



State of Illinois  
Illinois Department of Central Management Services

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# STATE OF ILLINOIS 2017

## *Hispanic Employment Plan*



Respectfully submitted to the Illinois General Assembly  
by Central Management Services





## OFFICE OF THE GOVERNOR

207 STATE HOUSE  
SPRINGFIELD, ILLINOIS 62706

**BRUCE RAUNER**  
GOVERNOR

February 1, 2017

Dear General Assembly Member,

Please find attached the 2017 State Hispanic Employment Plan report, which outlines the action steps of coded state agencies towards a state workforce that accurately reflects the rich diversity of Illinois. While I am proud to report increased access to state employment for Hispanics, there is always room for improvement to achieve full representation at all levels of state government.

During this reporting period, my Administration collaborated with the Hispanic Employment Plan Advisory Council and assisted in the development of this plan with the Illinois Department of Central Management Services. Within the plan, you will find information about how the state workforce compares to demographic data, status reports on recruitment and retention efforts, and objectives for the future.

I believe sustained efforts are required to create a more inclusive and representative state workforce to ensure Illinois remains a leader in diverse employment practices and serves as an example for all Illinois employers. The Hispanic Employment Plan will continue to be part of my Administration's unwavering commitment to building a workforce that truly reflects the diversity throughout the Land of Lincoln.

I remain committed to promoting a workforce that benefits from the incredible diversity of Illinois. I am confident that the Illinois Department of Central Management Services' Diversity Enrichment Program will continue to partner with the Hispanic Employment Plan Advisory Council to meet the goals and objectives outlined in this year's plan.

Sincerely,

A handwritten signature in black ink, reading "Bruce Rauner".

Bruce Rauner  
Governor





ILLINOIS

Bruce Rauner, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael M. Hoffman, Acting Director

February 1, 2017

Dear General Assembly Member:

Enclosed please find an electronic copy of the 2017 State Hispanic Employment Plan, which the Department of Central Management Services is required to prepare and submit to the General Assembly, pursuant to Public Act 094-0597, reporting each agency's activities in implementing the plan.

Outlined in the body of this report you will find information on the status of the Hispanic workforce of individual agencies, as well as their accomplishments in meeting the objectives of this important legislation. We invite your review of this report, as well as your comments and recommendations.

Governor Bruce Rauner remains committed to diversity in our workforce, including the recruitment, hiring, training, retention and promotion of Hispanic and bilingual employees. As this report shows, much progress has been made during Governor Rauner's Administration, and we look forward to witnessing continued efforts to increase the diversity of our State workforce.

There are many benefits of having a diverse workforce, but perhaps the most significant is so State agencies can provide better services more efficiently to the public. By working together on this initiative, we can achieve the objectives outlined in the Hispanic Employment Plan and better serve the people of our great state.

Sincerely,

A handwritten signature in black ink, appearing to read "M. M. Hoffman", followed by a horizontal line.

Michael M. Hoffman  
Acting Director



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## I. 2016 Executive Summary

Senate Bill 2043, the State Hispanic Employment Plan, was signed into law on August 15, 2005, becoming Public Act 094-0597. It mandates the Department of Central Management Services (CMS), in collaboration with the Hispanic Employment Plan (HEP) Advisory Council, to submit to the General Assembly an annual report on Hispanic Employment in the State of Illinois by February 1<sup>st</sup> of each year. This report represents data on Hispanic employment throughout state government and outlines the Hispanic Employment Plan Advisory Council's activities for the reporting period of January 1, 2016, through December 31, 2016.

The HEP is part of the Governor's ongoing commitment to diversity in the state's workforce, which includes the recruiting, hiring, training, retention and promotion of Latino employees. To meet the objectives of this important legislation, the Governor's Office continues to play a more proactive role in the implementation of the HEP in collaboration with the Hispanic Employment Plan Advisory Council (HEPAC).

All agencies with Personnel Code-covered employees under the Governor's jurisdiction, in collaboration with the HEPAC and the Department of Human Rights, are charged with successfully implementing the legislative intent of State's HEP. CMS provides administrative support to the Council and state agencies.

As an initial step towards meeting this objective, CMS in partnership with the HEP Advisory Council, the Department of Human Rights and the Governor's Office convened round-table discussions with the following State agencies:

- Department of Children and Family Services
- Department of Transportation
- Department of Employment Security
- Department of Human Services
- Department of Central Management Services
- Department of Revenue
- Department of Veterans' Affairs
- Illinois State Police
- Department of Natural Resources

The **three-fold** purpose of the roundtable meetings included:

- 1) Reviewing current employment strategies undertaken in implementing the HEP.
- 2) Reviewing current employment strategies undertaken to increase the number of available bilingual/Spanish-speaking employees to meet program service delivery needs of the Spanish-speaking community.
- 3) Providing suggestions and recommendations for increasing the number of Hispanic and Spanish-speaking employees in the workplace.

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The topics of discussion at the round-table meetings included but were not limited to:

- Providing technical assistance and hiring best practices as a means of strengthening the agency Hispanic Employment Plans.
- Administrative clarification of the law regarding Veterans' preference
- Targeted recruitment partnerships with Illinois Association of Hispanic State Employees, DES and HEPAC Members.
- Broader distribution of State job postings to ensure Spanish-speaking community participation in the State employment process.
- Targeted recruitment of Hispanic Veterans.
- Increasing number of Spanish speaking bilingual staff.
- Agency review of compliance with State Services Assurance Act.
- The State grading process.
- Uniform random selection methodology.
- Increasing hiring and promotion of Hispanics to senior policy management positions
- Increasing the number of Hispanics participating as interns or student workers
- Increase outreach in Central and Southern Illinois
- Increase Hispanic participation on Rutan interview panels
- Increase the number of Hispanic Attorneys

## **II. Current Demographics**

Data used for developing the 2017 report is based on calendar year 2016, a year in which state agencies continued to face tremendous fiscal challenges. Overall, the State's workforce experienced a net decrease of 2,593 employees from 46,872 in December 2015 compared to 44,279 at the end of December 2016. During that time, the number of Hispanics in Personnel-code covered positions decreased from 2,749 to 2,654, a decrease of 3.5%.

Since 2006, CMS has developed an annual plan to address the underutilization of Hispanics and bilingual employees in the State's workforce. This report provides the most recent statistical data on Hispanic representation in State positions covered by the Personnel Code throughout Illinois. Data presented is from a Statewide and agency perspective, and is broken down by senior and mid-level supervisory and managerial positions.

According to the 2010 U.S. Census data, Hispanics comprise 15.8% of Illinois' general population. As of December 31, 2016, Hispanic employees accounted for 5.99%, of the state's 44,279 employees in Personnel Code-covered positions. The five Illinois counties with the highest number of Hispanic State employees are listed below, followed by the corresponding Hispanic populations.

COUNTY NAME	%	TOTAL HISPANIC	STATE EMPLOYEES		
			ALL	% HISPANIC	TOTAL HISPANIC
Cook	24.00%	1,244,762	8,926	14.7%	1,308
Kane	30.70%	158,390	1,504	14.3%	215
Will	15.60%	105,817	1,701	11.1%	188
Sangamon	1.80%	3,480	8,988	1.9%	170
DuPage	13.30%	121,506	551	18.5%	102

The five state agencies with the largest number of Hispanic employees in Personnel Code-covered State positions are indicated below, followed by the number of Hispanic employees and their percentages of the total agency workforce:

AGENCY	Hispanic Employees	% Hispanic
HUMAN SERVICES	1,151	8.90%
CORRECTIONS	384	3.27%
CHILDREN & FAMILY SERVICES	224	8.81%
EMPLOYMENT SECURITY	174	16.26%
HEALTHCARE & FAMILY SVCS	134	7.10%

Of the 2,654 Hispanic employees, 50% (1,324) are currently receiving bilingual pay for the use of the Spanish language. The number of bilingual/Spanish speakers decreased in 2016 by 4.1%. Four state agencies that have the highest number of Hispanic employees receiving bilingual pay for the use of the Spanish language are shown below.

