Workers
0	Service-Maintenance

---

As of June 30, 2012, provide the number of funded positions within each of the following EEOC categories:

28	Officials and Managers
71	Professionals
3	Technicians
0	Protective Service Workers
5	Para-Professionals
54	Office and Clerical
0	Skilled Craft Workers
2	Service-Maintenance

---

As of June 30, 2012, provide total number of agency employees on board; include full-time, part-time and LOA's:

163

---

As of June 30, 2012, provide the underutilization for Hispanics by category:

- 0 Officials and Managers
- 0 Professionals
- 0 Technicians
- 0 Protective Service Workers
- 0 Para-Professionals
- 0 Office and Clerical
- 0 Skilled Craft Workers
- 0 Service-Maintenance

---

How many Rutan certified interviewers in your agency are Hispanic?

3

---

In how many Rutan interviews did Hispanic interviewers participate?

1

---

Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 12; how many of those were Hispanic?

35 4

---

How many employees were hired during FY 12 and how many of those were Hispanic?

25 1

---

What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

The Administrative and Human Resources are notified of IWCC's categorical underutilization issues via quarterly reports and the Affirmative Action Plan.

---

Does your agency have a designated Hispanic Liaison who works with the Hispanic Community to recruit bilingual staff? If so, please provide the name:

N/A

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Is this person on the Executive or Human Resource Staff?

N/A

---

List all agency activities undertaken in implementing the State Hispanic Employment Plan:

Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

IWCC is compliant, so there's no strategies or plan in place at this time.

---

How does your agency assess bilingual skills when filling positions as bilingual option? (Example: structured oral interview, written test, none)

N/A

---

Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

None

---

How do you determine your need for Spanish-speaking bilingual staff outside of Cook County by County and/or Region?

N/A

---

Describe your processes for handling Spanish-speaking phone calls for services and advocacy at your agency in addition to walk-ins:

Hispanic speaking inquiries are directed to Information area and one of IWCC's translators are contacted to assist.

---

Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

Upward Mobility and tuition re-imbursement.

---

How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

The appropriate monitors are required and submitted to CMS on all Coded positions. They are also viewed quarterly by IDHR to verify transactions.

---

Recommendations provided by HEP Advisory Council, DHR, CMS or the Auditor General:

None

---

Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

IWCC remains compliant.

---

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

1 of the 4 Hispanic vacancies was replaced and IWCC is still compliant.

---

Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

None

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## **Appendix 4**



# 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
<b>Statewide Totals:</b>	<b>580,213</b>						<b>Yes: 13 No: 20</b>



# 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
<b>Statewide Totals:</b>	<b>2,053</b>	<b>1,721</b>	<b>1,719</b>					<b>Yes: 10 No: 23</b>	<b>Yes: 8 No: 25</b>

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
<b>Statewide Totals:</b>	<b>2,206</b>	<b>8</b>	<b>176</b>	<b>144</b>	<b>221</b>	<b>7</b>

**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
<b>Statewide Totals:</b>	<b>1,225</b>	<b>76</b>	<b>407</b>	<b>15</b>

## FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> 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	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?
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.
Transportation	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).
Workers Compensation Commission	THE NUMBER OF REQUESTS AND THE AVAILABILITY OF INTEPRETERS

## FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> 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	<b>For agencies with bilingual staff:</b> 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

## FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with no bilingual staff:</b> 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 accommodation 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.



## FY 2012 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with no bilingual staff:</b> 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 Urdu	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 <b>Note:</b> 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 Malmgren, 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



## **Appendix 5**



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department on Aging

**Director:** John K. Holton, Ph.D.

**EEO/AA Officer:** Sara Han

**Agency Workforce:** 131

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

Agency at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance	<input checked="" type="checkbox"/>	Agency in non-compliance	<input type="checkbox"/>
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**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Agriculture

**Acting Director:** Bob Flider

**EEO/AA Officer:** Brent Eggleston

**Agency Workforce:** 391

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 16 African Americans, 1 Hispanic and 44 Females. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 16 African Americans, 1 Hispanic and 44 Females. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there was 1 opportunity that addressed this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 16 African Americans, 1 Hispanic and 43 Females. For minorities, during this quarter, there was 1 opportunity that did not address these goals. For Females, there was 1 opportunity that did not address this goal.



#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 16 African Americans, 1 Hispanic and 43 Females. For minorities, during the quarter, there were 3 opportunities and 1 or 33% (1 Hispanic) addressed these goals. For Females, there was 1 opportunity that addressed this goal

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 16 African Americans, 1 Hispanic and 44 Females. For minorities, during the year, there were 4 opportunities and 1 or 25% (1 Hispanic) addressed these goals. For Females, there were 3 opportunities and 2 or 67% the addressed this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address minority and female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Arts Council

**Acting Executive Director:** Rhoda A. Pierce

**EEO/AA Officer:** Romie Muñoz

**Agency Workforce:** 15

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

Agency at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance	<input checked="" type="checkbox"/>	Agency in non-compliance	<input type="checkbox"/>
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**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Capital Development Board

**Executive Director:** Jim Underwood

**EEO/AA Officer:** Heather Humphrey

**Agency Workforce:** 119

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 2 African Americans and 19 Females. For minorities, there were no opportunities to address this goal. For Females, there was 1 opportunity that addressed this goal. The agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 2 African Americans and 18 Females. For minorities, there were no opportunities to address this goal. For Females, there was 1 opportunity that addressed this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 2 African Americans and 17 Females. For minorities, there were no opportunities to address this goal. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12 agency underutilization was 2 African Americans and 17 Females. For minorities there were no opportunities to address this goal. For Females, there was 1 opportunity that did not address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 2 African Americans and 19 Females. For minorities, during the year there were no opportunities to address this goal. For Females, there were 3 opportunities and 2 or 67% addressed this goal. The agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

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Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*Too few opportunities to address the minority and female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Central Management Services

