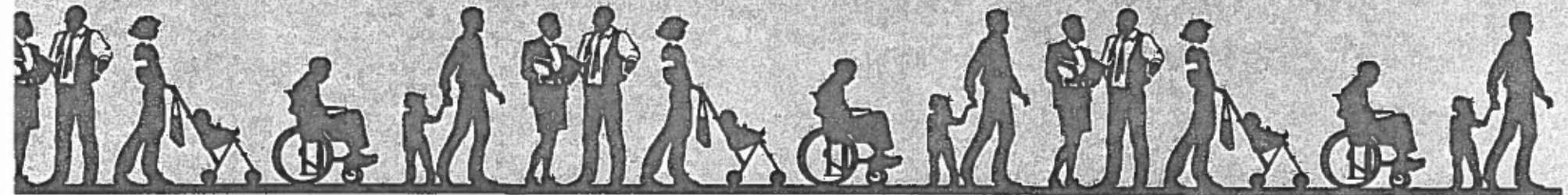


1993
ANNUAL REPORT

ILLINOIS DEPARTMENT OF HUMAN RIGHTS

Jim Edgar
Governor

Rose Mary Bombela
Director





Jim Edgar
Governor

June, 1994



Rose Mary Bombela
Director

To The Honorable Jim Edgar
Governor of Illinois and the
Honorable Members of the General Assembly

It is with a great deal of pride and honor that we share with you the activities of the Illinois Department of Human Rights for Fiscal Year 1993.

This has been a challenging year for the Department in its efforts to complete more investigations than charges received. Once again, we were able to reduce the backlog of cases waiting to be investigated.

Our on-going efforts to improve the skills of our staff will lead to increased productivity, not only for our investigative staff, but for the Department as a whole.

Finally, as agencies continue to downsize, the Department continued its sponsorship of special training for all agency Affirmative Action Officers to analyze for adverse impact. Through the Department of Human Rights' cooperation with Central Management Services, the procedure established last year was refined to insure the analysis was completed prior to the layoffs that took place.

The Department of Human Rights is committed to continue the advancements we have made and we are proud of the accomplishments depicted in the Fiscal Year 1993 Report herewith presented for your review.


Rose Mary Bombela, Director
Illinois Department of Human Rights

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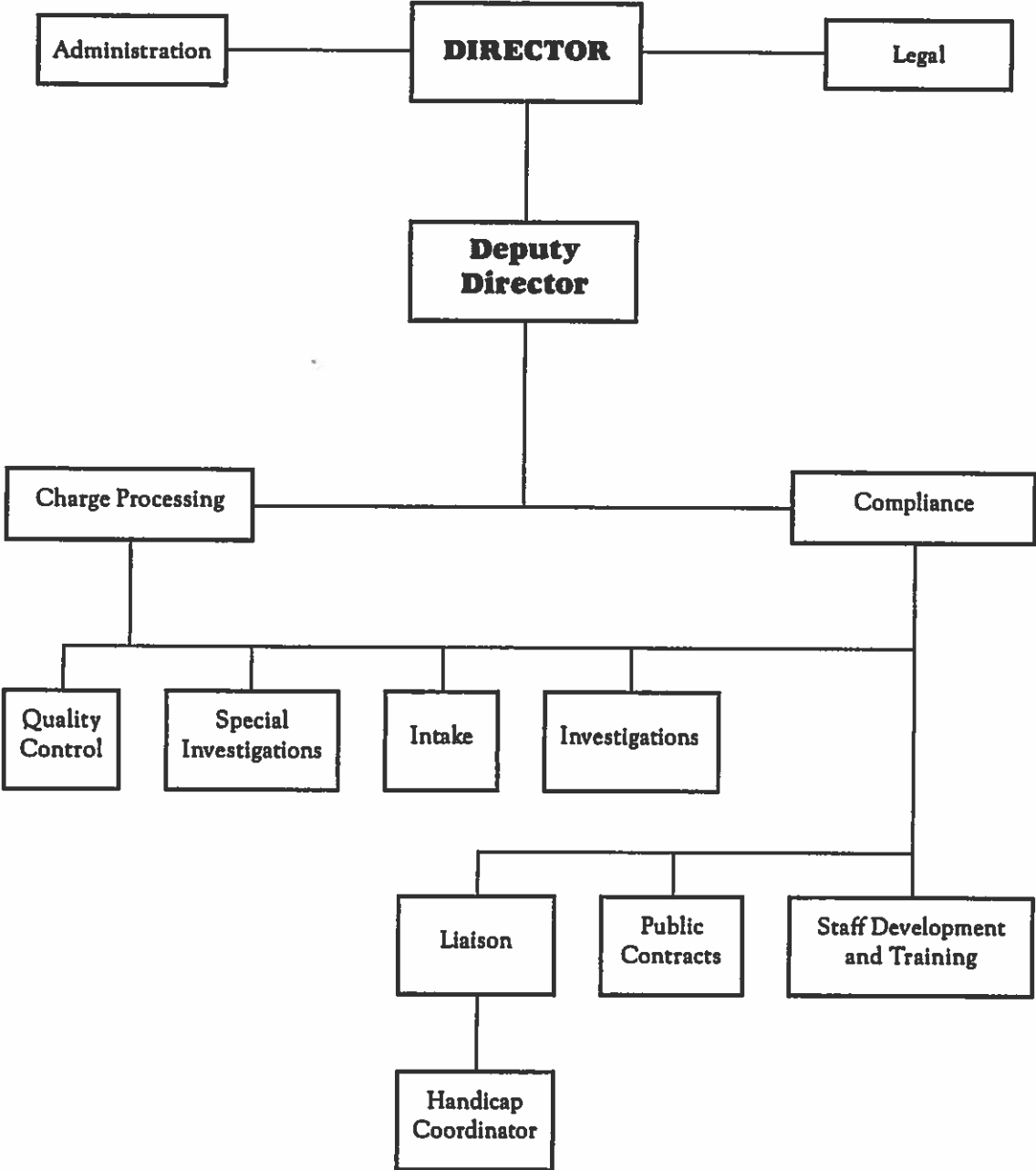
INTRODUCTION