AGENCY	EMPLOYEES RECEIVING BILINGUAL PAY FOR SPANISH LANGUAGE
HUMAN SERVICES	800
CHILDREN & FAMILY SERVICES	162
EMPLOYMENT SECURITY	98
HEALTHCARE & FAMILY SERVICES	90

Veterans are provided preference in state hiring, which may influence minority hiring among state agencies. Veterans account for 18.4% of the total Personnel Code-covered employee workforce. There are a total of 8,138 veterans employed in Personnel Code-covered positions, including 324 Hispanic veterans. Hispanic veterans account for 3.98% of the veterans. The agencies with the highest number of veterans are shown below along with the total number of Hispanic veterans.

<b>VETERANS</b>			
<b>AGENCY</b>	<b>HISPANIC</b>	<b>TOTAL VETERANS</b>	<b>% HISPANIC VETERANS</b>
CORRECTIONS	76	2,542	2.99%
TRANSPORTATION	67	1,662	4.03%
HUMAN SERVICES	62	1,272	4.87%
EMPLOYMENT SECURITY	22	268	8.21%
VETERANS AFFAIRS	16	237	6.75%
HEALTHCARE & FAMILY SRV	12	337	3.56%
NATURAL RESOURCES	3	245	1.22%

As we examine the most recent statistical data and compare gender, the ratio of Hispanic women to men employed statewide in Personnel Code-covered positions is nearly 1 to 1. There are 1,558 Hispanic women compared to 1,096 Hispanic men employed in Personnel Code-covered state positions. The number of Hispanic employees by gender and their percentage of the State workforce are indicated below.

<b>GENDER</b>	<b>COUNT OF HISPANIC EMPLOYEES</b>
Women	1,558 (58.7%)
Men	1,096 (41.3%)

During this calendar year, there were 77,807 open competitive examinations administered. Of those, 8,006 were administered to Hispanics. The total number of examinations as well as the number administered to Hispanics trended down this reporting period. The graph below illustrates how Hispanics fared when compared to non-Hispanic applicants.

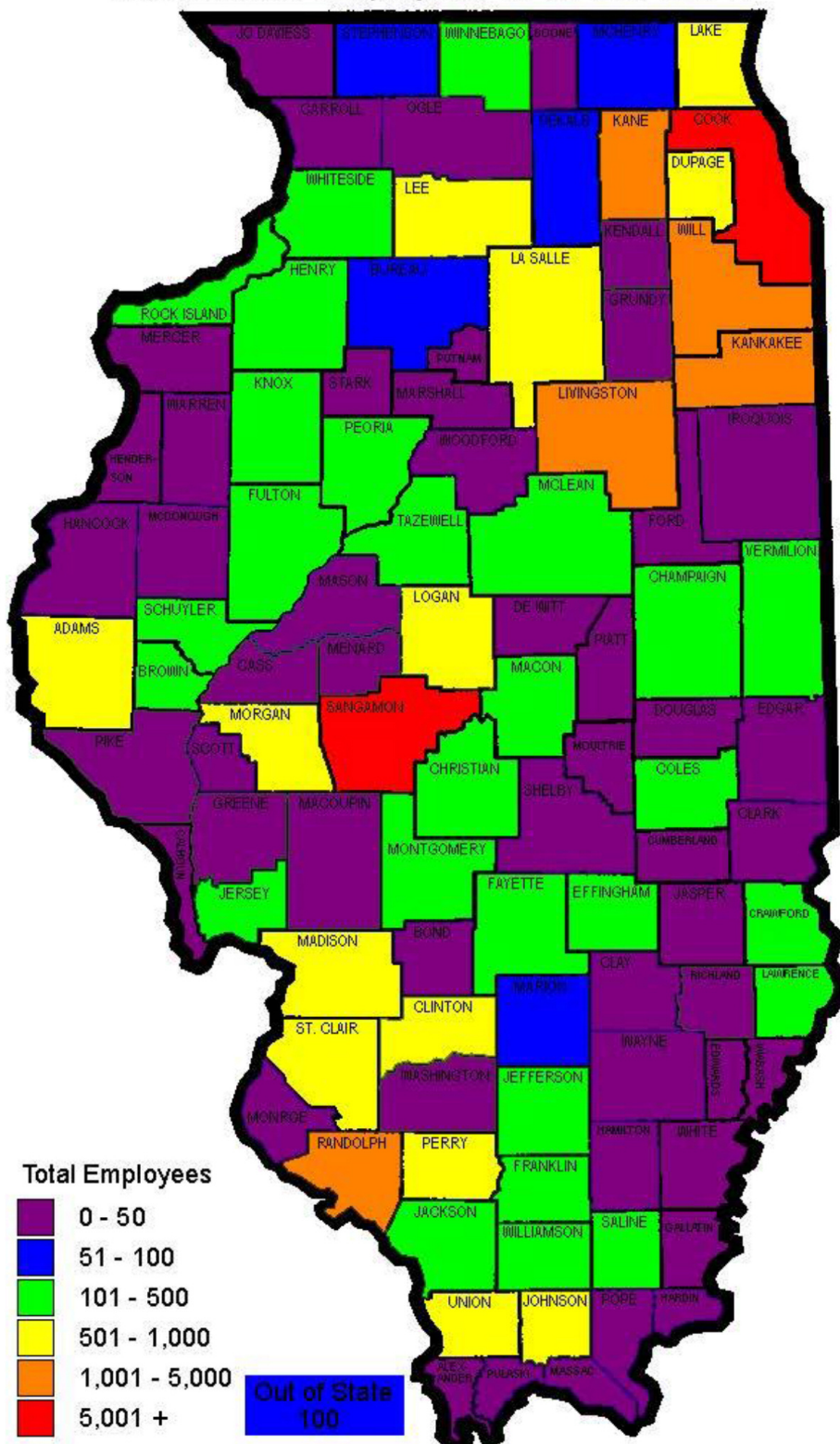
<b>CY 2016</b>	<b>HISPANICS</b>	<b>NON-HISPANICS</b>	<b>TOTAL</b>
Total Open Competitive Grades	8,006	69,801	77,807
A Grade	1,111	17,766	18,877
B Grade	2496	21,175	23,671
C Grade	1753	10,794	12,547
Failed Grade	2646	20,066	22,712

There were 24,928 promotional grades issued to state employees, including 1,804 issued to Hispanic employees, of which 1,058 received a qualifying grade. The percentage of A promotional grades issued to Hispanic employees was 49.6% and the percentage issued to non-Hispanics 53.6%.

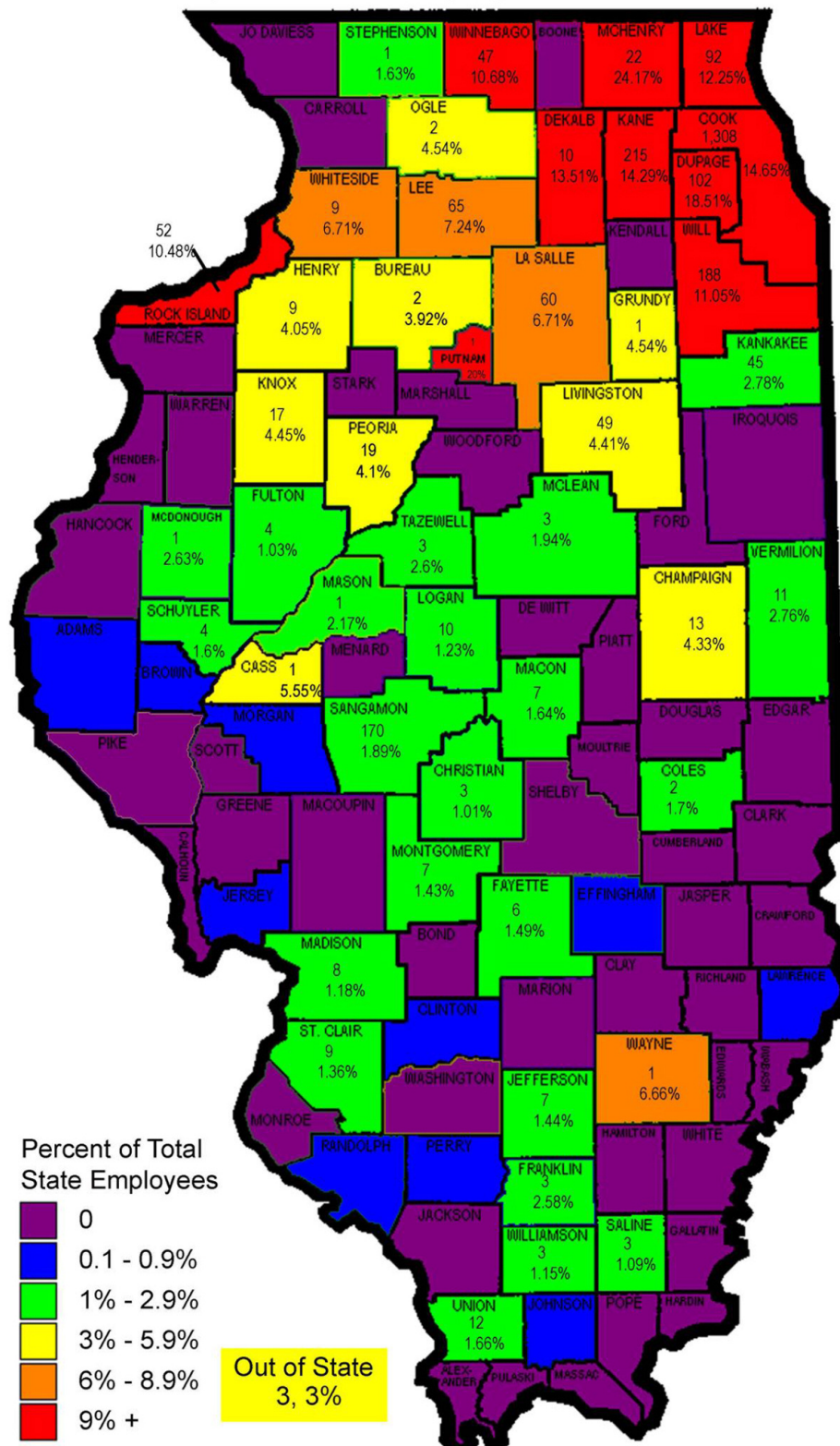
The State of Illinois Upward Mobility Program (UMP) is a career mobility program designed to give state employees an opportunity to advance to more challenging, higher paying positions. It is a joint venture between CMS and AFSCME. Through the Upward Mobility Program, 19 Hispanic employees were promoted during 2016. This is a decrease from 2015 when 35 Hispanics were promoted through the Program.

