



Rod R. Blagojevich
Governor



Rocco J. Claps
Director

Dear Friends,

We are pleased to present to you the annual report for the Illinois Department of Human Rights for fiscal years 2002, 2003, and 2004. Beginning with my appointment in February of 2003, the Department embarked on a new journey geared towards making our agency more efficient and user-friendly. We reorganized units for greater efficiency, launched new programs, and improved the way in which we communicate with the public.

Some of our major accomplishments during this period included:

- Obtaining a U.S. Department of Justice (DOJ) grant creating the Immigration Education and Outreach Project;
- Hosting the International Association of Official Human Rights Agencies (IAOHRA) Conference;
- Completing over 3700 investigations each year in FY03 and FY04;
- Expanding the protections afforded by the Illinois Human Rights Act;
- Obtaining a U.S. Department of Housing and Urban Development (HUD) contract.

On behalf of the State of Illinois, the Department's staff members, and the people who benefit from our programs and services, I thank you for your support of our efforts and accomplishments.

I would also like to specifically thank the Department's staff members for their hard work and contributions toward accomplishing our ultimate mission and vision - to secure for all individuals within the State of Illinois freedom from unlawful discrimination.

Sincerely,

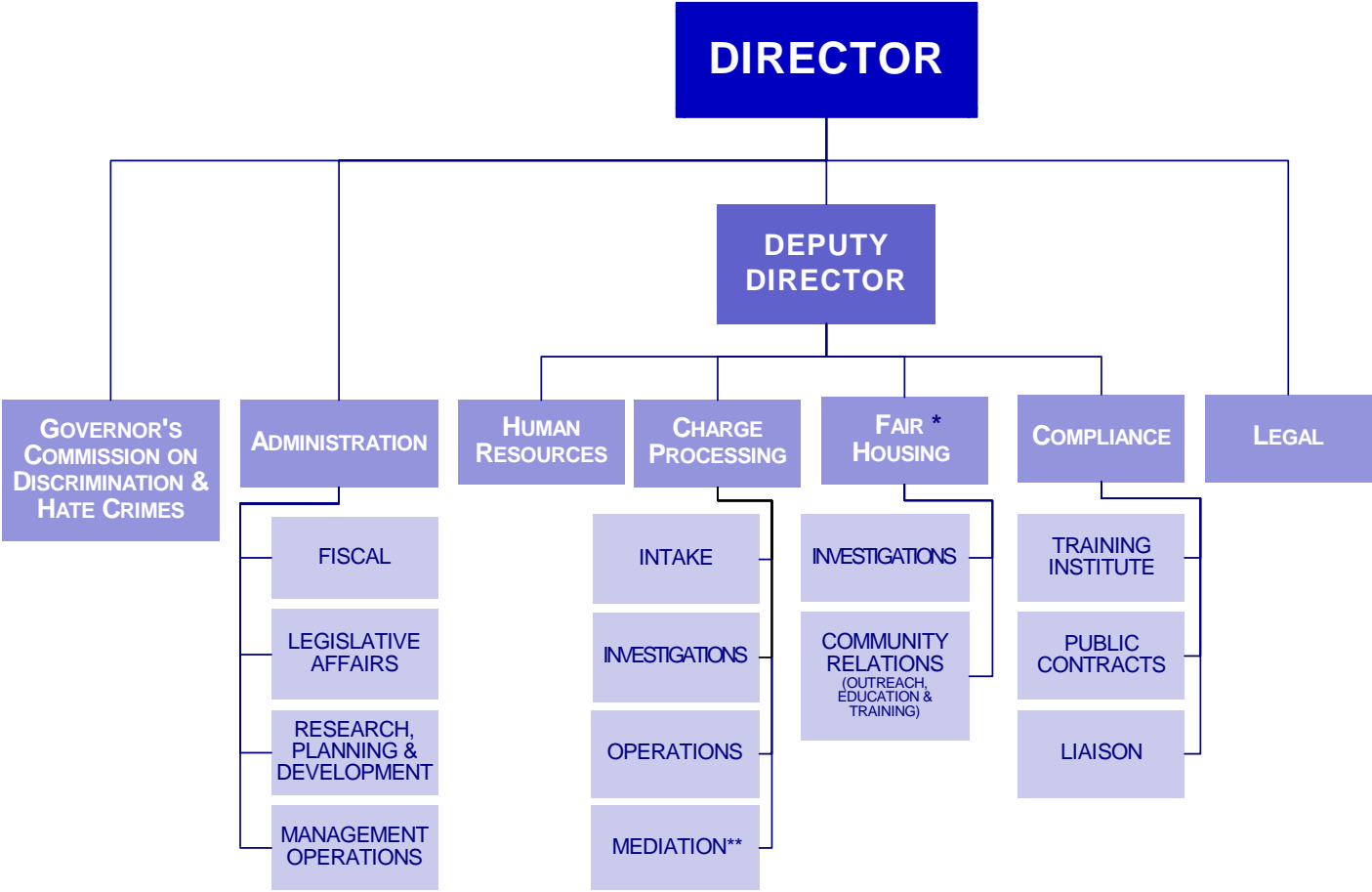
Rocco J. Claps
Director, Illinois Department of Human Rights

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Organization Chart

FY 2002 – FY 2004



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* In late fall of 2003 DHR created the Fair Housing Division

** During the spring of 2004 DHR reorganized and relocated the Mediation Program to the Charge Processing Division

MISSION STATEMENT

- To secure for all individuals within the State of Illinois freedom from unlawful discrimination; and
- To establish and promote equal opportunity and affirmative action as the policy of this state for all its residents.

VISION STATEMENT

We, the employees of the Illinois Department of Human Rights, believe that everyone has an inalienable right to live free from discrimination of any kind, in every aspect of life. We are dedicated to delivering quality service to the people of Illinois with integrity, honesty, and respect.

ADMINISTRATION

FISCAL

Funds were appropriated for the Department of Human Rights in the amount of \$9,006,832 during fiscal year 2002 (“FY02”); \$9,328,600 during fiscal year 2003 (“FY03”) and \$9,280,900 during fiscal year 2004 (“FY04”). A reserve in the amounts of \$253,800 during FY02 and \$321,768 during FY03 was established, making available a total of \$9,554,600 during FY02 and \$9,006,832 during FY03 for expenditure. General Revenue Funds totaled \$7,200,500 during FY02; \$6,541,932 during FY03 and \$6,816,000 during FY04. Special Projects Funds or federal dollars totaled \$2,354,100 during FY02, \$2,464,900 in FY03 and \$2,464,900 in FY04. These federal funds included annual contracts with:

- the U.S. Equal Employment Opportunity Commission (“EEOC”) to investigate dual-filed charges for FY02, FY03, and FY04;
- the U. S. Department of Housing and Urban Development (“HUD”) to process dual-filed housing discrimination complaints for FY02, FY03, and FY04;

In addition, DHR obtained a one-time grant with the U. S. Department of Justice (“DOJ”) to execute an anti-discrimination public education campaign for FY04 only.

Expenditures for FY02 totaled \$8,685,475, of which \$7,045,576 derived from General Revenue Funds and \$1,639,899 derived from Special Projects Funds. At the end of FY02, the Department’s headcount was 165.

Expenditures for FY03 totaled \$8,750,884, of which \$6,541,359 derived from General Revenue Funds and \$2,209,525 derived from Special Projects Funds. At the end of FY03, the Department’s headcount was 165.

Expenditures for FY04 totaled \$8,368,969, of which \$6,574,932 derived from General Revenue Funds and \$1,794,037 derived from Special Projects Funds. At the end of FY04, the Department’s headcount was 149.

END OF YEAR HEADCOUNT						
	FY99	FY00	FY01	FY02	FY03	FY04
Administration	12	11	11	11	11	11
Charge Processing	136	136	136	136	136	126
Compliance	17	18	18	18	18	12
Total	165	165	165	165	165	149

FY02 – FY04 INCOME AND EXPENDITURE STATEMENT

	Appropriations FY02	Expenditures FY02	Appropriations FY03	Expenditures FY03	Appropriations FY04	Expenditures FY04
Personal Services	\$6,971,855	\$6,265,137	\$6,515,646	\$6,386,151	\$6,590,428	\$6,224,712
Retirement (PU)	\$258,615	\$234,381	\$246,265	\$239,715	\$241,900	\$151,038
Retirement	\$700,750	\$632,212	\$674,380	\$660,243	\$868,900	\$650,073
Social Security	\$515,650	\$464,706	\$483,039	\$469,349	\$490,000	\$454,478
Group Insurance	\$285,600	\$140,586	\$316,200	\$242,961	\$396,000	\$214,209
Contractual Services	\$370,190	\$309,445	\$254,065	\$253,595	\$253,508	\$252,854
Travel	\$120,650	\$110,148	\$81,915	\$81,907	\$108,738	\$108,238
Commodities	\$40,740	\$40,048	\$40,081	\$40,059	\$50,600	\$50,076
Printing	\$15,650	\$14,947	\$18,339	\$18,305	\$17,136	\$17,134
Equipment	\$84,000	\$82,054	\$33,762	\$33,734	\$26,484	\$22,478
Telecommunications	\$151,700	\$149,879	\$159,348	\$141,077	\$97,204	\$83,678
Operation Automotive Equipment	\$11,600	\$4,004	\$2,705	\$2,705	\$2,302	\$2,302
Commission on Discrimination and Hate Crimes	\$281,400	\$237,928	\$181,087	\$181,083	\$137,700	\$137,699
Total	\$9,808,400	\$8,685,475	\$9,006,832	\$8,750,884	\$9,280,900	\$8,368,969

PUBLIC AFFAIRS OFFICE *

The Public Affairs Office is the primary external relations office for the Illinois Department of Human Rights (“DHR”). This Office is responsible for all DHR community relations, communications, and education outreach efforts. Until the spring of 2003, the Public Information Officer (“PIO”) also handled all media relations activities. The need for the public to know their rights and responsibilities drives the DHR’s overall communications strategy. The PIO serves as the principal point of contact for all printed materials, electronic communications and other information intended for dissemination to the public.

Outreach and Education

Reaching out to various constituencies in Illinois is a critical mission for the PIO. Educating the public about human rights issues and networking with key organizations across the state helps to increase the public’s knowledge about the Illinois Human Rights Act (“Act”) and DHR programs and services. During recent years, community outreach efforts have soared. By participating in community forums and neighborhood fairs, and networking with organizations representing many different groups, our aggressive community outreach agenda allows us to reach thousands of citizens each year.

Our goal is to inform the public about the various programs and services offered by the Department, as well as educate employers on the appropriate way to handle diversity and issues of discrimination in the workplace.

Internet

In an effort to expedite the process of distributing information, many of the Department’s forms and printed materials have been put online. Since the Department implemented this, the general population is able to more easily access

information about the Department’s programs and services.

Printed Materials

During 2003, DHR took on the task of completely overhauling the agency’s basic brochures. The new brochures are visually appealing and contain updated information presented in a clear, concise manner. In addition, for the first time, the brochures have been printed in both English and Spanish. This was a major undertaking and a critical step towards ensuring that all citizens have access to the same information.

LEGISLATIVE AFFAIRS

The Legislative Affairs office works to positively represent the Department of Human Rights (“DHR”) to the legislators and their offices, as well as to the Governor’s staff. DHR staff members answer questions about DHR’s programs for constituents with concerns that fall under DHR’s jurisdiction.

DHR supported several legislative initiatives as well as several agency bills to amend the Human Rights Act during fiscal years 2002, 2003, and 2004.

MANAGEMENT OPERATIONS

Management Operations is administratively responsible for all general office services for the Department of Human Rights (“Department”), ensuring that employees are provided the necessary tools to effectively and efficiently perform their respective tasks.

The functions of Management Operations include Information Systems, Telecommunications Services, Operational Planning, and Office Management. In addition to serving the Department’s employees (165 in FY02 and FY03 and 149 in FY04), Management Operations staff assisted approximately 17,334 visitors in the Chicago office in fiscal year 2002, 17,179 in

* Effective July 2003 the Public Affairs Office was eliminated for more efficiency, and DHR and other agencies utilize a shared Public Information Officer “PIO” to perform this vital function.

fiscal year 2003 and 18,125 in fiscal year 2004.