It is the primary function of the Illinois Department of Human Rights to administer and enforce the Illinois Human Rights Act. The Act guarantees that people in Illinois be free from discrimination in employment, real estate transactions, financial lending practices, and in their access to places of public accommodation and services of public officials.

IDHR enforces the law prohibiting discrimination on the bases of race, color, religion, sex, national origin, ancestry, age, marital status,

unfavorable military discharge in employment, physical handicap, and mental handicap whether real or perceived. Discrimination against families with children under the age of eighteen is also prohibited in rental housing. The Act was recently amended to strengthen the protection of individuals in the areas of sexual harassment in employment, and sexual harassment of students in higher education. Both are prohibited.

CHART OF ORGANIZATION



ADMINISTRATION

Introduction

Fiscal Report

End of the Year Headcount

Income and Expenditure Statement

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INTRODUCTION

The Administration Division is the managerial and administrative body for the Department of Human Rights and is responsible for the following functions: Financial Management, Fiscal Planning, Procurement, Inventory, Auditing, Legislative Bill Review and Analysis, Governmental Relations, Personnel, Public Information, General Office Services, Information Systems and Operational Planning.

Organizationally, the Administration Division consists of the following program areas: Fiscal, Legislative Operations, Management Operations, Personnel, Public Information and Research, Planning and Development. The primary responsibilities of each of these program areas are as follows:

Management Operations

Management Operations is administratively responsible for all general office services for the Department, insuring that IDHR employees are provided the necessary tools to effectively and efficiently perform their respective tasks. The functions of Management Operations include Information Systems, Telecommunication Services, Operational Planning and Office Management.

In Fiscal Year 1993, Management Operations concentrated its efforts on increasing the Department's overall efficiency through automation. Management Operations' focus for Fiscal Year 1993 was two fold, 1) to continue to automate Department programs and functions and 2) tap and utilize existing and surplus equipment as effectively and efficiently as possible. With this focus in mind, the Department's computer system was upgraded to accommodate additional us-

ers and to facilitate an increased capability to access, process and exchange data.

The Department was able to obtain used equipment from other state agencies and from federal and state surplus in an effort to further automate both the Springfield and Chicago offices. Although this is an interim solution, staff continues to follow up on the acquisition of used equipment in an ongoing effort to fully automate. Toward this end, approximately 25% of all of the equipment currently installed in the Department has been recycled from other agencies in an effort to utilize the state's resources to the fullest extent possible.