[illegible]

# Coded State Employees as of 12/31/2016



# Coded Hispanic State Employees as of 12/31/2016



## Hispanic Population \* vs. Workforce 2016\*\*

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC
Adams	67,103	1.2%	776	623	0.80%	5
Alexander	8,238	1.9%	155	19	0.00%	0
Bond	17,768	3.1%	547	12	0.00%	0
Boone	54,165	20.2%	10,967	6	0.00%	0
Brown	6,937	5.8%	402	388	0.77%	3
Bureau	34,978	7.7%	2,695	51	3.92%	2
Calhoun	5,089	0.8%	40	17	0.00%	0
Carroll	15,387	2.8%	437	14	0.00%	0
Cass	13,642	16.8%	2,291	18	5.56%	1
Champaign	201,081	5.3%	10,607	300	4.33%	13
Christian	34,800	1.4%	471	296	1.01%	3
Clark	16,335	1.1%	172	12	0.00%	0
Clay	13,815	1.1%	151	15	0.00%	0
Clinton	37,762	2.8%	1,058	955	0.73%	7
Coles	53,873	2.1%	1,155	117	1.71%	2
Cook	5,194,675	24.0%	1,244,762	8,926	14.65%	1,308
Crawford	19,817	1.8%	362	268	0.00%	0
Cumberland	11,048	0.7%	75	10	0.00%	0
De Kalb	105,160	10.1%	10,647	74	13.51%	10
De Witt	16,561	2.1%	354	30	0.00%	0
Douglas	19,980	6.1%	1,210	24	0.00%	0
DuPage	916,924	13.3%	121,506	551	18.51%	102
Edgar	18,576	1.0%	187	32	0.00%	0
Edwards	6,721	0.9%	59	0	0.00%	0
Effingham	34,242	1.7%	597	106	0.94%	1
Fayette	22,140	1.4%	304	401	1.50%	6
Ford	14,081	2.1%	294	18	0.00%	0
Franklin	39,561	1.2%	475	116	2.59%	3
Fulton	37,069	2.4%	896	387	1.03%	4
Gallatin	5,589	1.2%	66	0	0.00%	0
Greene	13,886	0.8%	115	8	0.00%	0
Grundy	50,063	8.2%	4,096	22	4.55%	1
Hamilton	8,457	1.2%	105	7	0.00%	0
Hancock	19,104	1.0%	185	11	0.00%	0
Hardin	4,320	1.3%	56	7	0.00%	0
Henderson	7,331	1.1%	79	11	0.00%	0
Henry	50,486	4.8%	2,402	222	4.05%	9
Iroquois	29,718	5.3%	1,584	26	0.00%	0
Jackson	60,218	4.0%	2,403	127	0.00%	0
Jasper	9,698	0.8%	79	14	0.00%	0
Jefferson	38,827	2.1%	799	485	1.44%	7
Jersey	22,985	1.0%	222	127	0.79%	1
Jo Daviess	22,678	2.7%	609	14	0.00%	0
Johnson	12,582	3.0%	376	759	0.40%	3
Kane	515,269	30.7%	158,390	1,504	14.30%	215
Kankakee	113,449	9.0%	10,167	1,618	2.78%	45
Kendall	114,736	15.6%	17,898	21	0.00%	0
Knox	52,919	4.8%	2,558	382	4.45%	17
Lake	703,462	19.9%	139,987	751	12.25%	92
La Salle	113,924	8.0%	9,135	894	6.71%	60
Lawrence	16,833	3.3%	553	411	0.24%	1
Lee	36,031	5.0%	1,802	897	7.25%	65
Livingston	38,950	3.9%	1,532	1,110	4.41%	49

## Hispanic Population \* vs. Workforce 2016\*\*

COUNTY NAME	TOTAL POPULATION	% HISPANIC	TOTAL HISPANIC	STATE EMPLOYEES		
				All	% HISPANIC	TOTAL HISPANIC
Logan	30,305	2.9%	893	808	1.24%	10
Mc Donough	32,612	2.7%	867	38	2.63%	1
Mc Henry	308,760	11.4%	35,249	91	24.18%	22
Mc Lean	169,572	4.4%	7,434	154	1.95%	3
Macon	110,768	1.9%	2,072	426	1.64%	7
Macoupin	47,765	0.9%	418	40	0.00%	0
Madison	269,282	2.7%	7,313	675	1.19%	8
Marion	39,437	1.4%	542	53	0.00%	0
Marshall	12,640	2.5%	314	14	0.00%	0
Mason	14,666	0.8%	117	46	2.17%	1
Massac	15,429	1.9%	290	33	0.00%	0
Menard	12,705	1.0%	121	15	0.00%	0
Mercer	16,434	1.9%	307	7	0.00%	0
Monroe	32,957	1.4%	450	24	0.00%	0
Montgomery	30,104	1.5%	459	487	1.44%	7
Morgan	35,547	2.0%	712	775	0.77%	6
Moultrie	14,846	0.9%	129	13	0.00%	0
Ogle	53,497	8.9%	4,741	44	4.55%	2
Peoria	186,494	3.8%	7,102	463	4.10%	19
Perry	22,350	2.7%	599	513	0.58%	3
Piatt	16,729	1.0%	167	9	0.00%	0
Pike	16,430	1.0%	172	26	0.00%	0
Pope	4,470	1.4%	64	5	0.00%	0
Pulaski	6,161	1.6%	97	14	0.00%	0
Putnam	6,006	4.2%	252	5	20.00%	1
Randolph	33,476	2.6%	867	1,511	0.86%	13
Richland	16,233	1.3%	205	37	0.00%	0
Rock Island	147,546	11.6%	17,118	496	10.48%	52
St. Clair	270,056	3.3%	8,785	659	1.37%	9
Saline	24,913	1.4%	340	274	1.09%	3
Sangamon	197,465	1.8%	3,480	8,988	1.89%	170
Schuyler	7,544	1.2%	90	250	1.60%	4
Scott	5,355	0.8%	43	4	0.00%	0
Shelby	22,363	0.8%	180	16	0.00%	0
Stark	5,994	1.0%	59	12	0.00%	0
Stephenson	47,711	2.9%	1,406	61	1.64%	1
Tazewell	135,394	1.9%	2,514	115	2.61%	3
Union	17,808	4.8%	863	722	1.66%	12
Vermilion	81,625	4.2%	3,441	398	2.76%	11
Wabash	11,947	1.3%	158	23	0.00%	0
Warren	17,707	8.4%	1,490	26	0.00%	0
Washington	14,716	1.3%	197	20	0.00%	0
Wayne	16,760	1.1%	176	15	6.67%	1
White	14,665	1.1%	158	12	0.00%	0
Whiteside	58,498	11.0%	6,455	134	6.72%	9
Will	677,560	15.6%	105,817	1,701	11.05%	188
Williamson	66,357	2.0%	1,301	259	1.16%	3
Winnebago	295,266	10.9%	32,177	440	10.68%	47
Woodford	38,664	1.4%	527	14	0.00%	0
Totals	12,830,632	15.8%	2,027,578	44,179	6.00%	2,651