**Acting Director:** Malcolm Weems

**EEO/AA Officer:** Fred V. Stewart, II

**Agency Workforce:** 1,567

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 8 African Americans, 8 Hispanics, 38 Females. For minorities, during this quarter, there were 7 opportunities and 2 or 29% (1 African American and 1 Hispanic) addressed these goals. For Females, there was 1 opportunity that did not address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 7 African Americans, 7 Hispanics, and 38 Females. For minorities, during this quarter, there were three opportunities and 2 or 67% (1 African American and 1 Hispanic) addressed these goals. For Females, there were 3 opportunities and 1 or 33% addressed this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 6 African Americans, 6 Hispanics, and 37 Females. For minorities, during this quarter, there were 3 opportunities that did not address these goals. For Females, there were 10 opportunities and 7 or 70% addressed this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 6 African Americans, 6 Hispanics, and 30 Females. For minorities, during this quarter, there were 3 opportunities that did not address these goals. For Females, there was 1 opportunity that addressed this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 8 African Americans, 8 Hispanics, and 38 Females. For minorities, during the year, there were 16 opportunities and 4 or 25% (2 African Americans and 2 Hispanics) addressed these goals. For Females, there were 15 opportunities and 9 or 60% addressed this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

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Agency in non-compliance

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#### **RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Children and Family Services

**Acting Director:** Richard Calicia

**EEO/AA Officer:** Debra Dyer

**Agency Workforce:** 2,827

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 5 African Americans, 11 Hispanics, 2 Females, and 42 Asians. For minorities, during this quarter, there were 27 opportunities and 7 or 26% (1 African American, 2 Hispanics and 4 Asians) addressed these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 4 African Americans, 9 Hispanics, 2 Females, and 38 Asians. For minorities, during this quarter, there were 12 opportunities and 3 or 25% (3 Asians) addressed these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 4 African Americans, 9 Hispanics, 2 Females, and 35 Asians. For minorities, during this quarter, there were 6 opportunities and 1 or 17% (1 Asian) addressed these goals. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 4 African Americans, 9 Hispanics, 2 Females, and 34 Asians. For minorities, during this quarter, there were 8 opportunities and 1 or 13% (1 Asian) addressed these goals. For Females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Agency underutilization at the beginning of FY12 was 5 African Americans, 11 Hispanics, 2 Females, and 42 Asians. For minorities, during the year, there were 53 opportunities and 12 or 23% (1 African American, 2 Hispanics and 9 Asians) addressed these goals. For Females, during the year, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

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Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the female goal.



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Civil Service Commission

**Executive Director:** Daniel Stralka

**EEO/AA Officer:** Andrew Barris

**Agency Workforce:** 4

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

\*This agency was not required to calculate utilization because it has less than five employees in any of the EEO job categories. Any analysis conducted with a value of less than five would be considered unreliable.

**FINDINGS**

Agency in compliance

☒

Agency in non-compliance

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**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Commerce and Economic Opportunity

**Acting Director:** David Vaught

**EEO/AA Officer:** Victoria Dawn Benn

**Agency Workforce:** 391

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 2 African Americans, 1 Hispanic, 1 Female and 3 Asians. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 2 African Americans, 1 Hispanic, 1 Female and 3 Asians. For minorities, during this quarter, there were 2 opportunities that did not address these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 2 African Americans, 1 Hispanic, 1 Female and 3 Asians. For minorities, during this quarter, there was 1 opportunity, and 1 or 100% (1 African American) addressed these goals. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 African American, 1 Hispanic, 1 Female and 3 Asians. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 2 African Americans, 1 Hispanic, 1 Female and 3 Asians. For minorities, during the year, there were 3 opportunities, 1 or 33% (1 African American) addressed these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

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#### **RECOMMENDATIONS/COMMENTS**

\*The agency had too few opportunities to address the minority goals to consider for affirmative action evaluation and no opportunities to address female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Commerce Commission

**Acting Executive Director:** Randy Nehrt

**EEO/AA Officer:** Leigh Ann Myers

**Agency Workforce:** 250

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 3 African Americans, 1 Hispanic, 17 Females and 1 Asian. For minorities, during this quarter, there was 1 opportunity that did not address these goals. For Females, there was 1 opportunity that did not address this goal. This agency is underutilized by 3 people with disabilities.

**SECOND THROUGH THIRD QUARTERS (10/1/11 THROUGH 3/31/12)**

As of 10/1/11, agency underutilization was 3 African American, 1 Hispanic, 17 Females and 1 Asian. During these quarters, there were no opportunities to address minority or female goals. This agency is underutilized by 3 people with disabilities.

**FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 3 African Americans, 1 Hispanic, 17 Females, and 1 Asian. For minorities, during this quarter, there was 1 opportunity that did no address this goal. For Females, there was 1 opportunity that did not address this goal. This agency is underutilized by 3 people with disabilities.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 3 African Americans, 1 Hispanic, 17 Females and 1 Asian. For minorities, during the year, there were 2 opportunities that did not address these goals. For Females, there were 2 opportunities that did not address this goal. This agency is underutilized by 3 people with disabilities.

### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the minority and female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Corrections

**Director:** Salvador Godinez

**EEO/AA Officer:** Vickie Fair

**Agency Workforce:** 11,232

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 53 African Americans, 62 Hispanics, 1,041 Females, 43 Asians and 3 Native Americans. For minorities, during this quarter, there were 4 opportunities that did not address these goals. For Females, there were 3 opportunities and 3 or 100% addressed this goal. This agency is underutilized by 222 people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 53 African Americans, 62 Hispanics, 1,038 Females, 43 Asians and 3 Native Americans. For minorities, during this quarter, there were 10 opportunities and 1 or 10% (1 Asian) addressed these goals. For Females, there were 6 opportunities and 1 or 17% addressed this goal. This agency is underutilized by 222 people with disabilities.