Significant accomplishments of Management Operations in Fiscal Year 1993, as it relates to these automation efforts, are as follows:

- The Department's Case Management Information System (CMIS) was enhanced to provide additional project management tools for staff. The system currently provides (a) case status reporting used to track a charge, (b) reports for managing case loads and establishing priorities, (c) case statistics used to provide a variety of statistical reports, (d) answering case status inquiries and (e) maintaining information on all closed files. This system additionally provides necessary projections, information requested by outside sources, and data for special projects (e.g., Time Management Study, annual reports), etc.
- The Department provided access to the Illinois Human Rights Commission to attach to the Case Management Information System (CMIS).

- The Department's Public Contracts Information System (PCIS) implemented in November of 1992 contains information on vendors who are registered with the State of Illinois. All new requests for bidder numbers are entered into the PCIS. The 65,000 vendors which comprised the system prior to automation are being entered into the database.
- In Fiscal Year 1993, a U.S. District court order on *Bennett vs. Department of Human Rights*, required the Department to investigate or otherwise dispose of 3,000 charges filed with the Department of Human Rights between 1974 and 1978. In an effort to process these charges in the most efficient manner possible, this process was automated. A database was set up on the *Bennett* charges and programs were developed to create the Department's *Bennett* application.
- All of the Department's support staff were automated which significantly reduced processing time on repetitive typing assignments.
- Access was provided for additional data center applications (Central Inventory, Time Keeping, Group Insurance and Posting) made available through Central Management Services, Bureau of Communication and Computer Services.
- A system was developed for tracking the Department's inventory of cases filed (open and closed) and the reconciliation of this inventory.

Research, Planning and Development

With the cooperation of the Time Management Study Task Force, this unit completed major research on charge processing time management. As a result, the Charge Process Streamlining proposal was implemented, and new training and resource development plans were recommended.

The unit has been monitoring the Quality Control Review data of the Charge Processing Division. A survey of the clientele, complainants and respondents who have been through intake and final stages of investigation, was begun to determine customer satisfaction with the Department of Human Rights process.

The unit automated its capability of analyzing the Home Mortgage Disclosure Act (HMDA) data of attending institutions in the Chicago metropolitan area. The unit produced a housing market statistical summary for 22 North Shore municipalities. The unit's study resulted in filing a mortgage discrimination charge against a lending institution.

The unit conducted a pilot study on sexual harassment in the state by analyzing sample cases from over 1,500 sexual harassment charges filed with the Department between 1992 to 1993.

Case resolution on a major corporation's systemic age discrimination and a discount chain store's discrimination in public accommodation were expedited by the supporting data analyses of the unit.

FISCAL REPORT

The General Assembly approved appropriations for the Department of \$4,473,800 in General Revenue Funds and \$1,828,500 in federal monies, called Special Projects. Monies for Special Projects came from two federal agencies: the Equal Employment Opportunity Commission (EEOC) and the Department of Housing and Urban Development (HUD).

The Department contracted with EEOC to investigate charges of discrimination filed alleging employment and age discrimination. During FY'93, EEOC contracts totaled \$1,534,300 for charges related to employment and \$210,000 for investigations relating to age discrimination.

The Department also contracted with HUD to investigate charges of discrimination related to housing issues. This contract was for \$84,200. Of the \$4,473,800 in General Revenue Funds, \$700,000 was appropriated to the Department to settle a ten year old class action lawsuit "*Bennett vs. the Department of Human Rights.*" The funds allocated were for investi-

gation or a \$350 per case settlement for charges closed by the predecessor agency of the Department of Human Rights, the Fair Employment Practices Commission (FEPC), from 1974 through 1978.

Due to a shortfall in General Revenue, the Department of Human Rights lost several positions: a substantial number of positions due to layoffs and attrition. This reduced the Department's approved headcount to 136 from the previously approved headcount of 170.

Despite the loss of staff the Department was able to maintain its federal funding above the FY'93 level.

The Department processed approximately 2,000 invoice vouchers for total expenditures of \$5,582,695 in FY'93. This includes \$3,771,029 in General Revenue Funds and \$1,811,665 in federal funding. Unused expenditures were due to turnover and hiring lag and \$698,915 was reappropriated to FY'94 to continue payment of the *Bennett* settlement.