RESEARCH, PLANNING AND DEVELOPMENT

Implementing the Strategic Plan

As the Department's strategic planner, the Research, Planning and Development Office ("RPD") compiled the Department's performance metrics data for reporting to the Governor's Office of Management and Budget ("GOMB"). In addition:

- RPD has maintained the Department's PBViews System since January 2003, and formatted the strategic performance measures and 'views' in compliance with the GOMB's monitoring requirements.
- In FY03, RPD conducted an Employee Survey focusing on DHR employees' satisfaction with the work environment.
- In FY04, RPD reviewed the validity and reliability of the Department's FY04 key metrics and assisted divisions and units to revise their metrics for FY05.
- In FY04, while computing numbers for key metrics, RPD audited the integrity of the Charge Processing Division's case management data compiled since FY92 and the Public Contracts Unit's contractor registration data. A sample audit of Public Contractor Registration data (new entries in 3rd and 4th quarters of FY04) was conducted for the first time since the database was created in FY99. Over 27,000 records of registered public contractors were reviewed.

Maintenance of the Web Site

RPD has been maintaining the Department's web site since 1997. The total number of monthly visitors--the number of users connected--to the Department's web site (<http://www.state.il.us/dhr>) increased by 83% over the two-year period from June 2002 to June 2004. In June 2002, there were 4,875 visitors. In FY03,

the average number of visitors per month was 7,345, and in FY04, the monthly visitor average was 8,901. During FY03 and FY04, the following customer service pages were added to the Department's web site:

- Published the forms necessary for parties to file a charge.
- Added a Spanish version charge processing web section, including forms in Spanish.
- Added a section for the Liaison Unit to automate the procedures for monitoring and reporting the state agencies' Affirmative Action implementation. All forms for state agencies' EEO/AA reporting and related workforce analysis spreadsheets were published on the Department's web site (<http://www.state.il.us/dhr/Liaison/default.htm>). As a result, the Liaison Unit was able to improve the efficiency of state EEO/AA officers in filing quarterly and annual reports and workforce analysis reports with the Department.
- As a part of interagency cooperation, assisted the Illinois Human Rights Commission ("IHRC") to recreate its web site to comply with the Illinois Technology Office's web template and publish the IHRC's decisions on the web.
- In compliance with a court order, RPD initiated publishing to the Department's web site (<http://www.state.il.us/dhr/Orders>) the Chief Legal Counsel's decisions on Request for Review cases beginning in August 2002. RPD published a total of 465 Request for Review Orders during a ten-month period in FY03 and 552 in FY04.
- Since January 2003, RPD tabulated statistics of charges filed with the Department by the county and village or city where the discrimination took place in Illinois. The monthly tabulations are published on the Department's website (http://www.state.il.us/dhr/Publications/City_County).

- In support of the International Association of Official Human Rights Agencies' 2004 conference held in Chicago, RPD created and maintained an independent web site for IAOHRA (<http://www.IAOHRA2004.org>).

Grant Project Administration

As the Department's Grant Project Administrator, RPD compiled a grant proposal and submitted it to the Office of Special Counsel ("OSC"), U.S. Department

of Justice, on behalf of the Department's Institute for Training and Development. Upon DHR being awarded the grant, RPD administered the one-year New Immigrants Outreach Project beginning in October 2003, which was conducted with OSC funds by the Department's training and outreach team under the Institute for Training and Development. (Details are reported under the Compliance Division section).

LEGAL DIVISION

During FY02, FY03, and FY04, the Legal Division continued to meet its responsibilities of reviewing investigation reports for substantial evidence, conciliating cases for settlement, and filing complaints with the Illinois Human Rights Commission ("Commission"), if no settlement was reached. During FY02, the Division reviewed 247 investigation reports and filed 230 complaints. During FY03, the Division reviewed 190 investigation reports and filed 255 complaints. In FY04, the Division reviewed 162 investigation reports and filed 264 complaints. The Division also responded to Freedom of Information Act ("FOIA") requests and to subpoenas issued by the Human Rights Commission, Illinois circuit court, and federal district court. Additionally, the Division devoted a significant amount of time to the operation of the Department's Mediation Program, the processing of Requests for Reviews, and direct appeals of Chief Legal Counsel decisions. In FY04, due to the anticipated increase in the number of housing cases to be litigated by the Division, the Mediation Program was transferred to the Charge Processing Division.

Requests for Review

The Department's Chief Legal Counsel continued to hear and decide Requests for Review as mandated by the Illinois Human Rights Act, as amended.

During FY02, the Division completed 548 Requests for Review. During FY03, the Division completed 511 Requests for Review. In FY04, the Division completed 478 Requests for Review.

Direct Appeals

The amended Human Rights Act provides that the Chief Legal Counsel's final decision on a Request for Review may be appealed to

the Illinois Appellate Court. Since January 1, 1996, 271 appeals of Chief Legal Counsel decisions have been filed. Of these, 231 have been disposed, either by court decision or withdrawal by the petitioner/appellant. During FY02, the Division received 34 direct appeals. During FY03, the Division received 35 direct appeals and disposed of 25 cases. In FY04, the Division received 37 direct appeals and disposed of 29 cases. Over 95% of the Chief Legal Counsel's decisions have been sustained by the Appellate Court.

MEDIATION PROGRAM

Since its inception as a pilot program in 1994, the Mediation Program has afforded the parties to over 15,000 employment discrimination charges the opportunity to settle their cases prior to an investigation. Trained mediators facilitate communication between the parties and help ensure that the parties are satisfied with the solution reached. The settlement rate has consistently remained over 50% of the cases mediated.

In FY02, the Mediation Program scheduled 316 cases for mediations, mediated 272 cases, and settled 151 cases, or 56% of the cases mediated. Monetary value of the settlements was over \$575,000.00

In FY03, the Mediation Program scheduled 365 cases, mediated 340 cases, and settled 214 cases, or over 62% of the cases mediated. Monetary value of the settlements was over \$489,000.00.

In FY04, the Mediation Program scheduled 314 cases, mediated 276 cases, and settled 185 cases, or over 67% of the cases mediated. Monetary value of the settlements was over \$292,000.00.

CHARGE PROCESSING DIVISION

The Human Rights Act prohibits discrimination in Illinois with respect to employment, financial credit, public accommodations and real estate transactions on the bases of race, color, religion, sex, national origin, ancestry, military status, age (over 40), marital status, unfavorable military discharge and physical and mental handicap. The Act also prohibits sexual harassment in employment and higher education, discrimination because of citizenship status in employment, discrimination based on familial status in real estate transactions, and discrimination based on arrest record in employment.

Within 180 days (one year for real estate transactions) of the occurrence of an alleged civil rights violation, a prospective complainant may file a charge of discrimination with the Intake Unit of the Charge Processing Division. Since January 1, 1996, when Public Act 89-370 (also known as House Bill 741) became effective, the Department has 365 days from the date a perfected charge of discrimination is filed, to investigate and determine whether substantial evidence of discrimination exists. The parties to a charge may mutually agree to extend the time for investigation.

Since 1994, parties to a charge have had the opportunity to participate in voluntary mediation of their charges in Chicago

before they are assigned for investigation. DHR mediators schedule mediation conferences and meet with the parties to facilitate communication towards a possible resolution of the charge.

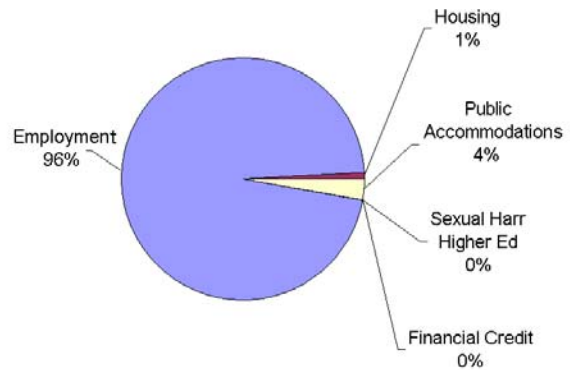
Department investigators investigate and attempt to amicably resolve those charges over which the Department has jurisdiction. If an investigation reveals substantial evidence of discrimination, attorneys from the Department's Legal Division conduct conciliation between the affected parties. If conciliation efforts are successful, terms of settlement and agreement are drafted and signed by the parties and forwarded to the Human Rights Commission ("HRC") for approval. If conciliation efforts are not successful, a formal legal complaint is filed with the HRC, which is a separate, adjudicatory agency.

If the investigator finds a lack of substantial evidence of discrimination, the charge is dismissed and the Complainant has 30 days to file a Request for Review (appeal) of that dismissal with the Chief Legal Counsel. If the Chief Legal Counsel denies the appeal, the Complainant may appeal to the appropriate State Appellate Court.

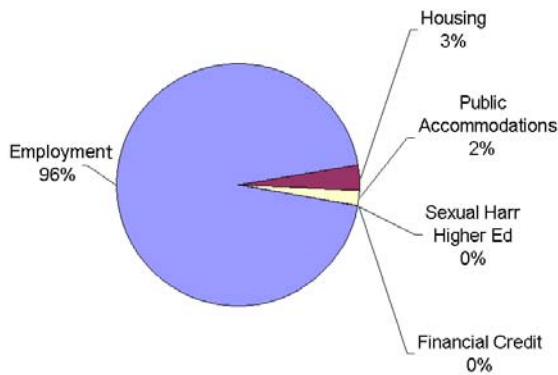
The following pages offer a graphic summary of the activities of the Charge Processing Division, DHR's largest division, during the period FY02 to FY04.

CHARGES DOCKETED BY JURISDICTION			
FISCAL YEAR 2002 - 2004			
	FY02	FY03	FY04
Employment	3777	3670	3682
Housing	34	126	191
Public Accommodations	105	78	122
Financial Credit	1	1	1
Sexual Harr Higher Ed	1	1	4
Total	3918	3876	4000

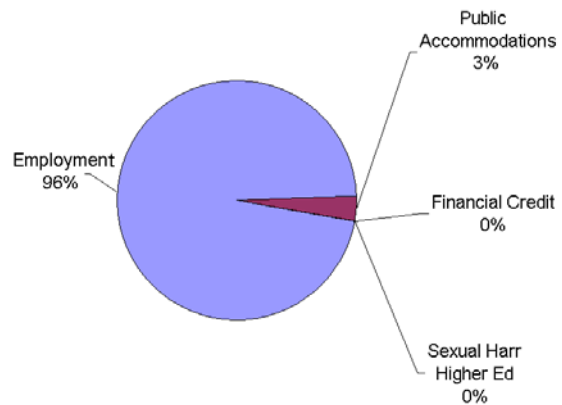
FY 2002 Charges Docketed By Jurisdiction



FY 2003 Charges Docketed by Jurisdiction

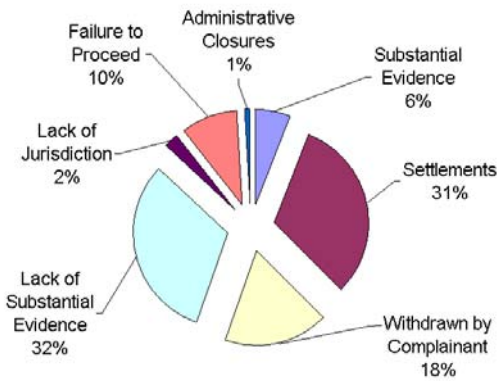


FY 2004 Charges Docketed By Jurisdiction

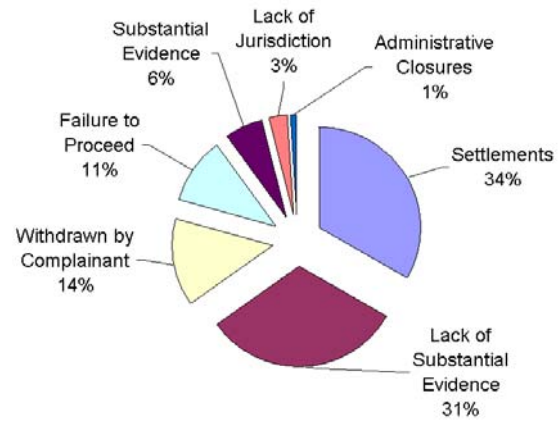


DISPOSITION OF COMPLETED INVESTIGATIONS			
FISCAL YEARS 2002 - 2004			
	FY02	FY03	FY04
Inquiries Received	18,357	17,990	16,774
Charges Filed	3,918	3,876	4,000
Completed Investigations	3,530	3,733	3,727
Substantial Evidence	231	229	227
Settlements	1,106	1,247	1,381
Withdrawn by Complainant	623	535	597
Lack of Substantial Evidence	1,118	1,175	1,017
Lack of Jurisdiction	87	113	126
Failure to Proceed	356	400	350
Administrative Closures	9	34	29