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

\*\* Reflects Code Employees as of 12/31/2016

100 employees live outside the boundaries of the State of Illinois 3 Hispanic

## Personnel Code-Covered Hispanic Employees as of 12/31/2016

Agency	Employees		%
	Hispanic	Total	
AGING	12	139	8.63%
AGRICULTURE	11	314	3.50%
ARTS COUNCIL	3	8	37.50%
CAPITAL DEVELOPMENT BD	0	42	0.00%
CENTRAL MANAGEMENT SVCS	38	1,316	2.89%
CHILDREN & FAMILY SVCS	224	2,542	8.81%
CIVIL SERVICE COMMISSION	0	4	0.00%
COMM & ECON OPPORTUNITY	13	285	4.56%
COMMERCE COMMISSION	2	57	3.51%
CORRECTIONS	384	11,737	3.27%
CRIMINAL JUSTICE AUTH	5	52	9.62%
DEAF&HARD OF HEARING COM	0	5	0.00%
DEV DISABILITIES COUNCIL	0	8	0.00%
EMERGENCY MGMT AGENCY	0	71	0.00%
EMPLOYMENT SECURITY	174	1,070	16.26%
ENVIRONMENTAL PROTECTION	19	671	2.83%
FIN & PROF REG	35	399	8.77%
GAMING BOARD	13	168	7.74%
GUARDIANSHIP & ADVOCACY	4	98	4.08%
HEALTHCARE & FAMILY SRV	134	1,887	7.10%
HISTORIC PRESERVATION	1	133	0.75%
HUMAN RIGHTS COMMISSION	5	14	35.71%
HUMAN RIGHTS DEPARTMENT	27	122	22.13%
HUMAN SERVICES	1151	12,933	8.90%
IL TORTURE INQRY RLF COM	0	3	0.00%
INDEPENDENT TAX TRIBUNAL	0	1	0.00%
INNOVATION & TECHNOLOGY	1	16	6.25%
INSURANCE	8	229	3.49%
INVESTMENT BOARD	0	3	0.00%
JUVENILE JUSTICE	63	1,035	6.09%
LABOR	13	81	16.05%
LABOR REL BD EDUCATIONAL	0	8	0.00%
LABOR RELATIONS BD ILL	1	14	7.14%
LAW ENF TRNG&STANDARD BD	1	21	4.76%
LOTTERY	9	140	6.43%
MILITARY AFFAIRS	5	130	3.85%
NATURAL RESOURCES	15	1,087	1.38%
POLLUTION CONTROL BOARD	0	19	0.00%
PRISONER REVIEW BOARD	2	21	9.52%
PROPERTY TAX APPEAL BD	2	32	6.25%
PUBLIC HEALTH	50	1,072	4.66%
RACING BOARD	0	2	0.00%
REVENUE	38	1,471	2.58%
STATE FIRE MARSHAL	4	119	3.36%
STATE POLICE*	37	1,003	3.69%
STATE POLICE MERIT BOARD	0	7	0.00%
STATE RETIREMENT SYSTEMS	1	104	0.96%
TRANSPORTATION**	96	2,157	4.45%
VETERANS AFFAIRS	42	1,305	3.22%
WORKERS COMPENSATION COM	11	124	8.87%
STATE WIDE TOTALS :	2654	44,279	5.99%

\*Illinois State Police has an additional 1,662 sworn personnel that are not Personnel-code covered employees, of which 138 are Hispanic.

\*\*The Department of Transportation has an additional 2,922 employees that are not Personnel-covered, of which 137 are Hispanic.

## Personnel Code-Covered Employees Requiring Use of the Spanish Language as of 12/31/2016

Agency	Employees		%
	Hispanic	Total	
AGING	9	139	6.47%
AGRICULTURE	1	314	0.32%
ARTS COUNCIL	0	8	0.00%
CAPITAL DEVELOPMENT BD	0	42	0.00%
CENTRAL MANAGEMENT SVCS	7	1,316	0.53%
CHILDREN & FAMILY SVCS	162	2,542	6.37%
CIVIL SERVICE COMMISSION	0	4	0.00%
COMM & ECON OPPORTUNITY	5	285	1.75%
COMMERCE COMMISSION	1	57	1.75%
CORRECTIONS	25	11,737	0.21%
CRIMINAL JUSTICE AUTH	0	52	0.00%
DEAF&HARD OF HEARING COM	0	5	0.00%
DEV DISABILITIES COUNCIL	0	8	0.00%
EMERGENCY MGMT AGENCY	0	71	0.00%
EMPLOYMENT SECURITY	98	1,070	9.16%
ENVIRONMENTAL PROTECTION	3	671	0.45%
FIN & PROF REG	9	399	2.26%
GAMING BOARD	1	168	0.60%
GUARDIANSHIP & ADVOCACY	4	98	4.08%
HEALTHCARE & FAMILY SRV	90	1,887	4.77%
HISTORIC PRESERVATION	1	133	0.75%
HUMAN RIGHTS COMMISSION	3	14	21.43%
HUMAN RIGHTS DEPARTMENT	26	122	21.31%
HUMAN SERVICES	800	12,933	6.19%
IL TORTURE INQRY RLF COM	0	3	0.00%
INDEPENDENT TAX TRIBUNAL	0	1	0.00%
INNOVATION & TECHNOLOGY	0	16	0.00%
INSURANCE	2	229	0.87%
INVESTMENT BOARD	0	3	0.00%
JUVENILE JUSTICE	5	1,035	0.48%
LABOR	12	81	14.81%
LABOR REL BD EDUCATIONAL	0	8	0.00%
LABOR RELATIONS BD ILL	0	14	0.00%
LAW ENF TRNG&STANDARD BD	0	21	0.00%
LOTTERY	3	140	2.14%
MILITARY AFFAIRS	0	130	0.00%
NATURAL RESOURCES	2	1,087	0.18%
POLLUTION CONTROL BOARD	0	19	0.00%
PRISONER REVIEW BOARD	1	21	4.76%
PROPERTY TAX APPEAL BD	0	32	0.00%
PUBLIC HEALTH	24	1,072	2.24%
RACING BOARD	0	2	0.00%
REVENUE	14	1,471	0.95%
STATE FIRE MARSHAL	2	119	1.68%
STATE POLICE	0	1,003	0.00%
STATE POLICE MERIT BOARD	0	7	0.00%
STATE RETIREMENT SYSTEMS	0	104	0.00%
TRANSPORTATION	10	2,157	0.46%
VETERANS AFFAIRS	1	1,305	0.08%
WORKERS COMPENSATION COM	3	124	2.42%
GRAND TOTAL:	1,324	44,279	2.99%