END OF THE YEAR HEADCOUNT

Division	FY '88	FY '89	FY '90	FY '91	FY '92	FY '93
Administration	16	16	16	15	15	11
Charge Processing	83	83	143	141	132	108
Compliance	26	26	26	23	23	17
TOTAL	125	125	185	179	170	136

INCOME AND EXPENDITURE STATEMENT FY '93

Income (in thousands)	General Revenue Funds FY '93	Federal Funds FY '93
Appropriations	3773.8	1828.5
Bennett Settlement	700.0	-0-
Availability for Expenditure	4473.8	
Expenditures (in thousands)		
Salaries	3203.3	1196.5
Fringe Benefits	468.2	378.1
Contractual Services	21.7	135.7
Rental Real Property	-0-	4.0
Registration & Confirmation	.2	1.8
Rental Office Equipment	1.8	28.9
Rental Motor Vehicle	-0-	7.9
Repair & Maintenance	14.2	23.4
Statistical & Tabulation Service	-0-	15.0
Freight, Express & Drayage	-0-	.1
Professional and Artistic Service	.8	9.2
Auditing Management Services	-0-	7.5
Association Dues	1.1	-0-
Postage	-0-	19.5
Subscription & Information Service	2.3	3.0
Court Reporting & Filing Services	-0-	.2
Contractual Services Miscellaneous	1.3	15.2
Travel Cost	21.9	46.4
Commodities	6.1	26.1
Printing	1.9	3.1
Equipment	-0-	5.5
Telecommunications	46.8	20.3
<hr/>		
Bennett Settlement	101	-0-
Total Expenditures	3771.0	1811.7
Lapsed Appropriation	3.9	16.8
Reappropriation	398.9	-0-
Total Appropriation	4473.8	1828.5

CHARGE PROCESSING DIVISION

Introduction

Employment Charges – Respondent Type

Bases on Which Cases are Filed

Employment Charges by Basis

Employment Discrimination Issues

Disposition of Completed Investigations

Discrimination Charges Filed by County

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INTRODUCTION

The Human Rights Act prohibits discrimination in Illinois with respect to employment, financial credit, public accommodations and real estate transactions on the basis of race, color, sex, national origin, ancestry, citizenship status, age, marital status, unfavorable military discharge and physical and mental handicap. The Act also prohibits the use of arrest information or expunged conviction information as bases to discriminate in employment, discrimination against families with children in real estate transactions and sexual harassment in higher education.

Within 180 days (one year for real estate transactions) of the occurrence of an alleged civil rights violation, one may file a charge of discrimination with the Department. The Charge Processing Division reviews the charges and investigates (and attempts to amicably settle) those over which the Department has jurisdiction. If an investigation reveals substantial evidence of discrimination, the Legal Division staff encourages conciliation between the affected parties. If conciliation is unsuccessful, the Department files a formal legal complaint with the Human Rights Commission. After three hundred days from the filing of a perfected charge of discrimination, individuals have a 30 day period within which to file their own complaints with the Commission if the investigation has not already been completed.

Activities and Accomplishments

Fiscal year 1993 was a difficult year as the Department was forced by budget considerations to lay off staff and eliminate positions. At year's end, investigative staff had been reduced by seven persons compared with a year earlier, and by 15 compared with two years ago. Understanding that in times of scarce resources it is necessary to use those resources as efficiently as possible, Charge Processing staff embarked upon several streamlining initiatives to do just that.

The Intake Unit, as a pilot project, began four days a week (Mondays through Thursdays) interviewing. Fridays were saved for paper work and "mail-in" charges. The project was successful in that Intake investigators could begin interviewing earlier in the day and the problem of having to ask people to return another day due to a high volume of "walk-in" complainants was almost entirely eliminated.

A Case Management Task Force, comprised of employees from throughout the agency, was implemented to review the Charge Processing case management system. The result was streamlined investigation guidelines which will drastically reduce average processing times for investigations in FY '94.

A group of Charge Processing and Legal staff worked together to develop a new investigation report format. The goal was to have a format which would be easier for staff to write, eliminate extraneous information and be more "reader friendly" for the parties. It was successfully tested by a group of investigators and will be used by all investigators in fiscal year 1994.

Significant changes were made in the Quality Control Unit (QCU). The unit was expanded to include a systematic case review process so that the quality of completed cases is monitored. Any identified deficiencies can immediately be addressed through staff training, both formal and informal. In addition, this review process provided information which was invaluable in the streamlining of the case management system.

Equipment was provided and procedures established to enable QCU personnel to close cases and enter the information directly into the Department's data base. (Previously this was a two-part process which involved two separate

divisions and sometimes resulted in substantial time lags between the time cases were closed and the information was input into the computer data base.)