### **THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 53 African Americans, 62 Hispanics, 1,037 Females, 42 Asians and 3 Native Americans. For minorities, during this quarter, there were 34 opportunities and 9 or 26% (5 African Americans, 2 Hispanics and 2 Asians) addressed these goals. For Females, there were 87 opportunities and 40 or 46% addressed this goal. This agency is underutilized by 222 people with disabilities.

### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 48 African Americans, 60 Hispanics, 997 Females, 40 Asians and 3 Native Americans. For minorities, during this quarter, there were 15 opportunities and 3 or 20% (1 Hispanic and 2 Asians) addressed these goals. For Females, there were 80 opportunities and 16 or 20% addressed this goal. This agency is underutilized by 220 people with disabilities.

### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 53 African Americans, 62 Hispanics, 1,041 Females, 43 Asians and 3 Native Americans. For minorities, during the year, there were 63 opportunities and 13 or 21% (5 African Americans, 3 Hispanics and 5 Asians) addressed these goals. For Females, there were 176 opportunities and 60 or 34% addressed this goal. This agency is underutilized by 220 people with disabilities.

### **FINDINGS**

Agency in compliance ☒ Agency in non-compliance ☐

### **RECOMMENDATIONS/COMMENTS**

\*The agency did not meet the minimum compliance criteria for females (37%) due to the fact that there are few females in the applicant pool. Furthermore, when reviewing the female and male hiring data both are hired at a comparable rate. The agency continued to make a good faith effort recruiting females.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Council on Developmental Disabilities

**Executive Director:** Sheila Romano

**EEO/AA Officer:** Janinna Hendricks

**Agency Workforce:** 8

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

\*This agency was not required to calculate utilization because it has less than five employees in any of the EEO job categories. Any analysis conducted with a value of less than five would be considered unreliable.

**FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

**RECOMMENDATIONS/COMMENTS**



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Criminal Justice Information Authority

**Executive Director:** Jack Cutrone

**EEO/AA Officer:** Edith Feliciano

**Agency Workforce:** 60

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

Agency is at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance	<input checked="" type="checkbox"/>	Agency in non-compliance	<input type="checkbox"/>
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**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Deaf and Hard of Hearing Commission

**Director:** John Miller

**EEO/AA Officer:** Tonia Bogener

**Agency Workforce:** 7

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

\*This agency was not required to calculate utilization because it has less than five employees in any of the EEO job categories. Any analysis conducted with a value of less than five would be considered unreliable.

**FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Educational Labor Relations Board

**Chairman:** Lynne Sered

**EEO/AA Officer:** Eileen Brennan

**Agency Workforce:** 12

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

\*This agency was not required to calculate utilization because it has less than five employees in any of the EEO job categories. Any analysis conducted with a value of less than five would be considered unreliable.

**FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Emergency Management Agency

**Director:** Jonathan E. Monken

**EEO/AA Officer:** Kevin Moore

**Agency Workforce:** 212

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 1 African American, 1 Hispanic and 9 Females. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there was 1 opportunity that addressed this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 1 African American, 1 Hispanic and 8 Females. For minorities, during this quarter, there was 1 opportunity that did not address these goals. For Females, there were 4 opportunities, 2 or 50% addressed this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 1 African American, 1 Hispanic and 6 Females. For minorities, during this quarter, there was 1 opportunity and 1 or 100% (1 African American) addressed these goals. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 Hispanic and 6 Females. For minorities, during this quarter, there were no opportunities to address this goal. For females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Agency underutilization at the beginning of FY12 was 1 African American, 1 Hispanic and 9 Females. For minorities, during the year, there were 2 opportunities and 1 or 50% (1 African American) addressed these goals. For Females, there were 5 opportunities and 3 or 60% addressed these goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the minority and female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Employment Security

**Director:** Jay R. Rowell

**EEO/AA Officer:** Carlos Charneco

**Agency Workforce:** 1,533

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 1 African American, 2 Hispanics, 6 Females and 1 Asian. For minorities, during this quarter, there was one opportunity that did not address these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND THROUGH THIRD QUARTERS (10/1/11 THROUGH 3/31/12)**

As of 10/1/11, agency underutilization was 1 African American, 2 Hispanics, 6 Females and 1 Asian. For minorities, during these quarters, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal.

**FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 African American, 2 Hispanics, 6 Females and 1 Asian. For minorities, during this quarter, there was 1 opportunity that did not address these goals. For Females, there were no opportunities to address this goal.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Agency underutilization at the beginning of FY12 was 1 African American, 2 Hispanics, 6 Females and 1 Asian. For minorities, during the year, there were 2 opportunities that did not address these goals. For Females, there were no opportunities that addressed this goal. This agency is at parity for people with disabilities.

### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the minority goals and no opportunities to address the female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Environmental Protection Agency

**Interim Director:** John J. Kim

**EEO/AA Officer:** Jill Johnson

**Agency Workforce:** 844

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginng of FY12 was 11 African Americans, 3 Hispanics, 99 Females and 1 Asian. For minorities, during this quarter, there were 4 opportunities and 1 or 25% (1 Hispanic) addressed these goals. For Females, there were 3 opportunities and 1 or 33% addressed this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 11 African Americans, 2 Hispanics, 98 Females and 1 Asian. For minorities, during this quarter, there was 1 opportunity and 1 or 100% (1 African American) addressed these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 10 African Americans, 2 Hispanics, 98 Females and 1 Asian. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal.