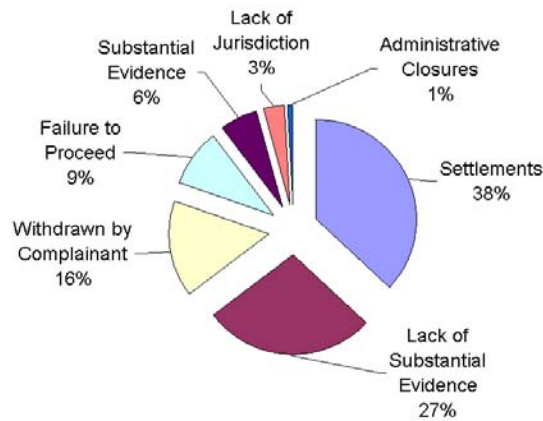
FY 2002 Disposition of Completed Investigations

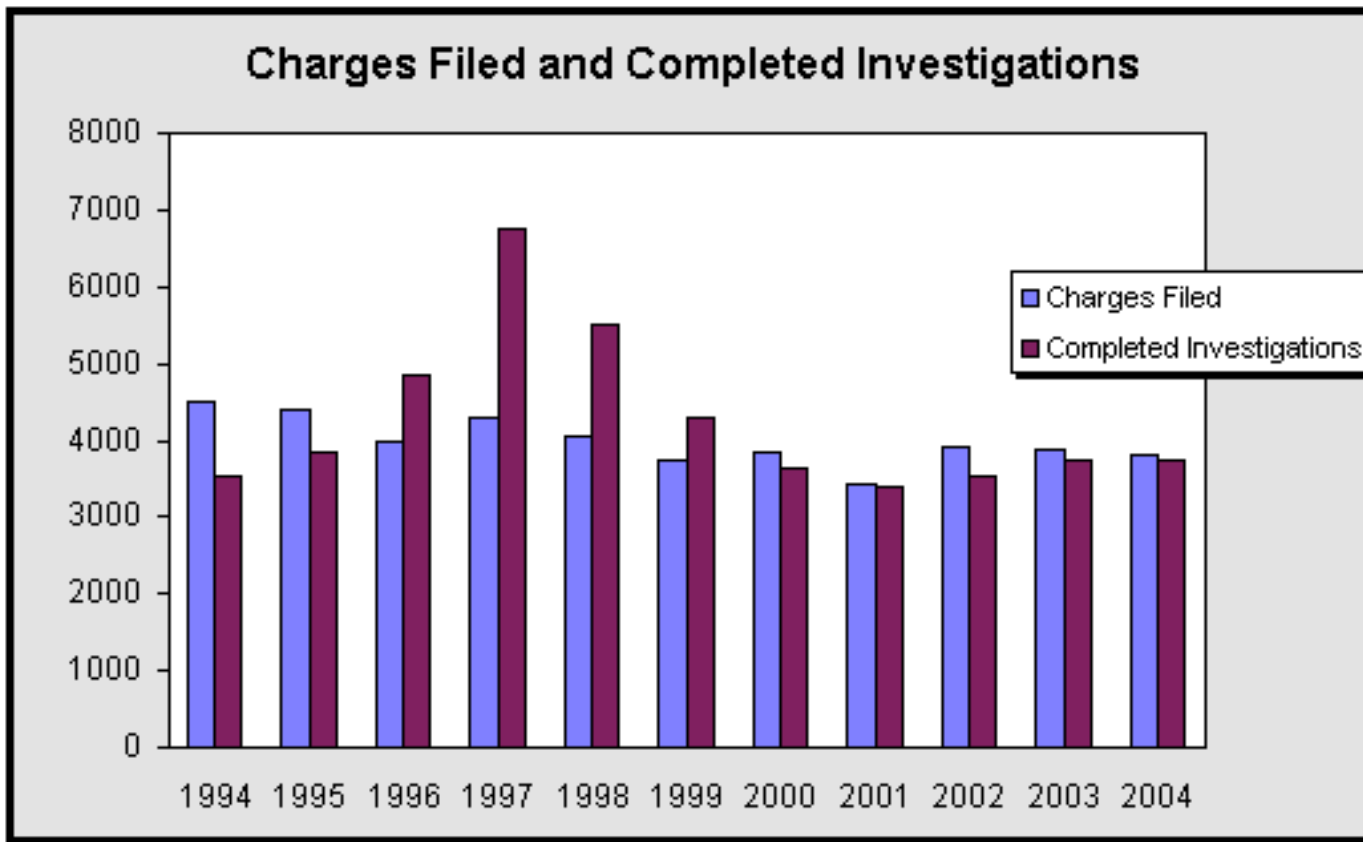


FY 2003 Disposition of Completed Investigations



FY 2004 Disposition of Completed Investigations





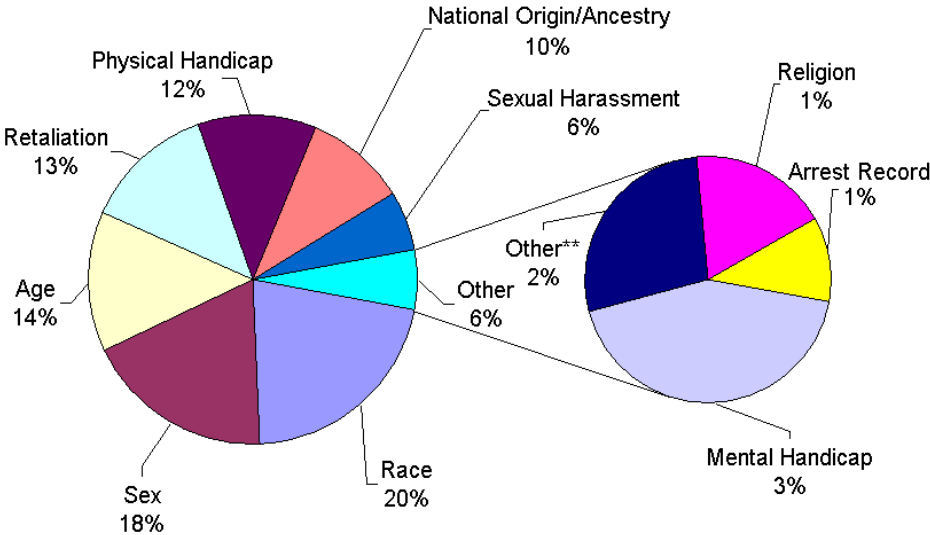
CHARGES FILED AND COMPLETED INVESTIGATIONS											
FISCAL YEARS 1994 - 2004											
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Charges Filed	4491	4393	3997	4298	4056	3756	3856	3757	3918	3876	4000
Completed Investigations	3538	3861	4832	6762	5490	4305	3621	3396	3530	3733	3727

EMPLOYMENT CHARGES BY BASIS			
Fiscal Years 2002 - 2004			
Bases of Discrimination			
	FY02	FY03	FY04
Race	1209	1127	1095
Sex	1080	1043	1233
Age	793	825	841
Retaliation	753	725	734
Physical Handicap	676	603	604
National Origin/Ancestry	575	584	633
Sexual Harassment	327	255	233
Mental Handicap	145	155	176
Other**	96	94	127
Religion	63	60	55
Arrest Record	38	41	33

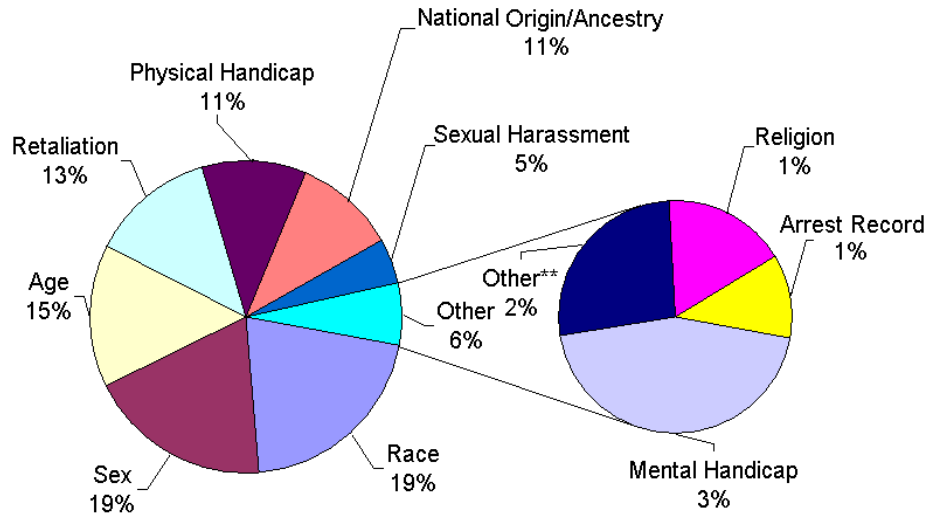
*Percent of total charges filed is greater than 100% because many charges out of the total charges filed were filed on more than one basis (e.g. race, sex, and physical handicap).

**Includes non-jurisdictional bases such as personality conflict.

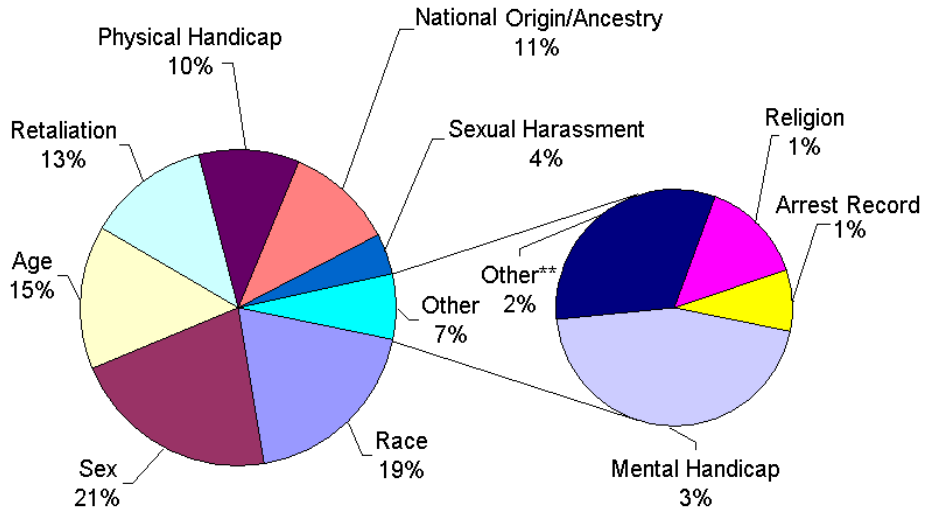
FY 2002 Employment Charges By Basis



FY 2003 Employment Charges By Basis



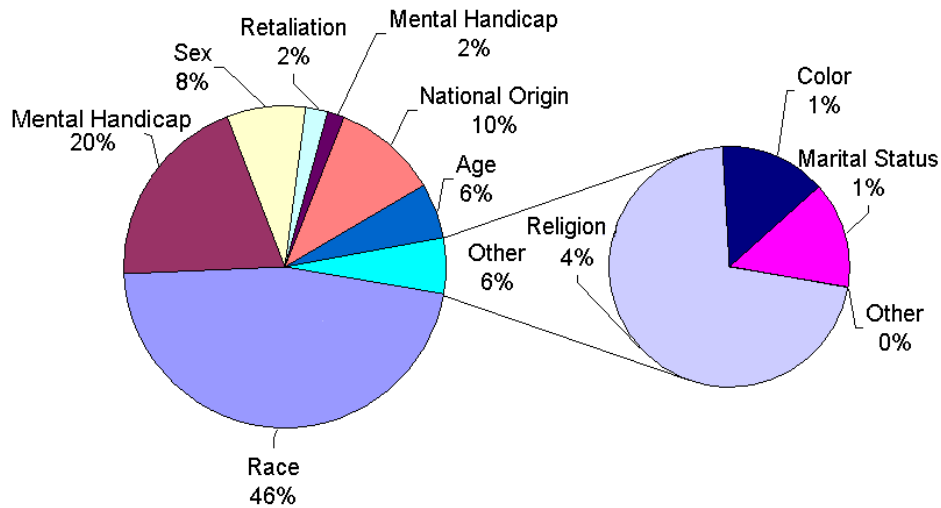
FY 2004 Employment Charges By Basis



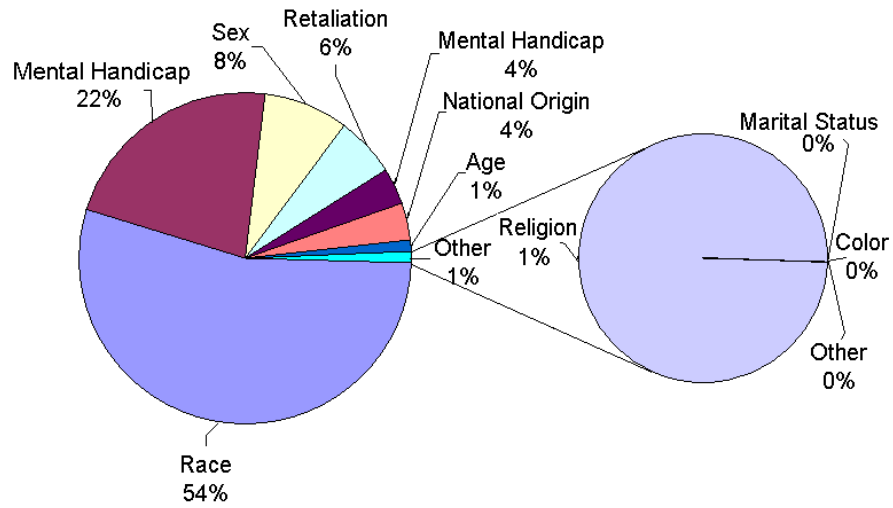
PUBLIC ACCOMMODATIONS CHARGES BY BASIS			
FISCAL YEAR 2002 -2004			
	FY02	FY03	FY04
Race	58	46	83
Physical Handicap	25	19	19
Sex	10	7	11
Retaliation	3	5	5
Mental Handicap	2	3	2
National Origin	13	3	16
Age	7	1	
Religion	5	1	8
Color	1	0	2
Marital Status	1	0	2
Other	0	0	1
Total Bases	125	85	136

Note: Percent of total charges filed is greater than 100% because some of the charges were filed under more than one basis.