To enhance the efficient exchange of information between the Department and the federal Equal Employment Opportunity Commission (EEOC), equipment was installed in QCU to enable data to be directly entered into EEOC's national data base as cases are closed and prepared for submission to EEOC for contract credit. This has eliminated delays between the time cases are submitted for credit and the information becomes available on the EEOC national data base.

Another part of the Division's streamlining efforts was QCU's assumption of responsibility for the assignment of

cases to investigators for investigation. Not only has this enabled supervisory personnel to spend more time on other duties, but it has improved the Department's ability to monitor the movement of cases from inventory and maintain the desired mixture of cases within individual caseloads and the investigation process.

The charts below provide a statistical summary of the Charge Processing Division's activities during the year.

Administrative Code and additional sections of the existing regulations are being revised. This fiscal year also saw increased activity with regard to housing discrimination as staff attorneys were involved in several court actions in this area.

EMPLOYMENT CHARGES – RESPONDENT TYPE

Respondents: By Type	1990	1991	1992	1993
Private Employers	3765	3722	3584	3294
State Government	123	166	121	145
Local Government	218	287	271	293
Colleges and Universities/Public	28	49	60	49
Colleges and Universities/Private	16	22	42	43
Elementary and Secondary Schools/Public	33	52	63	67
Elementary and Secondary Schools/Private	7	4	12	1
Unions	61	42	46	22
Joint Apprenticeships Program	0	13	1	6
Private Employment Agencies	7	35	11	6
State Employment Agencies	0	5	0	0
Individuals	129	159	137	2
TOTALS	4387	4556	4348	3949

BASES ON WHICH CASES ARE FILED

Bases of Housing Discrimination Charges *

Basis	FY '90	FY '91	FY '92	FY '93
Race	42	59	109	127
Color	0	0	0	1
Religion	1	2	9	6
Sex	21	7	23	60
National Origin	5	11	15	36
Age	0	1	1	10
Marital Status	30	4	17	10
Physical Handicap	13	12	17	10
Mental Handicap	0	6	8	19
Familial Status	16	22	19	48
Retaliation	1	1	4	11
Other	0	1	6	0
Total	133	126	228	338

Bases of Public Accommodations Charges *

Basis	FY '90	FY '91	FY '92	FY '93
Race	73	103	65	68
Color	0	5	0	1
Religion	4	15	6	10
Sex	15	35	18	15
National Origin	10	25	10	17
Age	3	8	9	5
Marital Status	5	9	2	1
Physical Handicap	31	37	63	47
Mental Handicap	6	6	12	15
Retaliation	4	9	4	14
Coercion	0	3	1	0
Arrest Record	0	1	1	0
Other	2	3	3	0
Total	153	255	194	207

* In some instances the number of bases is greater than the number of charges filed during that year. This is because some charges were filed under more than one basis, e.g., failure to rent because of race and sex.

EMPLOYMENT CHARGES BY BASIS

Basis of Discrimination	FY '90		FY '91		FY '92		FY '93	
	Total	% of Total Charges*	Total	% of Total Charges*	Total	% of Total Charges*	Total	% of Total Charges*
Race	1686	38.6	1510	33.1	1305	30.0	1245	31.5
Sex	1266	28.8	1244	27.3	1198	27.6	1121	28.4
Age	819	18.6	983	21.6	1034	23.8	905	22.9
Physical Handicap	791	18.0	981	21.5	1061	24.4	834	21.1
Retaliation	585	13.3	628	13.8	636	14.6	585	14.8
National Origin/Ancestry	507	11.5	564	12.4	532	12.2	456	11.5
Mental Handicap	145	3.3	150	3.3	133	3.1	165	4.2
Marital Status	80	1.8	99	2.2	83	1.9	65	1.6
Religion	79	1.8	73	1.6	87	2.0	66	1.7
Color	30	.6	46	1.0	19	.4	23	.6
Aiding/Abetting	20	.4	22	.9	13	.3	13	.3
Coercion/Interference	18	.4	21	.9	7	.2	6	.2
Arrest/Conviction	18	.4	9	.2	2	.0	5	.1
Military Discharge	0	.0	0	.0	2	.0	1	.0
Other**	9	.2	17	.4	22	.5	24	.6
Total	6053		6347		6134		5514	

* 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 basis such as personality conflict.