## Personnel Code-Covered Hispanic Employees in SPSA as of 12/31/2016

Agency	SPSA's		% Hispanic
	Hispanic	Total	
AGING	1	17	5.88%
AGRICULTURE	0	20	0.00%
ARTS COUNCIL	1	2	50.00%
CAPITAL DEVELOPMENT BD	0	0	0.00%
CENTRAL MANAGEMENT SVCS	3	99	3.03%
CHILDREN & FAMILY SVCS	7	78	8.97%
CIVIL SERVICE COMMISSION	0	1	0.00%
COMM & ECON OPPORTUNITY	4	57	7.02%
COMMERCE COMMISSION	0	0	0.00%
CORRECTIONS	5	108	4.63%
CRIMINAL JUSTICE AUTH	0	6	0.00%
DEAF&HARD OF HEARING COM	0	2	0.00%
DEV DISABILITIES COUNCIL	0	2	0.00%
EMERGENCY MGMT AGENCY	0	4	0.00%
EMPLOYMENT SECURITY	6	62	9.68%
ENVIRONMENTAL PROTECTION	0	40	0.00%
FIN & PROF REG	6	43	13.95%
GAMING BOARD	0	9	0.00%
GUARDIANSHIP & ADVOCACY	0	8	0.00%
HEALTHCARE & FAMILY SRV	6	121	4.96%
HISTORIC PRESERVATION	0	14	0.00%
HUMAN RIGHTS COMMISSION	0	2	0.00%
HUMAN RIGHTS DEPARTMENT	1	10	10.00%
HUMAN SERVICES	6	186	3.23%
IL TORTURE INQRY RLF COM	0	1	0.00%
INDEPENDENT TAX TRIBUNAL	0	0	0.00%
INNOVATION & TECHNOLOGY	1	9	11.11%
INSURANCE	1	20	5.00%
INVESTMENT BOARD	0	1	0.00%
JUVENILE JUSTICE	1	26	3.85%
LABOR	1	8	12.50%
LABOR REL BD EDUCATIONAL	0	3	0.00%
LABOR RELATIONS BD ILL	0	2	0.00%
LAW ENF TRNG&STANDARD BD	0	2	0.00%
LOTTERY	0	6	0.00%
MILITARY AFFAIRS	0	2	0.00%
NATURAL RESOURCES	3	48	6.25%
POLLUTION CONTROL BOARD	0	1	0.00%
PRISONER REVIEW BOARD	0	0	0.00%
PROPERTY TAX APPEAL BD	0	2	0.00%
PUBLIC HEALTH	5	62	8.06%
RACING BOARD	0	1	0.00%
REVENUE	2	56	3.57%
STATE FIRE MARSHAL	0	10	0.00%
STATE POLICE	1	27	3.70%
STATE POLICE MERIT BOARD	0	1	0.00%
STATE RETIREMENT SYSTEMS	0	7	0.00%
TRANSPORTATION	0	0	0.00%
VETERANS AFFAIRS	0	16	0.00%
WORKERS COMPENSATION COM	2	14	14.29%
GRAND TOTAL:	63	1,216	5.18%

## Personnel Code-Covered Hispanic Employees in PSA Positions as of 12/31/2016

Agency	PSA's		% Hispanic
	Hispanic	Total	
AGING	0	20	0.00%
AGRICULTURE	0	10	0.00%
ARTS COUNCIL	1	1	100.00%
CAPITAL DEVELOPMENT BD	0	0	0.00%
CENTRAL MANAGEMENT SVCS	6	178	3.37%
CHILDREN & FAMILY SVCS	31	459	6.75%
CIVIL SERVICE COMMISSION	0	2	0.00%
COMM & ECON OPPORTUNITY	3	67	4.48%
COMMERCE COMMISSION	0	1	0.00%
CORRECTIONS	5	202	2.48%
CRIMINAL JUSTICE AUTH	2	13	15.38%
DEAF&HARD OF HEARING COM	0	2	0.00%
DEV DISABILITIES COUNCIL	0	3	0.00%
EMERGENCY MGMT AGENCY	0	16	0.00%
EMPLOYMENT SECURITY	19	134	14.18%
ENVIRONMENTAL PROTECTION	1	60	1.67%
FIN & PROF REG	3	55	5.45%
GAMING BOARD	2	24	8.33%
GUARDIANSHIP & ADVOCACY	1	13	7.69%
HEALTHCARE & FAMILY SRV	5	221	2.26%
HISTORIC PRESERVATION	0	6	0.00%
HUMAN RIGHTS COMMISSION	0	1	0.00%
HUMAN RIGHTS DEPARTMENT	5	18	27.78%
HUMAN SERVICES	42	615	6.83%
IL TORTURE INQRY RLF COM	0	1	0.00%
INDEPENDENT TAX TRIBUNAL	0	1	0.00%
INNOVATION & TECHNOLOGY	0	3	0.00%
INSURANCE	0	48	0.00%
INVESTMENT BOARD	0	0	0.00%
JUVENILE JUSTICE	0	20	0.00%
LABOR	0	10	0.00%
LABOR REL BD EDUCATIONAL	0	3	0.00%
LABOR RELATIONS BD ILL	1	7	14.29%
LAW ENF TRNG&STANDARD BD	0	5	0.00%
LOTTERY	0	12	0.00%
MILITARY AFFAIRS	0	3	0.00%
NATURAL RESOURCES	1	56	1.79%
POLLUTION CONTROL BOARD	0	11	0.00%
PRISONER REVIEW BOARD	0	0	0.00%
PROPERTY TAX APPEAL BD	1	4	25.00%
PUBLIC HEALTH	9	248	3.63%
RACING BOARD	0	0	0.00%
REVENUE	4	138	2.90%
STATE FIRE MARSHAL	0	11	0.00%
STATE POLICE	0	53	0.00%
STATE POLICE MERIT BOARD	0	1	0.00%
STATE RETIREMENT SYSTEMS	0	8	0.00%
TRANSPORTATION	0	19	0.00%
VETERANS AFFAIRS	0	35	0.00%
WORKERS COMPENSATION COM	0	12	0.00%
GRAND TOTAL:	142	2,830	5.02%

**SPSA Employees Represented by Collective Bargaining Units and Those Not Represented by  
Collective Bargaining Units, as of 12/31/2016**

Agency	Bargaining Unit?			Bargaining Unit %
	Yes	No	Total	
AGING	0	17	17	0.00%
AGRICULTURE	0	20	20	0.00%
ARTS COUNCIL	0	2	2	0.00%
CAPITAL DEVELOPMENT BD	0	0	0	0.00%
CENTRAL MANAGEMENT SVCS	0	99	99	0.00%
CHILDREN & FAMILY SVCS	0	78	78	0.00%
CIVIL SERVICE COMMISSION	0	1	1	0.00%
COMM & ECON OPPORTUNITY	0	57	57	0.00%
COMMERCE COMMISSION	0	0	0	0.00%
CORRECTIONS	0	108	108	0.00%
CRIMINAL JUSTICE AUTH	0	6	6	0.00%
DEAF&HARD OF HEARING COM	0	2	2	0.00%
DEV DISABILITIES COUNCIL	0	2	2	0.00%
EMERGENCY MGMT AGENCY	0	4	4	0.00%
EMPLOYMENT SECURITY	0	62	62	0.00%
ENVIRONMENTAL PROTECTION	0	40	40	0.00%
FIN & PROF REG	0	43	43	0.00%
GAMING BOARD	0	9	9	0.00%
GUARDIANSHIP & ADVOCACY	0	8	8	0.00%
HEALTHCARE & FAMILY SRV	0	121	121	0.00%
HISTORIC PRESERVATION	0	14	14	0.00%
HUMAN RIGHTS COMMISSION	0	2	2	0.00%
HUMAN RIGHTS DEPARTMENT	0	10	10	0.00%
HUMAN SERVICES	0	186	186	0.00%
IL TORTURE INQRY RLF COM	0	1	1	0.00%
INDEPENDENT TAX TRIBUNAL	0	0	0	0.00%
INNOVATION & TECHNOLOGY	0	9	9	0.00%
INSURANCE	0	20	20	0.00%
INVESTMENT BOARD	0	1	1	0.00%
JUVENILE JUSTICE	0	26	26	0.00%
LABOR	0	8	8	0.00%
LABOR REL BD EDUCATIONAL	0	3	3	0.00%
LABOR RELATIONS BD ILL	0	2	2	0.00%
LAW ENF TRNG&STANDARD BD	0	2	2	0.00%
LOTTERY	0	6	6	0.00%
MILITARY AFFAIRS	0	2	2	0.00%
NATURAL RESOURCES	0	48	48	0.00%
POLLUTION CONTROL BOARD	0	1	1	0.00%
PRISONER REVIEW BOARD	0	0	0	0.00%
PROPERTY TAX APPEAL BD	0	2	2	0.00%
PUBLIC HEALTH	0	62	62	0.00%
RACING BOARD	0	1	1	0.00%
REVENUE	0	56	56	0.00%
STATE FIRE MARSHAL	0	10	10	0.00%
STATE POLICE	4	23	27	14.81%
STATE POLICE MERIT BOARD	0	1	1	0.00%
STATE RETIREMENT SYSTEMS	0	7	7	0.00%
TRANSPORTATION	0	0	0	0.00%
VETERANS AFFAIRS	0	16	16	0.00%
WORKERS COMPENSATION COM	0	14	14	0.00%
GRAND TOTAL:	4	1,212	1,216	0.33%