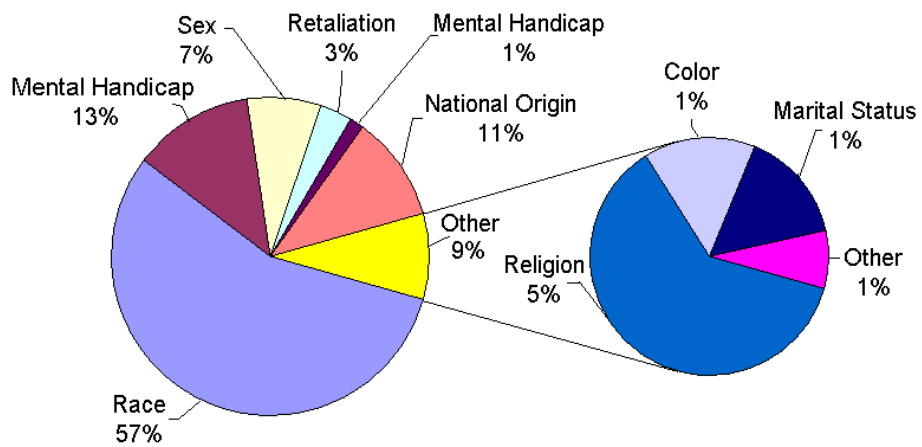
FY 2002 Public Accommodations Charges By Basis



FY 2003 Public Accommodations Charges By Basis

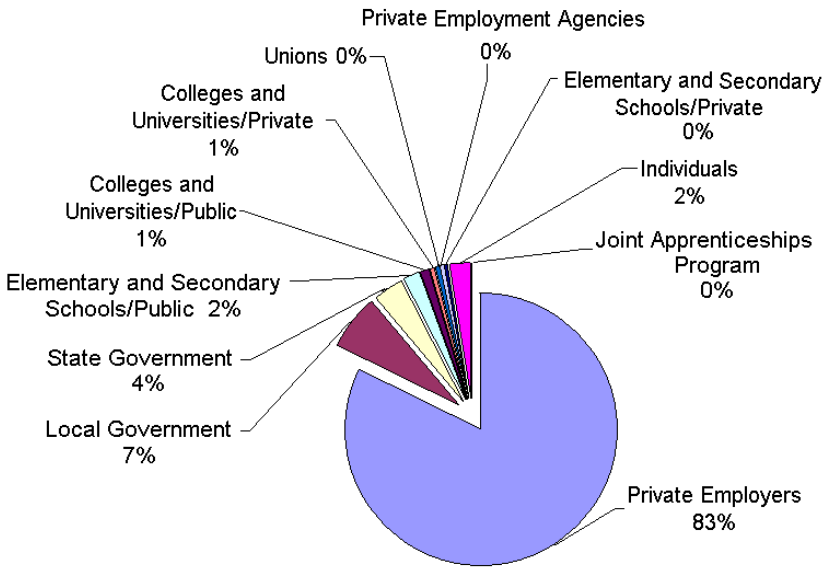


FY 2004 Public Accommodations Charges By Basis

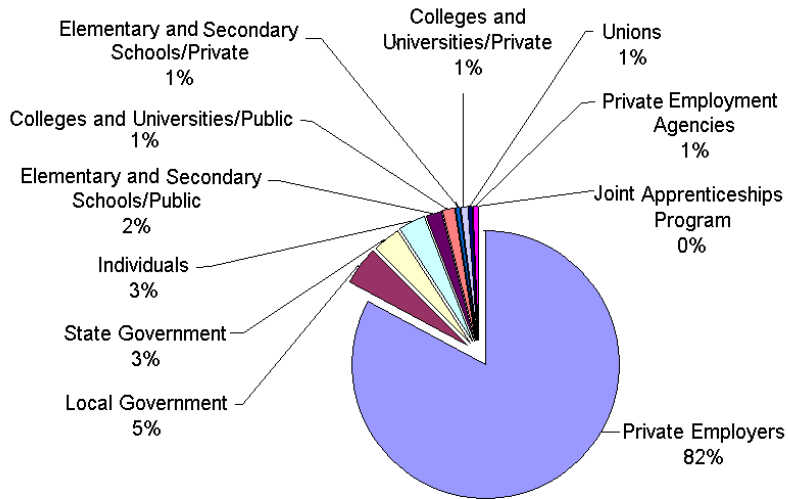


EMPLOYMENT CHARGES BY RESPONDENT TYPE			
FISCAL YEARS 2002 - 2004			
	FY02	FY03	FY04
Private Employers	3146	3036	2963
Local Government	262	175	187
State Government	138	125	106
Elementary and Secondary Schools/Public	69	117	235
Colleges and Universities/Public	42	76	81
Colleges and Universities/Private	24	45	39
Unions	19	28	10
Private Employment Agencies	18	27	28
Elementary and Secondary Schools/Private	18	21	19
Individuals	92	20	13
Joint Apprenticeships Program	1	0	1
Total	3829	3670	3682

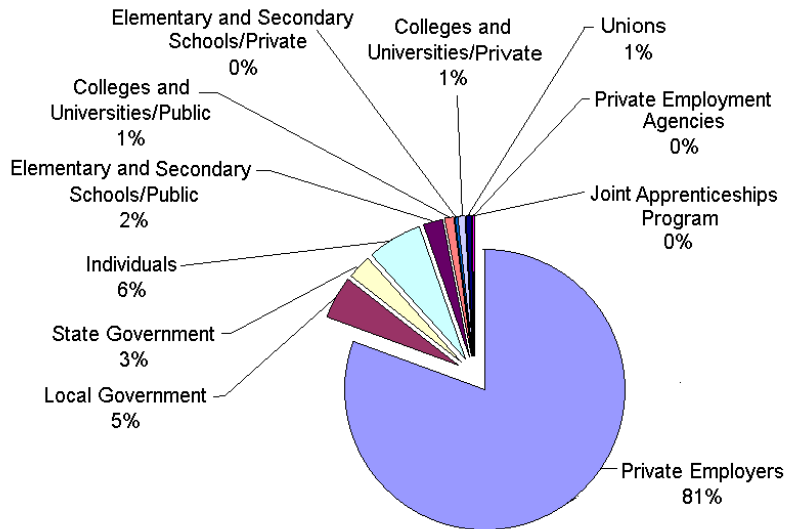
FY 2002 Charges By Respondent Type



FY 2003 Charges By Respondent Type



FY 2004 Charges By Respondent Type



EMPLOYMENT DISCRIMINATION
Issues Alleged as Acts of Discrimination*
FISCAL YEARS 1999 – 2004

Issue	1999	2000	2001	2002	2003	2004
Discharge	1829	1797	1783	2066	1968	1978
Harassment	496	430	414	468	579	747
Terms and Conditions	443	447	372	313	250	298
Suspension	323	273	261	257	218	237
Written Reprimand	244	284	234	235	216	213
Hiring	168	239	243	158	129	163
Promotion	253	246	228	171	171	160
Failure to Accommodate	204	159	160	173	133	135
Layoff	110	105	110	181	172	105
Demotion	145	121	102	92	105	95
Wages	106	166	85	73	60	80
Unequal Pay	129	80	85	100	74	77
Others	110	59	77	106	69	69
Constructive Discharge	209	51	42	44	54	55
Transfer	142	38	50	61	59	51
Reduction in Hours	67	15	26	30	40	33
Recall	40	25	32	29	36	29
Performance Evaluation	80	40	27	28	28	26
Unequal Job Assignments	36	35	32	38	20	26
Position Elimination	43	33	32	34	31	24
Oral Reprimand	37	40	41	35	30	24
Failure to Return/Medical Leave	63	33	42	28	24	23
Benefits	33	35	14	13	11	23
Probation	45	31	17	26	20	21
Racial Harassment	55	21	36	52	39	19
Union Representation	16	20	13	12	12	13
Overtime	41	8	10	6	10	12
Forced Medical Leave	32	14	11	14	6	12
Training/Apprenticeship	52	47	22	7	7	7
Forced Resignation	14	9	13	9	23	5
Failure to Reassign	3	2	8	1	6	5
Severance Pay	6	8	7	12	2	5
Employment Reference	7	7	3	1	2	5
Referral	5	6	4	7	5	3
Forced Retirement	4	0	6	7	4	3
Intimidation/Reprisal	0	1	10	8	3	2
Job Classification	2	0	1	2	2	1
Tenure	0	0	2	4	15	0
Exclusion	0	0	1	0	9	0
Aiding and Abetting	3	1	7	5	2	0
Seniority	2	1	0	1	1	0
Drug Testing	2	0	0	0	1	0
Vacation	3	3	3	0	0	0
Qualification/Testing	3	1	1	0	0	0
Advertising	0	0	0	0	0	0
Total	5605	4931	4667	4907	4646	4784

*Includes charges alleging more than one issue as acts of discrimination.

TYPE OF CHARGES FILED BY COUNTY
FISCAL YEAR 2002 -2004

County	Employment			Housing			Public Accommodations			Financial Credit			Sexual Harassment Higher Education			Total		
	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04
Adams	8	16	16		1			1	1							8	18	17
Alexander	3	5	5													3	5	5
Boone	1	5	7													1	5	7
Brown	2		1													2	0	1
Bureau	1	3	2													1	3	2
Calhoun	2															2	0	0
Carroll	1	3	1													1	3	1
Cass	3	4	5													3	4	5
Champaign	69	64	82		3		1		7							70	67	89
Christian	1	7	7													1	7	7
Clark		1	1													0	1	1
Clay	4	6	2													4	6	2
Clinton	3	5	3													3	5	3
Coles	11	38	8													11	38	8
Cook	2479	2221	2076	24	88		68	35	60		1				4	2572	2345	2140
Crawford	2															2	0	0
DeKalb	7	16	5		1											7	17	5
DeWitt	3	5	6													3	5	6
Douglas	1	1	1													1	1	1
DuPage	210	200	287		5		3	14	6							213	219	293
Edgar	5	3	3													5	3	3
Effingham	7	6	11													7	6	11
Fayette	5	2	1													5	2	1
Ford	5	2	1													5	2	1
Franklin	5	4	4													5	4	4
Fulton	3	2	11													3	2	11
Gallatin			1													0	0	1
Greene	1		1													1	0	1
Grundy	2	4	7													2	4	7

TYPE OF CHARGES FILED BY COUNTY

FISCAL YEAR 2002 -2004

County	Employment			Housing			Public Accommodations			Financial Credit			Sexual Harassment Higher Education			Total		
	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04
Hamilton	3															3	0	0
Hancock		1	2													0	1	2
Hardin																0	0	0
Henderson																0	0	0
Henry	2	5	2													2	5	2
Iroquois	6	6		1												6	6	0
Jackson	17	14	20						3							18	14	23
Jasper		1														0	1	0
Jefferson	13	4	22													13	4	22
Jersey	2						1									3	0	0
JoDaviess		2	1													0	2	1
Johnson	2		9													2	0	9
Kane	65	98	92		1		4	1	4							69	100	96
Kankakee	35	34	35		1		2	1								37	36	35
Kendall	2	7	13													2	7	13
Knox	6	9	8	3				1								6	10	8
Lake	82	99	127				8	4	2							93	106	129
LaSalle	12	13	9													12	13	9
Lawrence		1	1													0	1	1
Lee	2	4	4													2	4	4
Livingston	6	5	5													6	5	5
Logan	8	8	9						1							8	8	10
McDonough	4		2													4	0	2
McHenry			27													0	0	27
McLean			30						1							0	0	31
Macon		50	41		1											0	51	41
Macoupin		2	3													0	2	3
Madison		33	41		2			2	2							0	38	43
McHenry	19															19	0	9