EMPLOYMENT DISCRIMINATION ISSUES

Issues Alleged as Act of Discrimination *

Issue	FY '93	Issue	FY '93
Discharge	2056	Racial Harassment	55
Harassment	372	Forced Resignation	37
Terms and Conditions	322	Oral Reprimand	42
Sexual Harassment	320	Referral	5
Hiring	291	Forced Medical Leave	32
Wages	141	Union Representation	20
Suspension	295	Qualification/Testing	11
Layoff	251	Forced Retirement	15
Promotion	254	Intimidation/Reprisal	15
Written Reprimand	185	Exclusion	12
Constructive Discharge	189	Job Classification	9
Failure to Accommodate	210	Overtime	75
Demotion	153	Severance Pay	8
Unequal Job Assignments	79	Tenure	1
Recall	74	Employment Reference	11
Unequal Pay	117	Failure to Reassign	4
Performance Evaluation	100	Segregated Facility	6
Failure to Return/Medical Leave	120	Seniority	4
Benefits	90	Drug Testing	1
Training/Apprenticeship	41	Vacation	9
Transfer	144	Others	87
Reduction in Hours	75		—
Probation	45	Total	6465
Position Elimination	82		

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

DISPOSITION OF COMPLETED INVESTIGATIONS

	1990	1991	1992	1993
Inquiries Received	20,985	25,328	28,725	28,001
Charges Filed	4,646	4,887	4,727	4,391
Completed Investigations	3,955	5,721	4,878	3,677

	1990		1991		1992		1993	
	#	%	#	%	#	%	#	%
Substantial Evidence	440	11.1	802	14.0	753	15.4	418	11.4
Settlements	957	24.2	1448	25.3	1432	29.3	1174	31.9
Withdrawn by Complainant	671	17.0	768	13.4	615	12.6	479	13.0
Dismissals								
Lack of Substantial Evidence	1022	25.8	1172	20.5	938	19.2	865	23.5
Lack of Jurisdiction	203	5.1	208	5.1	167	3.4	126	3.4
Failure to Proceed	662	16.7	1323	23.1	973	20.0	611	16.7

DISCRIMINATION CHARGES FILED BY COUNTY

County	Housing	Credit	Public Accommodations	Sexual Harassment In Higher Education	Employment	Total
ADAMS					15	15
ALEXANDER					1	1
BOND					1	1
BOONE	2				4	6
BROWN					2	2
BUREAU			1		3	4
CALHOUN						0
CARROLL					1	1
CASS	2				6	8
CHAMPAIGN	8		5		66	79
CHRISTIAN	1				16	17
CLARK						0
CLAY					2	2
CLINTON	1				8	9
COLES	2				9	11
COOK	158	4	80		2334	2576
CRAWFORD					4	4
CUMBERLAND						0
DEKALB			1		11	12
DEWITT			1		7	8
DOUGLAS					2	2
DUPAGE	19		5		231	255
EDGAR	1					1
EDWARDS						0
EFFINGHAM					7	7
FAYETTE					2	2
FORD					3	3
FRANKLIN	1				8	9

DISCRIMINATION CHARGES FILED BY COUNTY

County	Housing	Credit	Public Accommodations	Sexual Harassment In Higher Education	Employment	Total
FULTON					10	10
GALLATIN						0
GREENE			1			1
GRUNDY					5	5
HAMILTON					1	1
HANCOCK					1	1
HARDIN					1	1
HENDERSON					1	1
HENRY	1				2	3
IROQUOIS					2	2
JACKSON	3		3	1	11	18
JASPER						0
JEFFERSON					18	18
JERSEY					3	3
JO DAVIESS					4	4
JOHNSON						0
KANE	10		5		104	119
KANKAKEE			1		35	36
KENDALL					3	3
KNOX			1		14	15
LAKE	10		6		87	103
LASALLE	2		2		16	20
LAWRENCE						0
LEE	1				5	6
LIVINGSTON					9	9
LOGAN					9	9
MCDONOUGH					10	10
MCHENRY	1		2		19	22
MCLEAN	3		1		43	47
MACON	2		10		61	73

DISCRIMINATION CHARGES FILED BY COUNTY

County	Housing	Credit	Public Accommodations	Sexual Harassment In Higher Education	Employment	Total
MACOUPIN			1		22	23
MADISON	2		2		40	44
MARION					16	16
MARSHALL						0
MASON						0
MASSAC			1		6	7
MENARD			2		2	4
MERCER					3	3
MONROE					2	2
MONTGOMERY			1		10	11
MORGAN			1		15	16
MOULTRIE					1	1
OGLE					5	5
PEORIA	1			1	108	110
PERRY			2		7	9
PLATT					1	1
PIKE					2	2
POPE					2	2
PULASKI					1	1
PUTNAM						0
RANDOLPH			6		7	13
RICHLAND					1	1
ROCK ISLAND	3		1		30	34
ST. CLAIR	3		11		19	33
SALINE					5	5
SANGAMON	10		8		213	231
SCHUYLER						0
SCOTT						0
SHELBY					4	4
STARK						0