**PSA Employees Represented by Collective Bargaining Units and Those Not Represented by Collective Bargaining Units, as of 12/31/2016**

Agency	Bargaining Unit?		Total	Bargaining Unit %
	Yes	No		
AGING	4	16	20	20.0%
AGRICULTURE	1	9	10	10.0%
ARTS COUNCIL	0	1	1	0.0%
CAPITAL DEVELOPMENT BD	0	0	0	0.0%
CENTRAL MANAGEMENT SVCS	101	77	178	56.7%
CHILDREN & FAMILY SVCS	284	175	459	61.9%
CIVIL SERVICE COMMISSION	0	2	2	0.0%
COMM & ECON OPPORTUNITY	33	34	67	49.3%
COMMERCE COMMISSION	1	0	1	100.0%
CORRECTIONS	61	141	202	30.2%
CRIMINAL JUSTICE AUTH	6	7	13	46.2%
DEAF&HARD OF HEARING COM	0	2	2	0.0%
DEV DISABILITIES COUNCIL	0	3	3	0.0%
EMERGENCY MGMT AGENCY	6	10	16	37.5%
EMPLOYMENT SECURITY	54	80	134	40.3%
ENVIRONMENTAL PROTECTION	55	5	60	91.7%
FIN & PROF REG	30	25	55	54.5%
GAMING BOARD	20	4	24	83.3%
GUARDIANSHIP & ADVOCACY	7	6	13	53.8%
HEALTHCARE & FAMILY SRV	149	72	221	67.4%
HISTORIC PRESERVATION	0	6	6	0.0%
HUMAN RIGHTS COMMISSION	0	1	1	0.0%
HUMAN RIGHTS DEPARTMENT	17	1	18	94.4%
HUMAN SERVICES	224	391	615	36.4%
IL TORTURE INQRY RLF COM	0	1	1	0.0%
INDEPENDENT TAX TRIBUNAL	0	1	1	0.0%
INNOVATION & TECHNOLOGY	1	2	3	0.0%
INSURANCE	34	14	48	70.8%
INVESTMENT BOARD	0	0	0	0.0%
JUVENILE JUSTICE	6	14	20	30.0%
LABOR	5	5	10	50.0%
LABOR REL BD EDUCATIONAL	0	3	3	0.0%
LABOR RELATIONS BD ILL	0	7	7	0.0%
LAW ENF TRNG&STANDARD BD	1	4	5	20.0%
LOTTERY	6	6	12	50.0%
MILITARY AFFAIRS	0	3	3	0.0%
NATURAL RESOURCES	31	25	56	55.4%
POLLUTION CONTROL BOARD	4	7	11	36.4%
PRISONER REVIEW BOARD	0	0	0	0.0%
PROPERTY TAX APPEAL BD	2	2	4	0.0%
PUBLIC HEALTH	239	9	248	96.4%
RACING BOARD	0	0	0	0.0%
REVENUE	10	128	138	7.2%
STATE FIRE MARSHAL	4	7	11	36.4%
STATE POLICE	19	34	53	35.8%
STATE POLICE MERIT BOARD	0	1	1	0.0%
STATE RETIREMENT SYSTEMS	6	2	8	75.0%
TRANSPORTATION	18	1	19	94.7%
VETERANS AFFAIRS	0	35	35	0.0%
WORKERS COMPENSATION COM	6	6	12	50.0%
GRAND TOTAL:	1,445	1,385	2,830	51.1%

### III. 2016 Hispanic Employment Action Plan and Objectives Status Report

STRATEGY	WHO	WHEN
<b><u>Leadership</u></b>		
<b>1.0</b> Convene the Hispanic Employment Plan Advisory Council. Hispanic Advisory Council to provide subject matter expertise for newly formed Council.	CMS, HEPAC, Governor's Office & agency heads	The Hispanic Employment Plan Advisory Council Met 1/26/16, 4/22/16, 7/22/16, and 12/08/16.
<b>1.1</b> Analyze all relevant data to develop 2016 HEP for presentation to the General Assembly by February 1 <sup>st</sup> , as required by PA 094-0597.	CMS, HEPAC, Governor's Office	Met. Plan submitted to the General Assembly as required.
<b>1.2</b> Address the need for increased Hispanic representation at the Governor's Cabinet level, as well as agency director appointments, deputy directors and bureau chiefs.	CMS, Hispanic Employment Plan Advisory Council Governor's Office	The Governor appointed Hispanics to Cabinet during this reporting period.
<b><u>Recruitment and Selection</u></b>		
<b>2.0</b> Mandated Hiring and/or Promotion Monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.	CMS, DHR, all code state agencies under the Governor's jurisdiction	Met. Ongoing; all forms are completed as required.
<b>2.1</b> Review and analyze the Bilingual Needs/Bilingual Pay Survey data used to assess agencies' bilingual needs and bilingual pay.	CMS, HEPAC, Governor's Office	Met. HEPAC and CMS reviewed changes and launched online BNPB survey.
<b>2.2</b> Review state agencies' outreach efforts to ensure that Hispanics are fully informed of e-recruiting online application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, HEPAC, all code state agencies under the Governor's jurisdiction	Ongoing
<b><u>Education</u></b>		
<b>3.0</b> In accordance with Section 7-105 (H) of the Human Rights Act, CMS will assist agencies identified by the Department of Human Rights with establishing or continuing training to assist the affected agency in meeting the goals established in the agency's affirmative action plan.	CMS, DHR, Governor's Office	Ongoing. CMS, DNR and DHS submitted employment plans based on recommendations from CMS and HEPAC during second and third quarters.
<b>3.1</b> Meet periodically with underperforming agencies through their EEO/AA officers as needed on the status of the Hispanic state workforce and the Hispanic Employment Plan.	CMS, DHS, HEPAC	CMS periodically held meetings with some of the agency personnel managers and/or EO Officers.
<b>3.2</b> Identify underserved regions based on but not limited to most recent Census data, Interpreter Services, State Services Assurance Report and the American Community Survey. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS, HEPAC and all code state agencies under the Governor's jurisdiction.	Ongoing.
<b><u>Accountability</u></b>		
<b>4.0</b> CMS will survey agencies via an online database portal to assess their activities in implementing the plan. Each year CMS will work collaboratively with the Hispanic Employment Plan Advisory Council to review and revise, as needed.	CMS, HEPAC	Met. CMS and HAC launched the HEP survey on 10/31/16 with submission deadline of 11/30/16.
<b>4.1</b> CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 <sup>th</sup> Quarter Met. Executive Summary included as part of the 2016 Hispanic Employment Plan submitted on 2/1/16.

STRATEGY	WHO	WHEN
4.2 Reconvene the Hispanic Employment Plan Advisory Council to assist in developing plan objectives for next reporting year.	CMS	4 <sup>th</sup> Quarter Met. Meetings held 12/08/16.
4.3 The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS, HEPAC	Letter sent to Agency Directors February 2016.
4.4 Review testing of language proficiency across all state agencies pursuant to P.A. 98-0467.	CMS, HEPAC	Ongoing
4.5 Meet with the Illinois Latino Caucus and interested General Assembly members to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.	Governor's Office, CMS, HEPAC	2 <sup>nd</sup> Quarter; HEP was provided to Senator Martinez and Representative Hernandez and other caucus members in May 2016.
4.6 CMS will facilitate meetings with Governor's Deputy Chiefs of Staff, agency heads to review progress towards meeting stated goals relevant to Hispanic employment and share human resources best practices.	CMS, Governor's Office, HEPAC, and agency heads	Met. Ongoing communication.

#### IV. Summary of Statewide Hispanic Employment Plan Online Survey

In partnership with the Department of Human Rights, CMS and the HEPAC successfully launched an online survey in accordance with the 2016 Hispanic Employment Plan Action Plan and Objective 4.0. This survey serves to guide CMS in identifying agencies' best practices and deficiencies, and is utilized to develop and evaluate the HEP goals and objectives.

All agencies with Personnel Code-covered employees under the Governor's jurisdiction submitted their completed surveys in accordance with the HEP. Survey responses varied depending on each individual agency's mission, fiscal year budget allocations and year-to-year priorities. Copies of all electronically date-stamped agency surveys are included in the appendices of this report.