#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 10 African Americans, 2 Hispanics, 98 Females and 1 Asian. For minorities, during this quarter, there were 4 opportunities and 1 or 25% (1 African American) addressed these goals. For Females, there were 4 opportunities and 1 or 25% addressed this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Agency underutilization at the beginng of FY12 was 11 African Americans, 3 Hispanics, 99 Females and 1 Asian. For minorities, during the year, there were 9 opportunities and 3 or 33% (2 African Americans and 1 Hispanic) addressed these goals. For Females, there were too few opportunities to address this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Financial and Professional Regulation

**Acting Secretary:** Manny Flores

**EEO/AA Officer:** Vivian Toliver

**Agency Workforce:** 461

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 2 African Americans, 11 Hispanics, 9 Females and 7 Asians. For minorities, during this quarter, there were 34 opportunities that did not address these goals. For Females, there were 2 opportunities and 2 or 100% addressed this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 2 African Americans, 11 Hispanics, 7 Females and 7 Asians. For minorities, during this quarter, there were 9 opportunities and 2 or 22% (2 Hispanics) addressed these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 2 African Americans, 9 Hispanics, 7 Females and 7 Asians. For minorities, during this quarter, there were 7 opportunities and 2 or 29% (1 African American and 1 Hispanic) address these goals. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 African American, 8 Hispanics, 7 Females and 7 Asians. For minorities, during this quarter, there was 1 opportunity that did not address these goals. For Females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 2 African Americans, 11 Hispanics, 9 Females and 7 Asians. For minorities, during the year, there were 19 opportunities and 4 or 21% (1 African American and 3 Hispanics) addressed these goals. For Females, there were 2 opportunities and 2 or 100% addressed this goal. This agency at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the female goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Office of the State Fire Marshal

**Fire Marshal:** Larry Matkaitis

**EEO/AA Officer:** Jodi Schrage

**Agency Workforce:** 121

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 5 African Americans, 1 Hispanic and 10 Females. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there was 1 opportunity that addressed this goal. This agency is at parity for people with disabilities.

**SECOND THROUGH THIRD QUARTERS (10/1/11 THROUGH 12/31/12)**

As of 10/1/12, agency underutilization was 5 African Americans, 1 Hispanic and 9 Females. During these quarters there were no opportunities to address the minority and female goals.

**FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 5 African Americans, 1 Hispanic and 9 Females. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there was 1 opportunity that addressed this goal.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 5 African Americans, 1 Hispanic and 10 Females. For minorities, during the year, there were no opportunities to address these goals. For Females, there were 2 opportunities and 2 or 100% addressed these goals. This agency is at parity for people with disabilities.

### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

### **RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the minority goals and too few opportunities to address the female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Gaming Board

**Administrator:** Mark Ostrowski

**EEO/AA Officer:** Karen Weathers

**Agency Workforce:** 142

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 1 Hispanic, 10 Females and 1 Asian. For minorities, during this quarter, there was 1 opportunity that did not address these goals. For Females, there was 1 opportunity that addressed this goal. This agency is underutilized by 1 person with a disability.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 1 Hispanic, 9 Females and 1 Asian. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal. This agency is underutilized by 1 person with a disability.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 1 Hispanic, 9 Females and 1 Asian. For minorities, during this quarter, there were 4 opportunities that did not address these goals. For Females, there were 4 opportunities and 4 or 100% addressed this goal. This agency is underutilized by 1 person with a disability.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 Hispanic, 5 Females, and 1 Asian. For minorities, during this quarter, there were 3 opportunities and 1 or 33% (1 Asian) addressed these goals. For Females during this quarter, there were 4 opportunities that did not address this goal. This agency is underutilized by 1 person with a disability.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 1 Hispanic, 10 Females and 1 Asian. For minorities, during the year, there were 8 opportunities and 1 or 13% (1 Asian) addressed these goals. For Females, there were 9 opportunities and 5 or 56% addressed these goals. This agency is underutilized by 1 person with a disability.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address minority goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Guardianship and Advocacy Commission

**Director:** Dr. Mary L. Milano

**EEO/AA Officer:** Tedd Ward, Jr.

**Agency Workforce:** 104

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH FOURTH QUARTERS (7/1/11 THROUGH 6/30/12)**

Agency underutilization for the beginning of FY12 was 1 Asian. For minorities, there were no opportunities to address this goal. This agency is at parity for Females. This agency is at parity for people with disabilities.

**FINDINGS**

Agency in compliance ☒ Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

\*No opportunities to address the minority goal.



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Healthcare & Family Services

**Director:** Julie Hamos

**EEO/AA Officer:** Derrick Davis

**Agency Workforce:** 2,082

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities		X	
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 4 African Americans, 7 Hispanics, 1 Female and 7 Asians. For minorities, during this quarter, there were 3 opportunities that did not address these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 4 African Americans, 7 Hispanics, 1 Female and 7 Asians. For minorities, during this quarter, there were 8 opportunities and 1 or 13% (1 African American) addressed these goals. For Females, there was 1 opportunity that addressed this goal. Agency achieved parity for Females.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 3 African Americans, 7 Hispanics and 7 Asians. For minorities, during this quarter, there were 7 opportunities and 1 or 14% (1 Hispanic) addressed these goals.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 3 African American, 6 Hispanics and 7 Asians. For minorities, during this quarter, there were 7 opportunities and 1 or 14% (1 Hispanic) addressed these goals.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 4 African Americans, 7 Hispanics, 1 Female and 7 Asians. During the year, there were 20 opportunities and 3 or 15% (2 African Americans and 1 Hispanic) addressed these goals. This agency achieved parity for Females. The agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☐

Agency in non-compliance

☒

#### **RECOMMENDATIONS/COMMENTS**

The agency did not meet the minimum compliance criteria for minorities (21%) and the Department recommends that the agency establish a training program in accordance with Section 7-105(H) of the Human Rights Act and in cooperation with the Department of Central Management Services. Accordingly, the Department of Central Management Services will be notified of the need to establish this training program.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Historic Preservation Agency

**Director:** Amy Martin

**EEO/AA Officer:** Dawn DeFraties

**Agency Workforce:** 176

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 2 African Americans, 7 Females, and 1 Asian. For minorities, during the quarter, there were 3 opportunities that did not address these goals. For Females, there were no opportunities to address this goal. This agency is underutilized by one person with a disability.

**SECOND THROUGH FOURTH QUARTERS (10/1/11 THROUGH 6/30/12)**

As of 10/1/11, agency underutilization was 2 African Americans 7 Females, and 1 Asian. For minorities, during these quarters, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal. This agency is underutilized by one person with a disability.

**SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 2 African Americans, 7 Females, and 1 Asian. For minorities, during the year, there were 3 opportunities that did not address this goal. For Females, there were no opportunities to address this goal. This agency is underutilized by one person with a disability.

**FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐**RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the minority goals and no opportunity to address the female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Human Rights Commission

**Executive Director:** N. Keith Chambers

**EEO/AA Officer:** Dr. Ewa I. Ewa

**Agency Workforce:** 21

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH FOURTH QUARTERS (7/1/11 THROUGH 6/30/12)**

Agency underutilization at the beginning of FY12 was 1 African American. During these quarters there were no opportunities to address the minority goal. The agency is at parity for Females. This agency is at parity for people with disabilities.

**FINDINGS**

Agency in compliance ☒ Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

\*No opportunities to address the minority goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Human Rights

**Director:** Rocco J. Claps

**EEO/AA Officer:** Michelle Dirksen

**Agency Workforce:** 139

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH FOURTH QUARTERS (7/1/11 THROUGH 6/30/12)**

Agency underutilization at the beginning of FY12 was 1 Hispanic. During these quarters, there were no opportunities to address the minority goal. This agency is at parity for Females. This agency is at parity for people with disabilities.

**FINDINGS**

Agency in compliance ☒ Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the minority goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Human Services

**Secretary:** Michelle R. B. Saddler

**EEO/AA Officer:** Anna D'Ascenzo

**Agency Workforce:** 12,874

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities		X	
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 22 African Americans, 98 Hispanics, 10 Females, 25 Asians and 5 Native Americans. For minorities, during this quarter, there were 13 opportunities and 2 or 15% (1 Asian and 1 Hispanic) addressed these goals. For Females, there was 1 opportunity that addressed this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 22 African Americans, 97 Hispanics, 9 Females, 24 Asians and 5 Native Americans. For minorities, during this quarter, there were 13 opportunities which did not address these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 22 African Americans, 97 Hispanics, 9 Females, 24 Asians and 5 Native Americans. For minorities, during this quarter, there were 6 opportunities and 2 or 33% (2 Hispanics) addressed these goals. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 22 African Americans, 95 Hispanics, 9 Females, 24 Asians and 5 Native Americans. For minorities, during this quarter, there were 5 opportunities and 2 or 40% (1 Asian and 1 Hispanic) addressed these goals. For Females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 22 African Americans, 98 Hispanics, 10 Females, 25 Asians and 5 Native Americans. For minorities, during the year, there were 37 opportunities and 6 or 16% (4 Hispanics and 2 Asian) addressed these goals. For Females, there was 1 opportunity that addressed this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

This agency is at parity for people with disabilities and continued to hire during the year through the Successful Disability Opportunities program. There was only 1 opportunity to address the female goals, which addressed these goals. The agency failed to meet the Department of Human Rights' standard for minority goals, 21%, however, the agency made a good faith effort in regards to minority recruitment. For that reason, the agency is in compliance with DHR's affirmative action requirements.



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Insurance

**Director:** Andrew Boron

**EEO/AA Officer:** Eve Blackwell-Lewis

**Agency Workforce:** 246

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 2 African Americans, 3 Hispanics and 7 Females. For minorities, during this quarter, there were 2 opportunities and 1 or 50% (1 Hispanic) addressed these goals. For Females, there were 3 opportunities and 3 or 100% addressed this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 2 African Americans, 2 Hispanics and 7 Females. For minorities, during this quarter, there was 1 opportunity and 1 or 100% (1 Hispanic) addressed these goals. For Females, there were no opportunities to address this goal.

**THIRD THROUGH FOURTH QUARTERS (1/1/12 THROUGH 6/30/12)**

As of 1/1/12, agency underutilization was 2 African Americans, 1 Hispanic and 4 Females. For minorities, during these quarters, there was no opportunities to address these goals. For Females, there were no opportunities to address this goal.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Agency underutilization at the beginning of FY12 was 2 African Americans, 3 Hispanics and 7 Females. For minorities, during the year, there were 3 opportunities and 2 or 67% (2 Hispanics) addressed these goals. For Females, there were 5 opportunities and 5 or 100% addressed this goal. This agency is at parity for people with disabilities.

### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address underutilization.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** State Board of Investment

**Executive Director:** William R. Atwood

**EEO/AA Officer:** Katherine A. Spinato

**Agency Workforce:** 11

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

This agency is at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance	<input checked="" type="checkbox"/>	Agency in non-compliance	<input type="checkbox"/>
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**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Juvenile Justice

**Director:** Arthur Bishop

**Interim EEO/AA Officer:** Vickie Fair

**Agency Workforce:** 1,210

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.		*	
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 5 African Americans, 4 Hispanics, 168 Females and 32 Asians. For minorities, during this quarter, there were 4 opportunities and 1 or 25% (1 African American) addressed these goals. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 4 African Americans, 4 Hispanics, 168 Females and 32 Asians. For minorities, during this quarter, there was 1 opportunity and 1 or 100% (1 Asian) addressed these goals. For Females, there was 1 opportunity that addressed this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 4 African Americans, 4 Hispanics, 167 Females and 31 Asians. For minorities, during this quarter, there were 9 opportunities and 1 or 11% (1 Asian) addressed these goals. For Females, there were 27 opportunities and 13 or 48% addressed this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 4 African Americans, 4 Hispanics, 129 Females and 30 Asians. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 5 African Americans, 4 Hispanics, 168 Females and 32 Asians. For minorities, during the year, there were 14 opportunities and 3 or 21% (1 African American and 2 Asians) addressed these goals. For Females, there were 28 opportunities and 14 or 50% addressed this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

\*The agency uses an EEO/AA officer from another agency. Per the Human Rights Act, Section 2-105 (b)(4) and DHR rules, Section 2520.780, agencies with 1,000 or more employees must appoint a full-time EEO/AA officer, subject to DHR's approval. The agency should designate an individual as EEO/AA officer as indicated in the Act and Rules.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Labor

**Director:** Joseph Costigan

**EEO/AA Officer:** Ron Willis

**Agency Workforce:** 93

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH FOURTH QUARTERS (7/1/11 THROUGH 6/30/12)**

Agency underutilization at the beginning of FY12 was 3 Females. For Females, during these quarters, there were no opportunities to address this goal. This agency is at parity for minorities. This agency is at parity for people with disabilities.