DISCRIMINATION CHARGES FILED BY COUNTY

County	Housing	Credit	Public Accommodations	Sexual Harassment In Higher Education	Employment	Total
STEPHENSON			1		1	2
TAZEWELL	5				12	17
UNION					4	4
VERMILION	3		3		27	33
WABASH					1	1
WARREN						0
WASHINGTON					1	1
WAYNE					5	5
WHITE			1		2	3
WHITESIDE					7	7
WILL	5		4		57	66
WILLIAMSON					13	13
WINNEBAGO	3		3		80	86
WOODFORD						0
TOTAL	263	4	173	2	3949	4391

LEGAL DIVISION

Introduction

Legal Production

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INTRODUCTION

Most of the charges of discrimination filed with the Illinois Department of Human Rights cross the desk of a staff attorney at least once, and some several times, before the file is closed. Staff attorneys review all investigation reports that result in a finding of substantial evidence and must approve this finding before the parties are notified. Attorneys mediate and conciliate cases, and then close the file by drafting either Terms of Settlement or Complaints, both of which are filed with the Human Rights Commission. If the parties reach a private settlement, a staff attorney reviews the documents before the file can be closed. When a charge has been dismissed for either lack of jurisdiction or lack of substantial evidence and a review of the dismissal is requested, a staff attorney reviews the file, any documentation submitted to support or respond to the Request for Review, and then drafts a response. As some charges result in a default finding when a named Respondent fails to cooperate with the Department, a staff attorney reviews the file to see if this is appropriate and then drafts a default petition which is filed with the Human Rights Commission.

Staff attorneys have at least one area of specialization and, when asked, give presentations or in-depth training sessions across the

state. During 1993, the Department's attorneys conducted 30 presentations involving all areas of discrimination covered by the Act. On-going in-depth training sessions presented for agency staff, weekly meetings held with the investigations staff, development of a resource file, and a monthly article written to update agency staff on current legal topics of interest are also integral parts of the duties of every staff attorney. Staff attorneys attended more than 20 seminars to remain knowledgeable about current developments in discrimination law.

The Legal Division kept its normal workload current during Fiscal Year 1993 while taking on additional responsibilities. Revised Affirmative Action Regulations were adopted and became part of the Illinois Administrative Code and additional sections of the existing regulations are being revised. This fiscal year also saw increased activity with regard to housing discrimination as staff attorneys were involved in several court actions in this area.

LEGAL PRODUCTION

The Legal Division's case statistics for FY '93 follows:

Dismissals	FY '89	FY '90	FY '91	FY '92	FY '93
SE Reviews	761	789	839	1011	580
Complaints Filed	485	659	551	956	806
Responses Filed	534	550	534	754	670
Settlements	34	53	40	68	80

COMPLIANCE DIVISION

Introduction

State Agency Liaison Unit

Affirmative Action Plan by Agency

Public Contracts Unit

Staff Development and Training Unit

Disability Program

Analysis of Disability Charges

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INTRODUCTION

The Compliance Division provides a broad range of services to Illinois residents, the legislature, businesses and others through three program units: Public Contracts, Liaison and Staff Development and Training. In addition, one specialty program is housed in this division, the Disabilities Program.

Accomplishments

The Liaison Unit developed a method by which agencies can set reasonable goals for the following fiscal year. This will enable the Liaison Unit to better assess numerical goals that reflect the agencies' actual hiring practices based on each agency's opportunities to hire. Agencies will be held accountable for these goals, impacting favorably on the overall state workforce.

The Disability Program Coordinator wrote a guide on the rights of people with cancer that was published by the Illinois Division of the American Cancer Society, and which is accompanied by a videotape produced by the American Cancer Society.

Many notable programs highlight the efforts of the Staff Development and Training Unit. Significant input was provided to the Governor's Human Resources Advisory Council. This unit was also part of the Interagency Outplacement Assistance Program to assist employees slated for layoff. In addition, the Department continued its commitment to the Joint Training Partnership Act (JTPA) program through the efforts of the Staff Development and Training Unit by coordinating the summer program for 113 teenagers provided with work experience in agencies throughout the James R. Thompson Center.