TYPE OF CHARGES FILED BY COUNTY

FISCAL YEAR 2002 -2004

County	Employment			Housing			Public Accommodations			Financial Credit			Sexual Harassment Higher Education			Total		
	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04
Marion	9	4	9												9	4	1	
Marshall		2	1												0	2	2	
Mason	1	1	2												1	1	2	
Massac	2	3	2												2	3	1	
Menard	1	2	1												1	2	0	
Mencer		2													0	2	0	
Montgomery	1	17	3												1	17	3	
Morgan	18	12	13												18	12	13	
Moultrie	1	1	4												1	1	4	
Ogle	9	7	5												9	7	5	
Peoria	71	67	56		5			1							71	73	56	
Perry	2	4	4												2	4	4	
Piatt			3												0	0	3	
Pike	1	1	1												1	1	1	
Pulaski	2	3	2												2	3	2	
Putnam	1	1													1	1	0	
Randolph	13	6	5		2										13	8	5	
Richland	1		2												1	0	2	
Rock Island	33	30	28	3	1			2	2						36	33	30	
St. Clair	22	30	28	1	2			2	2	21				1	25	35	49	
Saline	8	2	3					1	3						9	5	3	
Sangamon	185	180	198	1	1			4	5	6	1		1		191	186	205	
Schuyler		1	1												0	1	1	
Scott			1												0	0	1	
Seelby	3														3	0		
Shelby			2												0	0	2	
Stark															0	0	0	
Stephenson	5	3	6												5	3	6	

TYPE OF CHARGES FILED BY COUNTY
FISCAL YEAR 2002 -2004

County	Employment			Housing			Public Accommodations			Financial Credit			Sexual Harassment Higher Education			Total		
	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04	FY02	FY03	FY04
Tazewell	26	17	23													26	17	23
Union	1	2	5													1	2	5
Vermilion	38	19	25	2												40	19	25
Wabash			1													0	0	1
Warren	1	2	1													1	2	1
Washington	1	1														1	1	0
Wayne		1	4													0	1	4
White	1	1	1													1	1	1
Whiteside	7	4	3		1											7	5	3
Will	64	65	97		1		2	4	3							66	70	100
Williamson	13	14	18		1											13	15	18
Winnebago	47	47	51		1		8		3							55	48	54
Woodford	2	5	10		1											2	6	10

COMPLIANCE DIVISION

Training Institute

During FY02, the Institute for Training and Development (“Institute”) made significant advancements in its efforts to reach out to public and private sector businesses in Illinois. In addition to conducting formal training for all Department staff assigned to investigate and conciliate charges of discrimination, the Institute also trained over 2,700 participants, representing companies, academic institutions, and state agencies, on various courses offered by the Institute.

FY02 marked the third full year of operations for the Department’s Training Institute. The Institute earned a reputation for excellence in training as evidenced by:

- An increase of 57%, from approximately 1200 in FY01 to 2725 in FY02, in the number of participants trained; and
- Consistent positive performance ratings (95%) on workshop evaluations and quality service mailings.

The Institute’s core curriculum included the following modules:

- EEO/Discrimination Law
- Conflict Resolution
- Diversity Awareness
- Interpersonal Skills
- Sexual Harassment Prevention

The Institute prepared, developed, and offered two (2) new training modules on topics of relevance to the mission of DHR:

- Immigration and Nationality Act (“INA”)
- Legal Guidelines to Effective Interviewing

The Institute printed 2000 Training Institute brochures and distributed approximately 1,000 copies to State agency personnel,

EEO officers, DHR’s client database list, the Illinois State Police, DHR staff and the Interagency Training Clearinghouse.

During FY03, the Institute trained over 3,000 participants, representing companies, academic institutions, and state agencies, on various courses offered by the Institute. This was a 10% increase over FY02. The Institute successfully trained over 180 employees of the Illinois State Toll Highway Authority on Interpersonal Skills and Conflict Resolution. Over 200 employees, staff, and faculty at Illinois College in Jacksonville received Sexual Harassment Prevention Training. Another 200 employees with the State Treasurer’s Office-Judy Baar Topinka (Chicago and Springfield) also received Sexual Harassment Prevention Training, which continues to be the Institute’s most-requested course.

Internal training activities included the administration of new employee orientations, computer training and follow-up, formal training for all Department staff assigned to investigate and conciliate charges of discrimination, and the updating of all modules to reflect recent legal decisions and best business practices.

The Institute also received periodic requests for the “Legal Guidelines for Effective Interviewing” training module, since this course is a topic mandated by the Department of Central Management Services (“CMS”) under its “Interview and Selection” title, and may be taken as a substitute for the CMS course.

During FY04, Institute staff trained 2,799 participants, representing a variety of private and public sector organizations, in addition to conducting formal training for all Department staff assigned to investigate and conciliate charges of discrimination. The Institute successfully trained over 300 employees with the Illinois State Toll

Highway Authority on Interpersonal Skills and Conflict Resolution. Over 100 employees, staff, and managers at the Metropolitan Pier and Exposition Authority received Diversity Awareness and Sexual Harassment Prevention training. Another 200 executives at the Four Seasons and Ritz Carlton Hotels received Sexual Harassment Prevention Training.

Institute staff gained experience in training on immigration issues developed in conjunction with presenting the training module "The Immigration and Nationality Act." This experience helped the Department win a grant award, thus generating a new source of federal funding for the Department. The U. S. Department of Justice--Office of Special Counsel for Immigration Related Unfair Practices ("OSC") awarded the Department a moderate-size grant for the federal fiscal year 2003-2004 to disseminate anti-discrimination material.

The grant amount was \$56,532.16 for the period October 2003 through December 2004 (which included a three month "no-cost" extension). With this funding, the Department hired an Outreach Representative, trained over 1,400 employees, employers, and service providers; and disseminated over 13,000 anti-discrimination resource materials provided by the OSC in English, Spanish, Polish, Chinese, and Korean.

FY04 marked the fifth full year of operations for the Institute for Training and Development. The Institute earned a

reputation for excellence in training as evidenced by:

- Repeat companies or individuals trained represented 42% of overall training conducted; and
- Trainers consistently received positive performance ratings (99%) on workshop evaluations and quality service mailings.

Internal training activities for DHR staff included JRTC evacuation procedures, customer service training for office associates, technological assistance, the updating of EEO and Sexual Harassment Prevention modules to reflect recent legislation, and the administration of new employee orientation for DHR and Human Rights Commission summer interns.

At the end of FY04, the Institute began collaborating with the Department of Labor to sponsor an interagency conference entitled "The Current Situation of Workers in Illinois" on October 28, 2004, to present workshops on:

- Diversity
- Immigration Outreach
- Pay Disparities
- Employee Rights and Employer Responsibilities
- Labor and Economic Trends in Illinois
- Skills Building and Job Education

A resource CD was prepared after the conference to be made available to participants, public libraries, and the DHR website.

COURSES CONDUCTED IN FY 2004	
ADA	4
Combating Intolerance and Bias	3
Conflict Resolution	10
Diversity Awareness	15
EEO Law	10
Immigration and Nationality	3
Interpersonal Skills	6
Guidelines for Effective Interviewing	4
Sexual Harassment Prevention	22
Grand Total	*77

* The above training was accomplished with only two trainers, a decrease from three to five training facilitators on staff in previous years.

FY02—FY04 Training Institute Client List
NEW COMPANIES TRAINED: 41

Adler Planetarium	Intergovernmental Risk Management Agency
American Medical Association	Jewish Council on Urban Affairs
American Taxi Dispatch Inc.	Kane County State's Attorney's Office
Aronson Furniture	McKesson Corporation
B.E. Atlas Co.	MD Intervention
Business Law Employee Training Corp.	Metropolitan Family Services
Career Link Reg. 16	Northwestern University
Chicago Financial Services	Peerless Manufacturing in Effingham
Chicago Park District	PSI Family Services of Illinois
Chicago Urban League	Robbins, Schwartz, Nicholas, Lifton & Taylor
City of Evanston	Robinson Engineering
City of Rockford	Rock Valley College
City of Taylorville	S & C Electric
Cleveland Steel	Shepherd Inc.
Computer Sciences Corp. Midwest Region	Slaughter & Associates Consulting
Cook County	Star Detective Agency
Divine Inc.	Tazewell County
Elevon	State's Attorney's Office
Elgin Mental Health Center	Town of Normal
Empress Casino (Joliet)	Toll Highway Authority (Downers Grove)
Filene's Basement	University of Chicago
Hartford Steam Boiler	University of Illinois at Chicago
Illinois Department of Insurance	Vantage Solutions LLC
IDOT, Champaign	Westbank
Illinois Board of Higher Education	Wyeth
Illinois Medical District Commission	
In Gear	

Public Contracts Unit

The mission of the Public Contracts Unit (“PCU”) is to enforce provisions of the Illinois Human Rights Act (“Act”) and the Department’s Administrative Rules that require Illinois public contractors and eligible bidders to refrain from unlawful discrimination, undertake affirmative action in employment, and develop a written sexual harassment policy. PCU fulfills this mission by registering employers applying for public contracts, auditing selected public contractors and eligible bidders to determine compliance with the Act and the Rules, and providing information and technical assistance to contractors, state agencies, and the general public regarding EEO/AA laws, policies, affirmative action plan development, and compliance methods and procedures.

PCU provides technical aid to contractors, both in the course of interpreting the rules and in response to individual requests for assistance. During FY02 and FY03, PCU provided in-depth technical assistance to public contractors and eligible bidders in developing affirmative action plans (“AAP”), and equal employment opportunity policy statements.

The focus was to assist contractors, with the theory and mechanics of developing an AAP as well as covering legal requirements; workforce analysis; EEO monitoring and reporting; sexual harassment prevention, and other relevant matters.

During FY02, PCU received and processed 5,092 Employer Report Forms and responded to 6,252 requests for registration forms, information regarding state contracting procedures, and assistance in complying with bidder registration requirements.

During FY03, PCU received and processed 4,383 Employer Report Forms and responded to 6,146 information requests pertaining to equal employment opportunity statements, registration requirements as

well as obtaining registration forms. PCU continued to work with the major state contracting agencies verifying the eligibility of vendors doing business with the state of Illinois.

During FY02 through FY03, PCU logged 12,398 inquiries from current and prospective contractors, government contracting agencies, and other interested parties. PCU staff answered questions regarding the registration process, contractor EEO/AA requirements, and sexual harassment policies and compliance methods, and filled thousands of requests for registration forms. At the close of FY03, the PCU Information System (“PCIS”) database contained information regarding approximately 29,998 eligible vendors and vendor establishments.

To further assist the business community, PCU put its registration form, its rules and regulations, and a model sexual-harassment prevention policy on the Internet at the Department’s web site (www.state.il.us/dhr).

During FY04, PCU continued to carry out its traditional activities:

- Oversight of the EEO/AA monitoring programs for public contractors and eligible bidders operated by other units of state government under the authority of the Human Rights Act and the Rules.
- Technical assistance regarding equal employment opportunity, bidder registration, and affirmative action to public contractors, state agencies, units of the Department, current and potential state bidders, and the general public.
- Auditing of selected public contractors and eligible bidders to determine adherence to pertinent provisions of the Human Rights Act and the Rules.
- Registration of potential state bidders and the maintenance of eligibility status records.

During FY04, PCU continued to register bidders seeking to establish eligibility for competitively bid state contracts, and assisted contracting agencies in complying with bidder registration requirements.

At the end of FY04, the Public Contracts Information System ("PCIS") contained approximately 28,000 eligible bidders and public contractors.

During FY04, PCU staff responded to 5,366 inquires from prospective and current bidders, state contracting agencies, public contractors, and the general public. These included inquiries received regarding contractor procedures, personnel policies and practices, and sexual harassment policies. Many involved researching legal issues pertaining to affirmative action, personnel theory, and practice. Other inquires were requests for information regarding the state's contractor registration process, contractors' EEO/AA obligations, and requests for assistance and copies of the model policy on sexual harassment.