**FINDINGS**

Agency in compliance ☒      Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the female goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Labor Relations Board

**Executive Director:** John Brosnan

**EEO/AA Officer:** Carla Stone

**Agency Workforce:** 19

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

This agency is at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance ☒      Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Law Enforcement Training and Standards Board

**Executive Director:** Kevin McClain

**EEO/AA Officer:** Larry Smith

**Agency Workforce:** 16

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

This agency is at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance ☒      Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Medical District Commission

**Executive Director:** Warren Ribley

**EEO/AA Officer:** Mark S. Jamil

**Agency Workforce:** 10

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

\*This agency was not required to calculate utilization because it has less than five employees in any of the EEO job categories. Any analysis conducted with a value of less than five would be considered unreliable.

**FINDINGS**

Agency in compliance ☒      Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Military Affairs

**Major General:** Dennis L. Celletti

**EEO/AA Officer:** Ruth Moenck

**Agency Workforce:** 223

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH SECOND QUARTERS (7/1/11 THROUGH 12/31/12)**

Agency underutilization at the beginning of FY12 was 1 African American and 25 Females. For minorities, during these quarters, there were no opportunities to address this goal. For Females, during these quarters, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 10/1/11, agency underutilization was 1 African American and 25 Females. For minorities, during this quarter, there were no opportunities to address this goal. For females, there was 1 opportunity that did not address this goal.

**FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 African American and 25 Females. For minorities, during this quarter, there were no opportunities to address this goal. For Females, there were 2 opportunities that did not address this goal.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 1 African American and 25 Females. For minorities, during the year, there were no opportunities to address this goal. For Females, there were 3 opportunities that did not address this goal. This agency is at parity for people with disabilities.

### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the minority and female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Natural Resources

**Director:** Marc Miller

**EEO/AA Officer:** Gloria Williams

**Agency Workforce:** 964

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities		X	
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 35 African Americans, 14 Hispanics, 169 Females and 2 Asians. For minorities, during this quarter, there were 3 opportunities that did not address these goals. For Females, there were 4 opportunities and 1 or 25% addressed this goal. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 35 African Americans, 14 Hispanics, 168 Females and 2 Asians. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 35 African Americans, 14 Hispanics, 168 Females and 2 Asians. For minorities, during this quarter, there were 2 opportunities that did not address these goals. For Females, there were 3 opportunities and 2 or 67% addressed this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 35 African Americans, 14 Hispanics, 166 Females and 2 Asians. For minorities, during this quarter, there were 6 opportunities and 2 or 33% (1 African American and 1 Asian) addressed these goals. For Females, there were 3 opportunities and 2 or 67% addressed this goal. This agency is at parity for people with disabilities.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 35 African Americans, 14 Hispanics, 169 Females and 2 Asians. For minorities, during the year, there were 11 opportunities and 2 or 18% (1 African American and 1 Asian) addressed these goals. For Females, there were 10 opportunities and 5 or 50% addressed this goal. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

#### **RECOMMENDATIONS/COMMENTS**

This agency exceeded the Department of Human Rights' standard of 37% for female goal performance, and is at parity for people with disabilities. The agency failed to meet the Department's 21% standard for minority goals. Of 11 opportunities to address minority goals, 2 or 18% addressed these goals. The Department found the agency made a good faith effort to meet its minority goals and that many of its opportunities to address these goals were in areas where the labor market availability of minorities was smaller than 21%. Therefore, the agency is in compliance with the Department of Human Rights' requirements.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Pollution Control Board

**Chairman:** Thomas Holbrook

**EEO/AA Officer:** Kathryn L. Griffin

**Agency Workforce:** 24

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 1 African American. For minorities, during this quarter, there were no opportunities to address this goal. The agency is at parity for Females. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 1 African American. For minorities, during this quarter, there was 1 opportunity that did not address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 1 African American. For minorities, during this quarter, there was 1 opportunity that did not address this goal.

**FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 African American. For minorities, during this quarter, there were no opportunities to address this goal.

## SUMMARY AFFIRMATIVE ACTION PERFORMANCE

Agency underutilization at the beginning of FY12 was 1 African American. For minorities, during the year, there were 2 opportunities that did not address this goal. The agency is at parity for Females. This agency is at parity for people with disabilities.

### FINDINGS

Agency in compliance

☒

Agency in non-compliance

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### RECOMMENDATIONS/COMMENTS

\*There were two few opportunities to address the minority goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Prisoner Review Board

**Chairman:** Adam Monreal

**EEO/AA Officer:** Nichole Damhoff

**Agency Workforce:** 18

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

This agency is at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance ☒      Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**



**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Property Tax Appeal Board

**Executive Director:** Louis Apostol

**EEO/AA Officer:** Becky Hesse

**Agency Workforce:** 24

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

This agency is at parity for all affirmative action groups.