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## **A. Statewide Hispanic Employment Plan Survey 2016 Highlights**

### Hispanics certified to conduct Rutan interviews:

State agencies are encouraged to have diverse interview panels as part of the hiring and promotion selection. There were 211 Hispanic employees trained and certified to perform interviews. This is an increase from 2015 where 188 Hispanics were certified interviewers. Hispanic employees participated in 1,481 Rutan interview panels.

### Number of Hispanic employees provided tuition reimbursement or enrolled in the Upward Mobility Program:

The State of Illinois Upward Mobility Program (UMP) is a career mobility program designed to give state employees an opportunity to advance to more challenging, higher paying positions. It is a joint venture between CMS and AFSCME. In 2016, a total of 3,268 employees participated in UMP or received tuition reimbursement. The number of Hispanic employees participating in UMP substantially increased in 2016 compared to 2015 from 134 to 197.

<b>Upward Mobility Program Participation</b>	
<b>Year</b>	<b>Hispanic</b>
2016	197
2015	134
2014	238
2013	95

### Veteran Hiring:

Based on the survey, the total number of Hispanic veterans hired through June 30, 2016 was 29. The Illinois Department of Corrections hired the most veterans with 173, of which 15 were Hispanic. The Department Human Services hired 95 veterans, including 4 Hispanic veterans. The Department of Transportation hired 93, of which none were Hispanic. The Department of Healthcare and Family Services hired 53 veterans, including 3 Hispanics.

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

- Developed materials both in Spanish and English to use when recruiting in the Latino communities.
- Held monthly Diversity Employment and Recruitment Committee meetings.
- Posted jobs on the DES Illinois Job Link website.
- Emailed job postings to professional Hispanic organizations.
- Provided training to managers and supervisors with strategies for reducing impact of unconscious bias when making human resources decisions.

- Conducted recruitment at colleges and universities, including Hispanic serving institutions.
- Participated in workshops, seminars, conferences and job fairs within the Latino communities. Conducted recruitment workshops in underserved communities.
- Developed partnerships with community organizations.
- Posted job openings on social media including agency Facebook, LinkedIn, Twitter, and Monster.com.
- Obtained suggestions from the Recruitment, Hiring and Discipline committee.
- Encouraged employees to participate in the Upward Mobility Program (UMP) to help with advancement in the State.
- Worked with the state and local workforce organizations established under the Local Workforce Innovative Act to recruit applicants.
- Recruiters participated in resource fairs sponsored by elected officials in the Hispanic Community.
- Recruited licensed attorneys by posting vacancies with Hispanic lawyers associations.
- Recruited for public health positions at Hispanic professional organizations such as the Illinois Association of Hispanic State Employees, Illinois Hispanic Nurses Association and Chicago Bilingual Nurses Consortium.
- Shared job opportunities with key contacts at the Hispanic Employment Plan Advisory Council.
- Implemented a formal internship program.
- Conducted workshops to educate individuals on how to complete the CMS 100 application.
- Developed video on how to correctly fill out the CMS 100 application and posted video on agency YouTube page.
- Offered Physical Fitness Pre-Tests and allowed candidates to take a physical fitness test and receive feedback on the different components that make up the 4-part test.

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

- Conducted on campus visits to various universities with a high concentration of Latino bilingual students.
- Reviewed the State Services Assurance Act to make sure the agency was in compliance with bilingual staffing.
- Conducted bilingual staff assessment using local census on limited English proficiency populations to determine bilingual staffing needs.
- Surveyed local offices and programs to see if the needs of the Latino community are being met.
- Outreach to refugee organizations.
- Analyzed information through case management tracking and daily office activities to monitor the needs of offices for Hispanic/bilingual staff.
- Developed a log to identify areas where Spanish-speaking positions are used and in what divisions.
- Identified and developed specific titles to include more bilingual trainee titles.
- Front-line vacancies are reviewed to evaluate the need to modify and include the Spanish-speaking option.

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

- Continue training managers and supervisors for reducing impact of unconscious bias when making human resources decisions.
- Increase the number of Hispanic employees participating in Rutan interviews.
- Review job description duties to evaluate the need to modify and include the Spanish-speaking option prior to posting vacancy.
- Monitor and review call logs and walk-ins to determine need for bilingual employees.
- Continue to recruit at Hispanic serving institutions.
- Ensure that all recruitment and hiring personnel are informed of underutilization prior to scheduling candidates for interview, allowing for increased representation of targeted group on the eligibility list.
- Share job postings with DES local offices that serve significant Hispanic populations.
- Strategically target the recruitment of qualified minorities by marketing job vacancies through partnerships with professional Hispanic organizations such as HACIA, IAHSE, LULAC, National Society of Hispanic MBA, Illinois Hispanic Bar Association, ALPHA and HACE.
- Collaborate with Hispanic workforce organizations such as National Latino Education Institute, Instituto Progreso and SER Central States.
- Recruit at Illinois workNet\_centers serving significant Hispanic populations.
- Establish bilingual positions in Central and Southern Illinois.
- Create more bilingual trainee titles.
- Market job opportunities through faith-based organizations within the Hispanic communities.

*See Appendix for completed agency surveys.*

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## **B. Bilingual Needs and Bilingual Pay Online Survey Highlights**

The Personnel Code, at 20 ILCS 415/9(6), requires that the Department of Central Management Services (CMS) conduct an annual assessment of all agencies regarding their need for employees with bilingual capabilities to serve significant numbers of non-English speaking or culturally distinct persons. Furthermore, to increase the diversity of the state's workforce, the State Hispanic Employment Plan, enacted in 2006, calls for each state agency to include in its annual report its activities in implementing the State Hispanic Employment Plan and the bilingual employment plan.

To comply with these mandates, we have surveyed the personnel offices of state agencies under the jurisdiction of the Personnel Code regarding their work with limited-English speaking or culturally distinct persons who require the assistance of an employee with bilingual skills to benefit fully from the services available. Staff at state agencies provided bilingual services in 366,943 instances to limited-English speaking individuals. Thirty-three agencies reported a need for bilingual services, while 17 agencies reported they did not have a need for bilingual services. Based on this survey, the number of state employees receiving the bilingual pay supplement for language skills, other than manual communication skills or Braille transcription skills, in a language other than English is: 1,249 Hispanic; 181 Non-Hispanic. The total number of state employees receiving bilingual pay reported for 2016 was 1,820. There were 12 agencies that used telephone interpreters available from a master contract.

*See Appendix for the full report.*

## V. 2017 Hispanic Employment Action Plan and Objectives

STRATEGY	WHO	WHEN
<b><u>Leadership</u></b>		
<b>1.0</b> Convene the Hispanic Employment Plan Advisory Council. Hispanic Advisory Council to provide subject matter expertise for newly formed Council.	CMS, HEPAC, Governor's Office & agency heads	Quarterly at minimum
<b>1.1</b> Analyze all relevant data to develop 2018 HEP for presentation to the General Assembly by February 1 <sup>st</sup> , as required by PA 094-0597.	CMS, HEPAC, Governor's Office	1 <sup>st</sup> Quarter
<b>1.2</b> Address the need for increased Hispanic representation at the Governor's Cabinet level, as well as agency director appointments, deputy directors and bureau chiefs.	CMS, HEPAC, Governor's Office	1 <sup>st</sup> Quarter
<b><u>Recruitment and Selection</u></b>		
<b>2.0</b> Mandated Hiring and/or Promotion Monitors must be completed by agencies and authorized by CMS prior to personnel transaction processing.	CMS, DHR, all code state agencies under the Governor's jurisdiction	Ongoing
<b>2.1</b> Review and analyze the form and procedures used to assess agencies' bilingual needs and bilingual pay.	CMS, HEPAC, Governor's Office	2 <sup>nd</sup> Quarter
<b>2.2</b> Review state agencies' outreach efforts to ensure that Hispanics are fully informed of application procedures, ensuring that the number of Hispanics applying for state jobs is not adversely affected.	CMS, HEPAC, all code state agencies under the Governor's jurisdiction	Ongoing. Testing statistics detailed in each annual HEP.
<b><u>Education</u></b>		
<b>3.0</b> In accordance with Section 7-105 (H) of the Human Rights Act, CMS will assist agencies identified by the Department of Human Rights with establishing or continuing training to assist the affected agency in meeting the goals established in the agency's affirmative action plan.	CMS, DHR, Governor's Office and all code agencies under the governor's jurisdiction	Ongoing
<b>3.1</b> Meet periodically with underperforming agencies through their EEO/AA officers as needed on the status of the Hispanic state workforce and the Hispanic Employment Plan.	CMS, DHS, HEPAC	Ongoing
<b>3.2</b> Identify underserved regions based on but not limited to most recent Census data, Interpreter Services, State Services Assurance Report and the American Community Survey. Information will assist agencies to better identify need for bilingual staff and to provide more effective service to their Hispanic clients.	CMS, HEPAC and all code agencies under the governor's jurisdiction	Ongoing
<b><u>Accountability</u></b>		
<b>4.0</b> CMS will survey agencies via an online data base portal to assess their activities in implementing the plan. Each year CMS will work collaboratively with the Hispanic Employment Plan Advisory Council to review and revise, as needed.	CMS, HEPAC	3rd Quarter
<b>4.1</b> CMS will prepare an Executive Summary documenting agencies' progress towards meeting stated goals relevant to Hispanic employment and bilingual Spanish-speaking needs.	CMS	4 <sup>th</sup> Quarter
<b>4.2</b> Reconvene the Hispanic Employment Plan Advisory Council to assist in developing plan objectives for next reporting year.	CMS	4 <sup>th</sup> Quarter
<b>4.3</b> The CMS Director will remind all state agencies of their continued obligation and commitment to the principles of the Hispanic Employment Plan.	CMS, HEPAC	4 <sup>th</sup> Quarter