2004 BIDDER REGISTRATION ACTIVITY SUMMARY	
FY04 Year-End Data	
Expiration renewal notices mailed	8507
Forms pending at beginning of year	422
All PC-1 forms received by PCU	6788
PCU workload	7210
Forms returned due to improper completion	680
Duplicate/establishment forms (-)	472
Initial PC-1 forms processed	2679
Renewal PC-1 forms processed	2889
Total PC-1 forms processed	6720
Forms pending at end of year	490

Liaison Unit

The Liaison Unit administers and enforces the statutory regulations of the Human Rights Act to ensure state governmental compliance with equal employment opportunity and affirmative action requirements. The Human Rights Act requires state executive agencies, boards, commissions, and instrumentalities to rigorously take affirmative action and to provide equal employment opportunity in employment. All state entities must submit affirmative action plans, quarterly and annual progress reports, and layoff reports to the Department.

All required reports are reviewed in accordance with the Human Rights Act and modifications are recommended as needed. The Unit monitors each state agency to determine compliance with goals established within its affirmative action plan. Unit members meet with covered entities on a regular basis to discuss their affirmative action progress and EEO/AA accomplishments. Throughout the year, the Unit provides ongoing technical assistance regarding statutory/regulatory requirements, complaint investigation, disability compliance, and sexual harassment prevention. The unit also provides a full day of training to agency EEO/AA Officers on developing an affirmative action plan and other required reports.

Annual affirmative action performance profiles are prepared for all state entities. The Unit determines whether remedial efforts by state entities are needed. Such efforts may include implementation of training programs, month-to-month reporting, and meetings with Directors, compliance reviews, and/or other remedies.

Liaison Unit Activities

- In FY02 the Unit held training sessions on conducting projected layoffs in Springfield and Chicago. The training focused on the statutory requirements, calculations to determine adverse and non-adverse

impact and preparing a narrative for the layoff report.

- In FY02 and FY03, a quarterly newsletter entitled EEO/AA News and Views was written and distributed to 1,000 individuals. The mailing list included state agency EEO/AA Officers, members of the state legislature, DHR staff, and other employees in the personnel and labor relations fields. This newsletter served as a resource on equal employment opportunity and affirmative action issues to help keep Illinois government staffs up to date in this ever-changing field.
- In FY02 and FY03, the Unit continued to expand the EEO/AA performance measure process to agencies that had experienced affirmative action performance challenges. Performance measures are a component of the agency's affirmative action program that is designed to assist agencies in focusing on the barriers that prohibit their affirmative action progress. The process requires agencies to plan activities that are linked to numerical and programmatic goals achievement.
- Full-day training sessions for new EEO/AA Officers were conducted in FY02, FY03, and FY04 regarding development of effective affirmative action programs. This included establishment of and preparation of affirmative action plans, quarterly and annual reports.
- The Unit conducted periodic analyses and prepared a report on statewide employment and compensation data submitted by state entities in accordance with the State Employment Records Act in FY02, FY03, and FY04.
- A half-day training session for agency EEO/AA Officers was conducted during fiscal year 2004 regarding the completion of quarterly reports.
- During fiscal year 2004, a spreadsheet was prepared on statewide population, civilian labor force and agency workforce by region.

- During fiscal year 2004, the Unit issued "Late Notices" to agencies who failed to submit their quarterly reports during the fiscal year:

Department on Aging
Educational Labor Relations Board
Illinois Finance Authority
Law Enforcement Training &
Standards Board
Office of Secretary of State
State Police Merit Board

- During fiscal year 2004, the Unit issued "Notices To Show Cause" to agencies who failed to meet the minimum compliance criteria for three consecutive years and a Director-to-Director meeting was held with these agencies:

Department on Aging
Department of Children & Family
Services
Department of Corrections
Department of Human Services
Department of Veterans' Affairs

Disability Program

The Disability Program provides consultation and technical assistance on disability issues to agency staff, members of the public, employers, landlords, and organizations serving people with disabilities. This program serves as a resource on disability-related matters within state government and throughout the state in regards to compliance with the disability provisions of the Human Rights Act. Through provision of technical assistance in this area, job and housing problems are more likely to be resolved at an early level, resulting in fewer formal charges of discrimination.

The Unit's Disability Coordinator represented the Department as co-chair of the State Interagency Committee on Employees with Disabilities ("ICED"). The Committee addresses the concerns of nearly 3,000 people with disabilities who work in state government and issues the ICED newsletter that contains information about state programs for employees with

disabilities, Committee activities, and developments in state/federal civil rights laws. The ICED also sponsored a conference for state employees with disabilities, an internship program for college students with disabilities, as well as an awards ceremony that recognized agencies, individuals and organizations that have promoted independence for people with disabilities.

- In FY02 ICED sponsored a teleconference for state agency EEO/AA Officers and ADA Coordinators on Supreme Court decisions affecting employees with disabilities.
- The ICED, which is co-chaired by the Director, sponsored an Awards Ceremony and Reception in both FY02 and FY03 at which state agencies, employees with disabilities, non-profit organizations, and

members of the media were honored for their efforts to promote the independence of people with disabilities throughout the state of Illinois.

- ICED sponsored a statewide videoconference on the use of technology for state employees with disabilities in FY02 and another videoconference in FY03 on advocacy techniques for state employees with disabilities.
- ICED issued a newsletter, ICED NEWS, and maintained a website in FY02, FY03 and FY04.
- The ICED Internship Program placed college students with disabilities in state jobs for the summer during FY02, FY03, and FY04.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS
COMPLIANCE DIVISION - LIAISON UNIT
AFFIRMATIVE ACTION PLAN LOG FY02, FY03, AND FY04**

													AGENCY LAYOFF								
	State Entity	AAP Approved			AAP Extension			AAP Late Notice	AAP DEF Notice	AAP Show Cause	Establish Training		Continue Training			Adverse Impact			No Adverse Impact		
		FY02	FY03	FY04	Fiscal Year			FY04	FY04		Fiscal Year		Fiscal Year			Fiscal Year			Fiscal Year		
					2002	2003	2004				2002	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
1.	Department on Aging	10-23-01	11-1-02	10-23-03							√			√	√						
2.	Department of Agriculture	9-19-01	9-16-02	10-14-03																	√
3.	Illinois Arts Council	9-25-01	9-20-02	9-10-03																	
4.	Office of the Attorney General	10-19-01	10-17-02	12-5-03			√	√													√
5.	Office of the Auditor General	11-2-01	11-4-02	9-12-03																√	
6.	Office of Banks and Real Estate	9-24-01	9-17-02	10-16-03																	
7.	Capital Development Board	10-17-01	10-24-02	10-1-03		√															
8.	Central Management Services	10-19-01	10-10-02	10-23-03																	√
9.	Department of Children and Family Services	10-19-01	10-11-02	10-8-03									√	√	√	√					
10.	Civil Service Commission	9-20-01	9-11-02	10-7-03				√													
11.	Department of Commerce and Community Affairs ¹	10-24-01	10-23-02								√						√				
12.	Department of Commerce and Economic Opportunity ²			10-16-03																	
13.	Illinois Commerce Commission	11-1-01	11-4-02	10-15-03																	
14.	Office of the Comptroller	10-22-01	9-13-02	10-20-03																	
15.	Department of Corrections	9-14-01	9-24-02	9-26-03							√			√	√	√	√	√	√	√	√
16.	Council on Developmental Disabilities ³			9-26-03																	
17.	Criminal Justice Information Authority	9-14-01	9-4-02	9-10-03																	√
18.	Deaf and Hard of Hearing Commission ⁴		10-9-02	10-20-03				√													√
19.	Illinois Development Finance Authority ⁵	9-24-01	9-6-02	9-23-03																	

¹ Name changed during FY04; for entries during FY04 see record No. 12

² Name changed during FY04; for entries during FY02 and FY03 see record No. 11

³ Name changed during FY04; for entries during FY02 and FY03 see record No. 50

⁴ Established during FY03

⁵ Dissolved at the end of second quarter of FY04

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS
COMPLIANCE DIVISION - LIAISON UNIT
AFFIRMATIVE ACTION PLAN LOG FY02, FY03, AND FY04**

													AGENCY LAYOFF											
	State Entity	AAP Approved			AAP Extension			AAP Late Notice	AAP DEF Notice	AAP Show Cause	Establish Training		Continue Training			Adverse Impact			No Adverse Impact					
		FY02	FY03	FY04	Fiscal Years			FY04	FY04		Fiscal Year		Fiscal Year			Fiscal Year			Fiscal Year					
					2002	2003	2004				2002	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
20.	Illinois State Board of Education	10-1-01	9-23-02	9-19-03												√		√						
21.	Educational Labor Relations Board	10-10-01	10-8-02	11-13-03			√																	
22.	State Board of Elections	9-19-01	9-16-02	9-19-03																				
23.	Emergency Management Agency	10-9-01	9-18-02	10-23-03																				
24.	Department of Employment Security	10-23-01	10-11-02	11-13-03			√																	
25.	Environmental Protection Agency	9-12-01	9-24-02	9-23-03																	√			
26.	Financial Institutions	10-10-01	10-10-02	10-10-03																				
27.	Office of the State Fire Marshal	9-17-01	10-21-02	10-22-03			√																	
28.	Office of the Governor	9-24-01	9-17-02	9-12-03																				
29.	Guardianship and Advocacy Commission	9-6-01	9-6-02	9-23-03																				
30.	Illinois Health Care Cost Containment ⁶	10-25-01																			√			
31.	Illinois Board of Higher Education	9-17-01	10-3-02	9-3-03																				
32.	Historic Preservation Agency	11-9-01	11-18-02	10-24-03		√															√			
33.	Illinois Housing Development Authority	9-4-01	9-25-02	9-12-03																				
34.	Department of Human Rights	11-2-01	11-4-02	9-10-03																				
35.	Human Rights Commission	9-17-01	11-4-02	10-6-03																				
36.	Illinois Department of Human Services	10-12-01	11-4-02	11-21-03			√					√	√	√	√	√	√		√		√			
37.	Illinois Industrial Commission	10-15-01	10-2-02	9-10-03	√																√			
38.	Department of Insurance	9-24-01	10-23-02	9-12-03																				
39.	Illinois State Board of Investment	9-10-01	8-28-02	9-2-03																				
40.	Department of Labor	10-12-01	10-23-02	10-23-03			√														√			
41.	Illinois Labor Relations Board	10-10-01	12-9-02	10-17-03																	√			
42.	Law Enforcement Training and Standards Board	9-28-01	9-30-02	9-26-03																				
43.	Office of the Lieutenant Governor	10-24-01	11-4-02	9-26-03																				

⁶ Dissolved at the end of the third quarter of FY02

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS
COMPLIANCE DIVISION - LIAISON UNIT
AFFIRMATIVE ACTION PLAN LOG FY02, FY03, AND FY04**

													AGENCY LAYOFF									
	State Entity	AAP Approved			AAP Extension			AAP Late Notice	AAP DEF Notice	AAP Show Cause	Establish Training		Continue Training			Adverse Impact			No Adverse Impact			
		FY02	FY03	FY04	Fiscal Years			FY04	FY04		Fiscal Year		Fiscal Year			Fiscal Year			Fiscal Year			
					2002	2003	2004				2002	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	
44.	Illinois Liquor Control Commission ⁷	9-24-01	9-12-02																			
45.	Illinois State Lottery ⁷	12-27-01	10-23-02		√																	
46.	Illinois Medical District Commission	11-1-01	11-14-02	10-14-03	√	√																
47.	Department of Military Affairs	12-3-01	11-13-02	10-8-03	√	√			√			√										
48.	Department of Natural Resources	10-19-01	12-9-02	11-24-03			√										√					
49.	Department of Nuclear Safety ⁸	10-29-01	10-28-02															√				
50.	Planning Council on Developmental Disabilities ⁹	11-1-01	9-27-02																			
51.	Illinois State Police	10-16-01	11-8-02	10-8-03																		
52.	State Police Merit Board	9-14-01	9-17-02	9-12-03																		
53.	Pollution Control Board ¹⁰	9-28-01	10-10-02																		√	
54.	Prairie State 2000 Authority ¹¹	11-1-01	10-28-02																			
55.	Prisoner Review Board	11-13-01	10-31-02	9-19-03	√																	
56.	Department of Professional Regulation	10-17-01	10-1-02	10-9-03	√		√										√					
57.	Property Tax Appeal Board	11-9-01	9-11-02	9-15-03	√																√	
58.	Department of Public Aid	10-18-01	10-18-02	9-26-03								√					√					
59.	Illinois Department of Public Health	9-20-01	9-23-02	9-19-03													√					
60.	Racing Board ⁷	9-25-01	10-10-02																			
61.	State Retirement Systems	9-14-01	9-27-02	9-12-03																		
62.	Department of Revenue	10-25-01	10-18-02	11-13-03			√												√		√	
63.	Office of the Secretary of State	1-3-02	11-4-02	2-17-04			√	√	√													