**FINDINGS**

Agency in compliance ☒      Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Public Health

**Director:** LaMar Hasbrouck, M.D., M.P.H.

**EEO/AA Officer:** Robin Tucker-Smith

**Agency Workforce:** 1,054

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities		X	
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 7 African Americans, 6 Hispanics and 1 Asian. For minorities, during this quarter, there were 3 opportunities that did not address these goals. The agency is at parity for Females. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 7 African Americans, 6 Hispanics and 1 Asian. For minorities, during this quarter, there were 3 opportunities that did not address these goals.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 7 African Americans, 6 Hispanics and 1 Asian. For minorities, during this quarter, there were 11 opportunities that did not address these goals.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 7 African Americans, 6 Hispanics and 1 Asian. For minorities, during this quarter, there were no opportunities to address these goals.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 7 African Americans, 6 Hispanics and 1 Asian. For minorities, during the year, there were 17 opportunities that did not address these goals. The agency is at parity for Females. This agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

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Agency in non-compliance

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#### **RECOMMENDATIONS/COMMENTS**

The agency did not meet the minimum compliance criteria for minorities (21%) and the Department recommends that the agency establish a training program in accordance with Section 7-105(H) of the Human Rights Act and in cooperation with the Department of Central Management Services. Accordingly, the Department of Central Management Services will be notified of the need to establish this training program.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Racing Board

**Executive Director:** Marc Laino

**EEO/AA Officer:** Kathy Laurent

**Agency Workforce:** 48

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 1 African American and 1 Female. For minorities, during this quarter, there were no opportunities to address this goal. For Females, there were no opportunities. This agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 1 African American and 1 Female. For minorities, during this quarter, there were no opportunities to address this goal. For Females, there was 1 opportunity that addressed this goal. The agency achieved parity for Females.

**THIRD THROUGH FOURTH QUARTERS (1/1/12 THROUGH 6/30/12)**

As of 1/1/12, agency underutilization was 1 African American. For minorities, during these quarters, there were no opportunities to address this goal.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 1 African American and 1 Female. For minorities, during the year, there were no opportunities to address this goal. The agency achieved parity for Females This agency is at parity for people with disabilities.

### **FINDINGS**

Agency in compliance

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Agency in non-compliance

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### **RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the minority goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Revenue

**Director:** Brian A. Hamer

**EEO/AA Officer:** Ruby Taylor

**Agency Workforce:** 1,546

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities		X	
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 2 African Americans, 11 Hispanics, 7 Females, and 4 Asians. For minorities, during this quarter, there were 3 opportunities and 1 or 33% (1 Asian) addressed these goals. For Females, there were no opportunities to address this goal. The agency is at parity for people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 2 African Americans, 11 Hispanics, 7 Females, and 3 Asians. For minorities, during this quarter, there were 2 opportunities that did not address these goals. For Females, there were no opportunities to address this goal.

**THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 2 African Americans, 11 Hispanics, 7 Females, and 3 Asians. For minorities, during this quarter, there were 6 opportunities and 1 or 17% (1 African American) addressed these goals. For Females, there were no opportunities to address this goal.

#### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 1 African American, 11 Hispanics, 7 Females, and 3 Asians. For minorities, during this quarter, there were 2 opportunities that did not address these goals. For Females, there were no opportunities to address this goal.

#### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 2 African Americans, 11 Hispanics, 7 Females, and 4 Asians. For minorities, during the year, there were 13 opportunities and 2 or 15% (1 African American and 1 Asian) addressed these goals. For Females, there were no opportunities to address this goal. The agency is at parity for people with disabilities.

#### **FINDINGS**

Agency in compliance

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Agency in non-compliance

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#### **RECOMMENDATIONS/COMMENTS**

The agency had no opportunities to address the female goals. The agency is at parity for people with disabilities. The agency failed to meet the Department of Human Rights' standard of 21% for minority goal performance. Out of 13 opportunities to hire and promote, only 2 or 15% addressed underutilization, however, the agency made a good faith effort to address its minority goals during the year, and its hiring occurred in areas where the labor force availability was less than 21%. For these reasons, the agency is in compliance with the Department of Human Rights' requirements.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** State Police

**Director:** Hiram Grau

**Interim EEO/AA Officer:** Lieutenant JoAnn Gumz

**Agency Workforce:** 2,946

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities		X	
b. Females		X	
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 77 African Americans, 14 Hispanics, 94 Females, 17 Asians and 5 Native Americans. For minorities, during this quarter, there were 6 opportunities to address these goals and 2 or 33% (2 African Americans) addressed goals. For Females, there were no opportunities to address this goal. This agency is underutilized by 16 people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 75 African Americans, 14 Hispanics, 94 Females, 17 Asians and 5 Native Americans. For minorities, during this quarter, there were 14 opportunities that did not address these goals. For Females, there was 1 opportunity that addressed this goal. This agency is underutilized by 15 people with disabilities.



### **THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 75 African Americans, 14 Hispanics, 93 Females, 17 Asians and 5 Native Americans. For minorities, during this quarter, there were 52 opportunities and 4 or 8% (4 African Americans) addressed these goals. For Females, there was 62 opportunities and 5 or 8% addressed this goal. This agency is underutilized by 15 people with disabilities.

### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 71 African Americans, 14 Hispanics, 88 Females, 17 Asians and 5 Native Americans. For minorities, during this quarter, there were no opportunities to address these goals. For Females, there were 2 opportunities and 1 or 50% addressed this goal. This agency is underutilized by 15 people with disabilities.

### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 77 African Americans, 14 Hispanics, 94 Females, 17 Asians and 5 Native Americans. For minorities, during the year, there were 72 opportunities and 6 or 8% (6 African Americans) addressed these goals. For Females, there were 65 opportunities and 7 or 11% addressed this goal. This agency is underutilized by 15 people with disabilities.

### **FINDINGS**

Agency in compliance

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Agency in non-compliance

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### **RECOMMENDATIONS/COMMENTS**

This agency failed to meet the Department of Human Rights' standard of 37% for female goals and 21% for minority goals. The agency will be referred to the Department of Central Management Services for assistance in providing training to meet the affirmative action goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** State Police Merit Board

**Executive Director:** Ronald P. Cooley

**EEO/AA Officer:** Melinda G. Gutierrez

**Agency Workforce:** 4

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

\*This agency was not required to calculate utilization because it has less than five employees in any of the EEO job categories. Any analysis conducted with a value of less than five would be considered unreliable.