STRATEGY	WHO	WHEN
4.4 Review testing of language proficiency across all state agencies pursuant to P.A. 98-0467.	CMS, HEPAC	Ongoing
4.5 Meet with the Illinois Latino Caucus and interested General Assembly members to present on the status of the Hispanic state workforce and the Hispanic Employment Plan.	Governor's Office, CMS, HEPAC	2 <sup>nd</sup> Quarter
4.6 CMS will facilitate meetings with Governor's Deputy Chiefs of Staff, agency heads to review progress towards meeting stated goals relevant to Hispanic employment and share human resources best practices.	CMS, Governor's Office, HEPAC and agency heads	Quarterly at minimum

## VI. Conclusion

Since 2006, under Public Act 094-0597, CMS has developed an annual plan to address the underutilization of Hispanics and bilingual employees in the state's workforce. To date, there has been progress; however there are opportunities for improvement in fully addressing the underutilization of Hispanics and bilingual/Spanish-speaking employees in the state's workforce. Governor Rauner's administration demonstrated a commitment to collaborating with the Hispanic Employment Plan Advisory Council and building on the successful platform of prior years' State Hispanic Employment Plans to achieve objectives relevant to increasing the number of bilingual employees serving on Rutan interview panels; utilizing on-line annual surveys for tracking data; and increasing the number of bilingual/Spanish-speaking employees available to serve the Spanish-speaking public in compliance with the State Services Assurance Act of 2008.

Central Management Services' Diversity Enrichment Program works to improve the diversity of the state's workforce by actively recruiting well-qualified minorities, females, and persons with disabilities for employment with the agencies, boards, and commissions under the jurisdiction of the Governor. The following are some of the recruiting activities the Program undertook in 2016.

### CMS Hispanic Outreach

The Diversity Enrichment Program (DEP) participated in 92 outreach events in 2016 which included job fairs and employment workshop presentations. CMS recruitment counselors conducted state employment workshops throughout the year within the significant Hispanic communities including Lake, Cook, Will, Kane, Dupage, McClean, Sangamon, Kankakee, and Winnebago Counties

CMS conducted recruitment efforts at the annual Illinois Legislative Latino Caucus Foundation (ILLCF) in Rosemont and the annual Illinois Association of Agencies and Community Organization for Migrant Advocacy (IAACOMA) conference in Springfield and provided information and outreach to the attendees of the conference job fair. In addition, CMS staff conducted two workshops for state employees attending the Illinois Association of Hispanic State Employees (IAHSE) Annual Training Conference. One workshop provided information on the

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promotional grading process and the Upward Mobility Program while a second workshop was presented to non-state employees on how to navigate the state employment process. Participants attending the conference were provided an overview of the 2016 Hispanic Employment Plan.

Hispanics in Cook County account for 24% of the population in that county. CMS participated in a number of outreach events in Cook County in Hispanic communities and at colleges and universities with significant Hispanic student populations. Events included career fairs at St. Augustine College, St. Xavier University, Chicago State University as well as City Colleges of Chicago's Daley College and its extension the Arturo Velasquez Institute, Harold Washington College, and Wright College. CMS also conducted workshops and participated in job fairs hosted at the National Latino Educational Institute. In addition, CMS conducted employment workshops and or attended job fairs in suburban Cook County including Burbank, Melrose Park, Palos Hills, Wheeling, Arlington Heights and Chicago. Targeted recruitment in Chicago included large Hispanic neighborhoods such as Albany Park, Belmont-Cragin, Rogers Park, Pilsen and Uptown.

### **Veteran Outreach**

In an effort to increase employment participation among minority veterans, CMS counselors participated in job fairs at Jesse Brown VA Medical Center and presented at the Edward Hines, Jr. VA Hospital job club. CMS staff continues to participate in the Illinois Department of Employment Security organized job fairs for veterans and attended veteran events held in Arlington Heights, Chicago, Kankakee, Romeoville, DeKalb, Skokie, Cicero, Burbank, Joliet, Downers Grove, Lisle, Waukegan, Belleville, Collinsville, Decatur, Rock Island, Quincy, Champaign, Danville and Springfield.

To expand veterans outreach, CMS has been contacting veteran student coordinators at local colleges throughout the state, including student veteran coordinators at Lewis University, College of DuPage, Roosevelt University Veterans Upward Bound, Northern Illinois University and Northeastern Illinois University. CMS continues to reach out to veteran student organizations at Loyola University, DeVry University in Chicago and DePaul University. CMS attended the Student Veterans Association Bridges to Employment event at Lewis University in Romeoville and Northeastern Illinois University. Both Veterans Service Officers at the Department of Veterans' Affairs and Veteran Representatives from the Department of Employment Security continue to refer veterans to CMS. In addition, CMS continues to share job postings with veteran organizations.

### **Special Initiatives**

The CMS DEP manager serves as a liaison to and communicates with members of the Illinois Latino Family Commission providing job announcements and updates on the progress of increasing the number of Hispanics throughout the state including bilingual/Spanish-speaking employees as well as greater participation of Hispanic veterans in the employment process. CMS continues to expand outreach efforts by engaging professional Hispanic organizations including Hispanic Alliance Career Enhancement, Hispanic State Law Enforcement Association, Hispanic Lawyers Association of Illinois, Association of Latino Professionals for America and Illinois Association of Hispanic State Employees. In 2016, CMS also worked with the National Hispanic Bar Association and participated in their annual conference in Chicago.

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Additionally, CMS recruitment efforts included working with Hispanic workforce organizations Progreso Instituto, National Latino Education Institute and SER Central States to expand Hispanic outreach. In 2016, CMS began to engage the McHenry Workforce Center to help refer minorities to state employment. State job postings are shared with Conexiones Latinas de McClean County and the Latino Roundtable in Southern Illinois to recruit for openings in Central and Southern Illinois and more recently with a local church in Peoria.

According to the 2010 U.S. Census data, the population of Hispanics is the largest minority in Illinois and continues to increase; therefore, the need for hiring additional bilingual/Spanish-speaking employees is a necessity to provide quality public services to all citizens of the State. CMS encourages state agencies to continually evaluate establishing bilingual positions to remove language barriers to facilitate access to state services.

Seeking greater diversity and increasing minority employment and promotional opportunities within state government shall be the guiding principles of the Hispanic Employment Plan Advisory Council in collaboration with CMS. To accomplish these goals, we must continue to make progress and improve recruitment, hiring, training, promotion and retention of qualified minority candidates (including bilingual/Spanish-speaking) statewide to improve services to all citizens of Illinois.

Questions on the State Hispanic Employment Plan or the Bilingual Needs and Bilingual Pay Survey may be directed to Carlos R. Charneco at 312/814-0922 [Carlos.Charneco@illinois.gov](mailto:Carlos.Charneco@illinois.gov).







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