⁷ Merged with the Department of Revenue during FY03; for entries during FY04 see record No. 62

⁸ Merged with the Illinois Emergency Management Agency during FY03; for entries during FY04 see record No. 23

⁹ Name changed during FY04; for entries during FY04 see record No. 16

¹⁰ Merged with the Illinois Environmental Protection Agency during FY03; for entries during FY04 see record No. 25

¹¹ Merged with the Department of Commerce and Economic Opportunity during FY03; for entries during FY04 see record No. 12

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS
COMPLIANCE DIVISION - LIAISON UNIT
AFFIRMATIVE ACTION PLAN LOG FY02, FY03, AND FY04**

													AGENCY LAYOFF								
	State Entity	AAP Approved			AAP Extension			AAP Late Notice	AAP DEF Notice	AAP Show Cause	Establish Training		Continue Training			Adverse Impact			No Adverse Impact		
		FY02	FY03	FY04	Fiscal Year			FY04	FY04		Fiscal Year		Fiscal Year			Fiscal Year			Fiscal Year		
					2002	2003	2004				2002	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
64.	Illinois Student Assistance Commission	11-15-01	10-15-02	10-6-03	√																
65.	Teachers' Retirement System	10-22-01	10-31-02	10-2-03																	
66.	Illinois State Toll Highway Authority	9-14-01	9-16-02	10-6-03																	√
67.	Department of Transportation	11-5-01	11-22-02	11-21-03				√													√
68.	Office of the State Treasurer	10-10-01	10-15-02	10-9-03																	√
69.	Department of Veterans' Affairs	9-25-01	9-16-02	9-26-03									√	√	√						

Fair Housing Division

Housing Charge Investigations

In order to demonstrate strong support of its fair housing program, DHR first formed a housing unit, and then in late fall of 2003, designated the housing unit as a separate division. The Fair Housing Division included four Human Rights Investigators dedicated to housing investigations. The year before, DHR had entered into a contractual relationship with the U.S. Department of Housing and Urban Development, Office of Fair Housing, and Equal Opportunity ("HUD"). The contract allows HUD to refer cases of housing discrimination to DHR for docketing and investigation under the Illinois Human Rights Act, which is substantially equivalent to the federal fair housing act.

The DHR takes and investigates charges involving real estate transactions (housing) on the bases of race, color, religion, sex, national origin, ancestry, age (40 and over), marital status, physical, mental and perceived handicap, familial status (children under 18), and unfavorable discharge from military service. Within one year of an occurrence of an alleged civil rights violation, the Complainant may file a charge of discrimination. The Fair Housing Division investigates the charge and discusses the possibility of a voluntary settlement with the parties. In many cases, the investigator conducts an on-site investigation to interview witnesses and obtain pertinent documentation.

The Human Rights Act requires that charges involving real estate transactions be completed within 100 days of filing (unless it is impracticable to do so). If DHR dismisses the case for lack of substantial evidence, the Complainant has 30 days to file a Request for Review (appeal) of that dismissal with the Department's Chief Legal Counsel. Where the DHR's investigation leads to a finding of substantial evidence of discrimination, and conciliation is not

successful, the Complainant or Respondent (the party alleged to have discriminated) can elect to have the case heard administratively before the Illinois Human Rights Commission or in circuit court, in which case the Illinois Attorney General's Office represents the Department.

Fair Housing Outreach Activities

DHR conducts education and outreach efforts to disseminate information about DHR's fair housing enforcement activities. During Fair Housing Month, April 2004, DHR presented its First Annual Fair Housing Month event, a seminar held at Morton College in Cicero, called "Hot Topics in Fair Housing." This event was underwritten by a grant from the League of United Latin American Citizens (LULAC) and was also co-sponsored by Access Living, HOPE Fair Housing Center, and HUD. The event included presenters from those organizations as well as DHR.

During FY04, DHR staff distributed information and gave presentations about fair housing in numerous venues across the state, including Springfield, Beardstown, Cairo, and Rockford, thanks to informal partnerships with other organizations working to further fair housing for Illinois residents, including Interfaith Housing Center of the Northern Suburbs, Illinois Migrant Council, Leadership Council of Metropolitan Open Communities, Fair Housing Center of Lake County, and others.

HUD honored DHR by selecting DHR's Fair Housing Division Manager to serve on the faculty of HUD's new National Fair Housing Training Academy, which opened its doors in August 2004.

DHR networks with private fair housing organizations, municipalities, and other organizations working on fair housing issues in the Chicago area through the Chicago

Area Fair Housing Alliance (“CAFHA”). Marian Honel, Manager of the Fair Housing Division, served as CAFHA’s Secretary during 2000-2002 and Treasurer from 2002-2004.

DHR participates in the State Agencies Housing Committee, which is coordinated by the Illinois Housing Development Authority’s Office of Housing Coordination

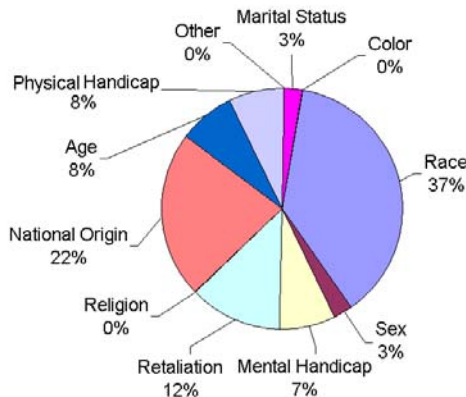
Services, to network with other state agencies and non-profit advocacy organizations. DHR served on the Community and Regional Strategies and Issues Working Group of the Illinois Housing Task Force, and worked to ensure that fair housing issues are considered in the solutions recommended by the Task Force.

The following pages offer a graphic summary of fair housing charge activity.

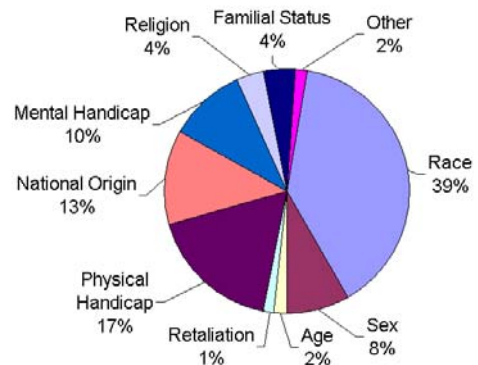
HOUSING CHARGES BY BASIS			
FISCAL YEARS 2002 – 2004			
	FY02	FY03	FY04
Race	15	56	87
Sex	1	17	18
Age	3	4	4
Retaliation	5	7	3
Physical Handicap	3	23	39
National Origin	9	26	28
Mental Handicap	3	7	23
Religion	0	3	8
Color	0	1	0
Marital Status	1	1	0
Familial Status	0	0	9
Other	0	0	4
Total Bases	40	145	223

Note: Percent of total charges filed is greater than 100% because some of the charges were filed under more than one basis.

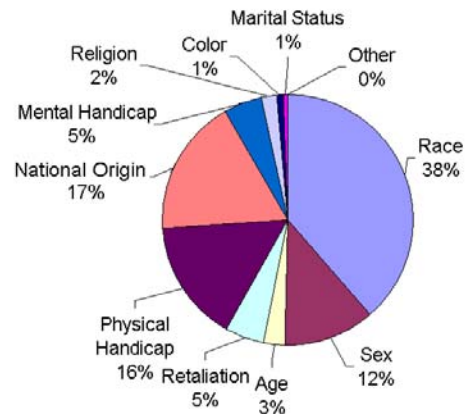
FY 2002 Housing Charges By Basis



FY 2004 Housig Charges By Basis



FY 2003 Housig Charges By Basis

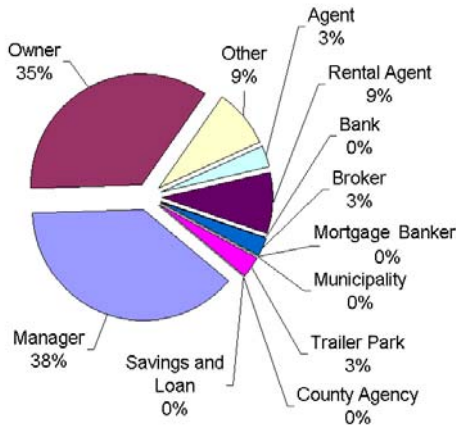


**Housing Charges Filed
By County FY2004
(for Housing Charges
by County for FY02
and FY03, see Charge
Processing Section)**

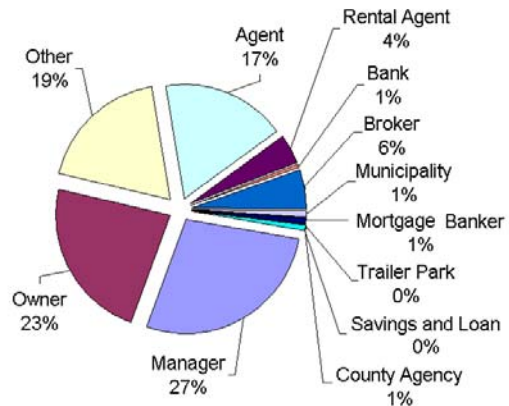


HOUSING CHARGES BY RESPONDENT TYPE					
Fiscal Year	FY00	FY01	FY02	FY03	FY04
Manager	7	12	13	35	61
Owner	15	18	12	29	50
Other	16	4	3	24	39
Agent	6	5	1	22	14
Rental Agent	12	11	3	5	10
Bank	2	1	0	1	4
Broker	2	1	1	7	3
Municipality	0	1	0	1	3
Mortgage Banker	2	2	0	1	3
Trailer Park	0	0	1	0	2
Savings and Loan	3	1	0	0	1
County Agency	1	0	0	1	1
Totals	66	56	34	126	191

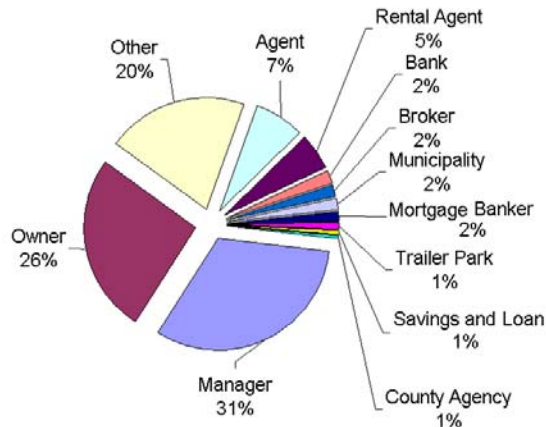
FY 2002 Housing Charges By Respondent Type



FY 2003 Housing Charges By Respondent Type

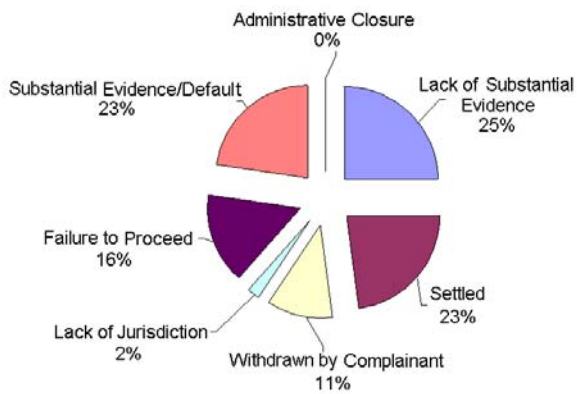


FY2004 Housing Charges By Respondent Type

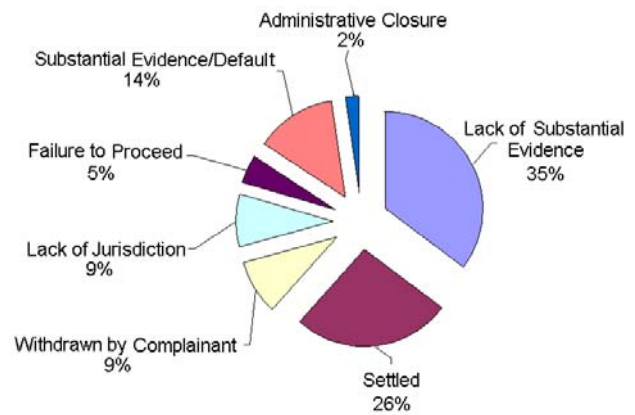


DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS					
Fiscal Year	FY00	FY01	FY02	FY03	FY04
Lack of Substantial Evidence	17	24	11	31	65
Settled	24	19	10	23	47
Withdrawn by Complainant	8	5	5	8	14
Lack of Jurisdiction	3	4	1	8	13
Failure to Proceed	5	5	7	4	11
Substantial Evidence/Default	6	7	10	12	6
Administrative Closure	0	1	0	2	5
Total	63	65	44	88	161