**FINDINGS**

Agency in compliance

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Agency in non-compliance

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**RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** State Retirement Systems

**Executive Secretary:** Timothy B. Blair

**EEO/AA Officer:** Denise Connelly

**Agency Workforce:** 93

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH FOURTH QUARTERS (7/1/11 THROUGH 6/30/12)**

Agency underutilization at the beginning of the year was 1 African American. There were no opportunities to address this goal during the year. The agency is at parity for Females and for people with disabilities.

**FINDINGS**

Agency in compliance ☒ Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the minority goal.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Transportation

**Secretary:** Ann L. Schneider

**EEO/AA Officer:** Karen Ward

**Agency Workforce:** 5,351

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	X		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 73 African Americans, 66 Hispanics, 981 Females and 36 Asians. For minorities, during this quarter, there were 10 opportunities and 6 or 60% (3 African Americans and 3 Hispanics) addressed these goals. For Females, there were 66 opportunities and 34 or 52% addressed this goal. This agency is underutilized by 96 people with disabilities.

**SECOND QUARTER (10/1/11 THROUGH 12/31/11)**

As of 10/1/11, agency underutilization was 70 African Americans, 63 Hispanics, 947 Females and 36 Asians. For minorities, during this quarter, there were 6 opportunities and 5 or 83% (3 African American and 2 Hispanics) addressed these goals. For Females, there were 31 opportunities and 13 or 42% addressed this goal. This agency is underutilized by 92 people with disabilities.

### **THIRD QUARTER (1/1/12 THROUGH 3/31/12)**

As of 1/1/12, agency underutilization was 67 African Americans, 61 Hispanics, 934 Females and 36 Asians. For minorities, during this quarter, there were 12 opportunities and 9 or 75% (7 Hispanics and 2 Asians) addressed these goals. For Females, there were 32 opportunities and 15 or 47% addressed this goal. This agency is underutilized by 87 people with disabilities.

### **FOURTH QUARTER (4/1/12 THROUGH 6/30/12)**

As of 4/1/12, agency underutilization was 67 African Americans, 54 Hispanics, 916 Females and 34 Asians. For minorities, during this quarter, there were 8 opportunities and 5 or 75% (2 African Americans and 3 Hispanics) addressed these goals. For Females, there were 33 opportunities and 18 or 47% addressed this goal. This agency is underutilized by 86 people with disabilities.

### **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Agency underutilization at the beginning of FY12 was 73 African Americans, 66 Hispanics, 981 Females and 36 Asians. For minorities, during the year, there were 36 opportunities and 25 or 69% (8 African Americans, 15 Hispanics and 2 Asians) addressed these goals. For Females, there were 129 opportunities and 62 or 48% addressed this goal. This agency is underutilized by 86 people with disabilities.

### **FINDINGS**

Agency in compliance

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Agency in non-compliance

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### **RECOMMENDATIONS/COMMENTS**

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Department of Veterans' Affairs

**Acting Director:** Erica Borggren

**EEO/AA Officer:** Mary Keen

**Agency Workforce:** 1,260

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	*		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.	X		
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.			X
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST THROUGH FOURTH QUARTERS (7/1/11 THROUGH 6/30/12)**

Agency underutilization at the beginning of FY12 was 13 African Americans, 2 Hispanics and 10 Females. During these quarters, there were no opportunities to address the minority and Female goals. This agency is parity for people with disabilities.

**FINDINGS**

Agency in compliance ☒ Agency in non-compliance ☐

**RECOMMENDATIONS/COMMENTS**

\*There were no opportunities to address the minority and female goals.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS  
AGENCY EEO/AA PROFILE**

**Agency:** Workers' Compensation Commission

**Chairman:** Mitch Weisz

**EEO/AA Officer:** Alma Maxey

**Agency Workforce:** 163

**Fiscal Year:** 2012

**COMPLIANCE CRITERIA**

	Met	Not Met	N/A
1. Existence of an approved plan.	X		
2. Met minimum compliance criteria:			
a. Minorities	*		
b. Females	X		
3. Agency's EEO/AA policy has been disseminated throughout the agency.	X		
4. Appropriate EEO/AA training programs.	X		
5. Inclusion of agency's EEO Officer in the investigation of all internal and external discrimination complaints.	X		
6. Timely submission of required reports.	X		
7. In an agency with 1,000 employees, documentation of the appointment, with the Director's approval of an EEO Officer and that the person reports directly to the chief executive officer.			X
8. Agency employing fewer than 1,000 employees designate an EEO Officer who may serve as a full-time EEO Officer or be responsible for other duties within the agency beyond those of an EEO Officer.	X		
9. EEO Officer has performed the duties and responsibilities outlined in the Act and the Department's Rules.	X		

**AFFIRMATIVE ACTION PERFORMANCE**

**FIRST QUARTER (7/1/11 THROUGH 9/30/11)**

Agency underutilization at the beginning of FY12 was 7 Females and 1 Asian. During this quarter, there was one opportunity to address the minority goal. For Females, there were no opportunities to address this goal. This agency is at parity for people with disabilities.

**SECOND QUARTERS (10/1/11 THROUGH 12/31/12)**

As of 10/1/11, agency underutilization was 7 Females and 1 Asian. During this quarter, there were no opportunities to address the minority goal. For Females, there were 7 opportunities and 7 or 100% addressed this goal. Agency achieved parity for Females.

**THIRD THROUGH FOURTH QUARTERS (1/1/12 THROUGH 6/30/12)**

As of 11/1/12, agency underutilization was 1 Asian. During these quarters, there were no opportunities to address the minority goal.

## **SUMMARY AFFIRMATIVE ACTION PERFORMANCE**

Underutilization at the beginning of FY12 was 7 Females and 1 Asian. During the year, there was 1 opportunity that did not address the minority goal. For Females, there were 7 opportunities and 7 or 100% addressed this goal. Agency achieved parity for Females. This agency is at parity for people with disabilities.

### **FINDINGS**

Agency in compliance

☒

Agency in non-compliance

☐

### **RECOMMENDATIONS/COMMENTS**

\*There were too few opportunities to address the minority goal.