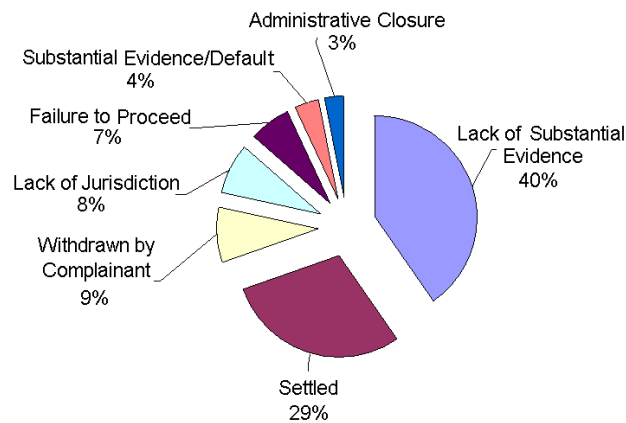
FY 2002 Disposition of Completed Housing Investigations



FY 2003 Disposition of Completed Housing Investigations

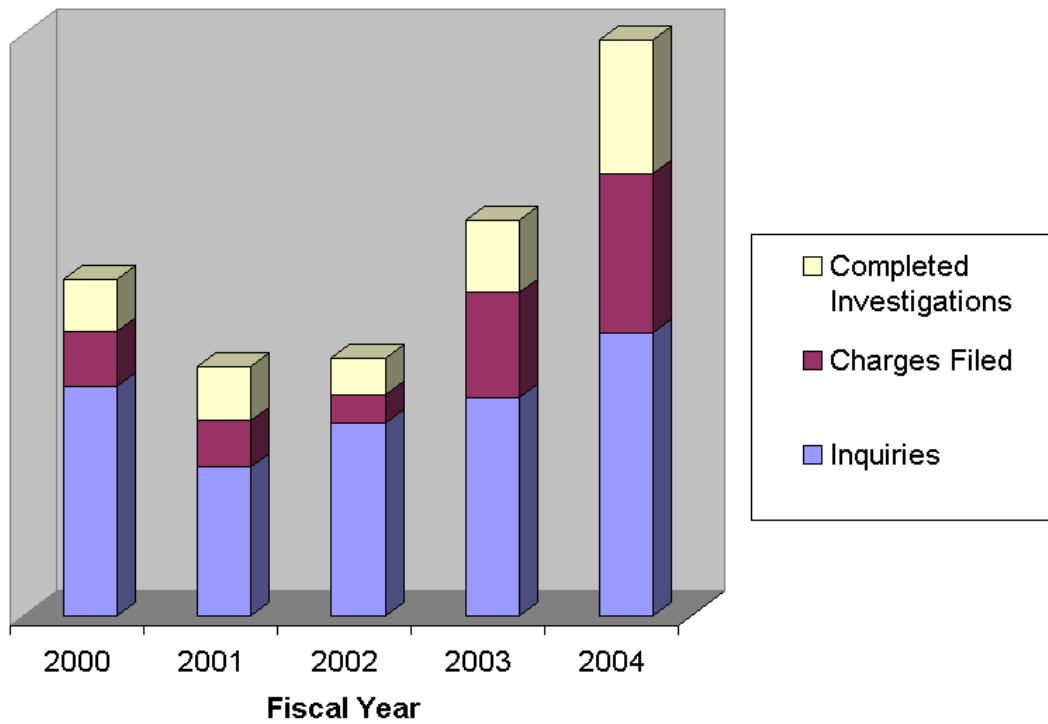


FY 2004 Disposition of Completed Housing Investigations



HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

	FY00	FY01	FY02	FY03	FY04
Fiscal Year					
Inquiries	275	178	231	262	340
Charges Filed	66	56	34	126	191
Completed Investigations	63	65	44	88	161



Governor's Commission on Discrimination and Hate Crimes

Executive Summary

The Governor's Commission on Discrimination and Hate Crimes was first established in 1999 to develop a plan that fosters tolerance and diversity throughout Illinois. Today, rather than settle for tolerance, we hope to bridge the gap between tolerance and respect through a greater understanding of basic human needs. To tolerate, by its very nature, is not enough. Showing a mutual respect for one another begins to open the door of understanding, which can facilitate change.

The Commission plays an important role in the education and response to discrimination and hate crime-related incidents throughout Illinois. The staff works with community leaders, social service agencies, elected officials and the public to identify and uproot sources of discrimination and bias.

During fiscal year 2004 the Commission focused a major part of its resources on training law enforcement personnel and organizing outreach events. Our efforts resulted in about 190 law enforcement personnel and prosecutors trained and more than 3,800 people impacted by our outreach activities.

Preventing hate crimes and eliminating bigotry and bitterness are among our state's most important challenges. There is never an excuse for violence against any person. Attacks committed because the victims look different, practice a different religion, have a different sexual orientation, or because a person has a disability, threaten America's most cherished ideals. Hate crimes are not only an attack on the individual victim, but often have lasting effects on the entire community in which the incidents occurred.

The Commission has been tracking hate crimes in Illinois since its inception. We remain optimistic that through continued outreach, education and training we will see a diminishing number of hate crimes committed in this state.

The total number of reported hate crimes offenses in 2003 was 272, compared to 199 in the previous year. Please keep in mind that many crimes go unreported and we must remain diligent in our efforts to stamp out hate.

We can only effectuate change by exhibiting characteristics that we want to see in others. Real change begins within.

Mission Statement

- To work with individuals, communities and local governments to resolve conflicts that arise based on a person's perceived or actual race, ethnicity, disability, religion, gender or sexual orientation.
- To provide hate crimes prevention methods and training to law enforcement, educators, students and communities.

Vision Statement

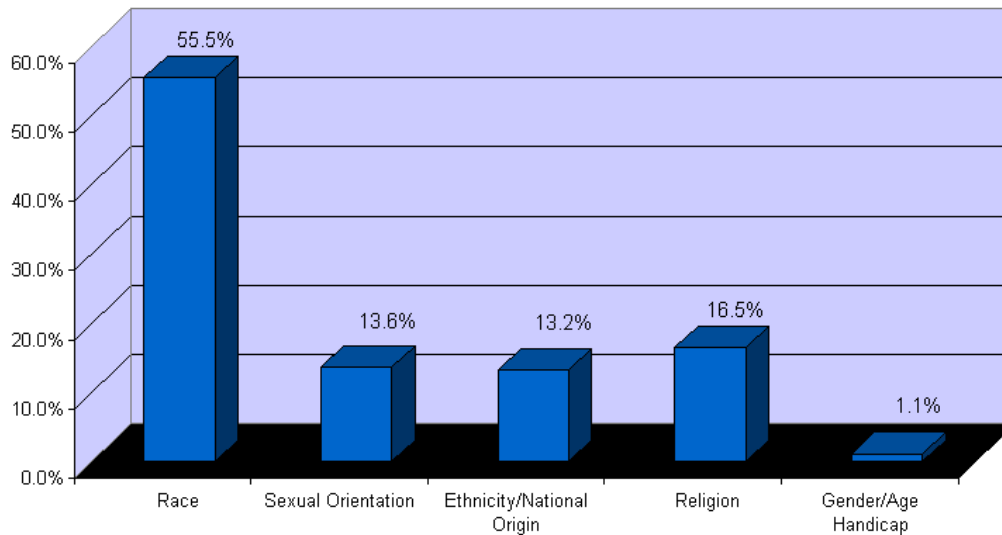
The Commission on Discrimination and Hate Crimes believes that all people are created equal and should be treated with respect. We all have a right to pursue the American dream free from hate and bias. The Commission is committed to providing assistance and training to do its part to stop the hate.

2003 Hate Crimes State Overview

In Illinois there were a total of 272 bias-motivated criminal incidents reported for 2003. Of the incidents, 151 (55.5%) were motivated by racial bias; 45 (16.5%) were religious bias; sexual orientation bias accounted for 37 (13.6%); ethnicity/national origin bias was the cause of 36 (13.2%); gender, age or disability bias were connected to 3 (1.1%).

In addition, a total of 73 agencies in Illinois reported hate crimes in 2003.

2003 Bias Motivation Percentages



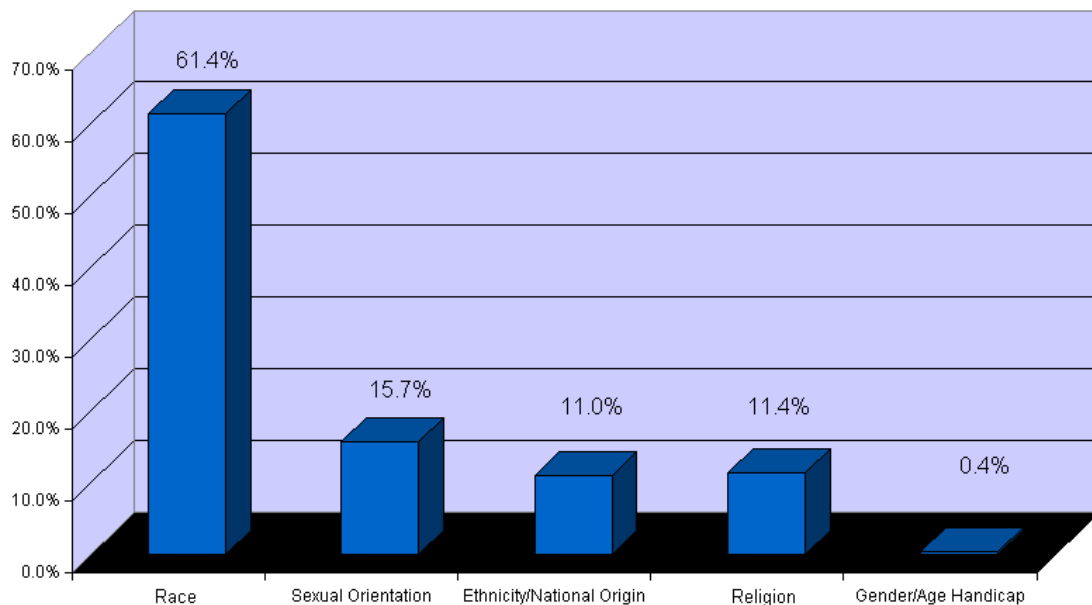
2004 Hate Crimes State Overview

In Illinois there were a total of 236 bias-motivated criminal incidents reported for 2004. Of the incidents, 145 (61.4%) were motivated by racial bias; 27 (11.4%) were religious bias; sexual orientation bias accounted for 37 (15.7%); ethnicity/national origin bias was the cause of 36 (11.0%); gender, age or disability bias were connected to 1 (.4%).

In addition, a total of 63 agencies in Illinois reported hate crimes in 2004.

Bias-motivated crimes based on perceived or actual race, religion, ethnicity, color, gender or sexual orientation must be prosecuted to the fullest extent of the law. These attacks on humankind should not and will not be taken lightly in Illinois.

2004 Bias Motivation Percentages



Current Hate Crimes Statutes in Illinois

Illinois law provides for criminal and civil penalties against an individual or individuals who assault, trespass upon, or cause damage to the property of or injure physically or emotionally another person or persons because of such person's race, color, creed, religion, ancestry, gender, sexual orientation, physical or mental disability, or national origin. The following list summarizes the provisions under various statutes in Illinois:

730 ILCS 5/5-5-3.2

States the aggravating factors that may be considered by the court, including selection of a victim because of the victim's actual or perceived "race, color, creed, religion, ancestry, gender, sexual orientation, physical or mental disability, or national origin."

720 ILCS 5/12-7.1

Provides for civil and criminal penalties for commission of hate crimes, defined as crimes committed against another by reason of that person's actual or perceived "race, color, creed, religion, ancestry, gender, sexual orientation, physical or mental disability, or national origin."

20 ILCS 2605/55a

Provides for the collection and dissemination of hate crimes data.

720 ILCS 5/21-1.2

Criminalizes damage to places of worship, schools, educational facilities or community centers committed because of the actual or perceived race, color, creed, religion or national origin of another individual.

20 ILCS 2605/55a

Mandates training for state police officers in identifying, responding to, and reporting hate crimes.

705 ILCS 405/5-710

Defines kinds of sentencing orders for hate crimes committed by minors.