STATE AGENCY LIAISON UNIT

The Liaison Unit monitors the affirmative action programs for executive state agencies, boards, commissions, and instrumentalities as prescribed in Section 2-105(B) and 7-105 of the Illinois Human Rights Act. All covered entities must practice equal employment opportunity and affirmative action in employment. The Codified Rules & Regulations for the Department state the methods by which the Department monitors and assists agencies in meeting these obligations.

The Liaison Unit provides a wide range of on-going and specialized technical assistance opportunities to state agencies and other entities to enhance, strengthen and promote their equal employment opportunity/affirmative action compliance obligations, while addressing all aspects of employment issues, policies and procedures.

The Liaison Unit insured that layoff plans were accurately calculated by reviewing and approving the accuracy of adverse impact analyses before layoffs were approved by Central Management Services during FY'93.

The Liaison Unit also conducted its annual Affirmative Action/Equal Employment Opportunity training workshops for EEO Officers statewide. A special segment of the training was geared toward the needs of new EEO Officers. These workshops were the joint effort of the Liaison Unit and the Staff Development and Training Unit.

During the year, this unit provided technical assistance on specially requested statistical data pertaining to statewide workforce transactions. This unit also conducted a comparative analysis of the statewide workforce and civilian labor force.

Agencies at Parity

The following four state agencies completed required calculations and they were determined to be at parity for each of the protected classes:

Civil Service Commission
Higher Education, Board of
Local Labor Relations Board
Property Tax Appeal Board

Agencies Not Required to Calculate Workforce Utilization

The following state agencies had less than 5 persons in each EEO category they utilized. Therefore, these numbers were too insignificant for calculations, as anything less than 5 is considered statistically unreliable. The agencies, however, were still required to develop Affirmative Action Plans with programmatic goals.

Governor's Purchased Care Review Board
Medical Center Commission
Office of Public Counsel
Prairie State 2000 Authority
State Police Merit Board

AFFIRMATIVE ACTION PLAN BY AGENCY

Departments	Affirmative Action Plan Approved (1)	Received "Show Cause" Notice (2)	Agency At Parity Layoffs Occured During Fy93 (3)	(4)
Abandoned Mined Lands Reclamation Council	x			
Aging	x			
Agriculture	x			x
Alcoholism and Substance Abuse	x			x
Arts Council	x			x
Attorney General	x			
Banks and Trusts Commision	x			
Capital Development Board	x			x
Central Management Services	x			x
Children and Family Services	x			x
Civil Service Commission	x		x	x
Commerce and Community Affairs	x			x
Commerce Commission	x			
Comptroller	x			
Conservation	x			x
Corrections	x			x
Criminal Justice Information Authority	x			x
Development Finance Authority	x			
Education, State Board of	x			
Educational Labor Relations Board	x			x
Elections, State Board of	x			x
Emergency Management Agency	x			
Employment Security	x			
Energy and Natural Resources	x			x

Departments	Affirmative Action Plan Approved (1)	Received "Show Cause" Notice (2)	Agency At Parity Layoffs Occured During Fy93 (3)	(4)
Environmental Protection Agency	x			x
Financial Institutions	x			
Governor, Office of the	x			
Governor's Planning Council on Developmental Dis.	x			
Governor's Purchased Care Review Board	x			
Guardianship and Advocacy Commission	x			x
Health Care Cost Containment Council	x			
Higher Education, Board of	x		x	
Historic Preservation Agency	x			x
Housing Development Authority	x			
Human Rights Commission	x			x
Human Rights	x			x
Industrial Commission	x			
Insurance	x			
Investment, State Board of	x			
Labor	x			x
Labor Relations Board, Local	x		x	
Labor Relations Board, State	x			x
Lieutenant Governor, Office of	x			
Liquor Control Commission	x			
Local Gov. Law Enforcement Officers Training Bd.	x			
Lottery	x			
Medical Center Commission	x			x
Mental Health and Development Disabilities	x			x

AFFIRMATIVE ACTION PLAN BY AGENCY

Departments	Affirmative Action Plan Approved Received "Show Cause" Notice Agency At Parity Layoffs Occured During Fy93			
	(1)	(2)	(3)	(4)
Military Affairs	x			x
Mines and Minerals	x			x
Nuclear Safety	x			
Office of Public Counsel	x			
Pollution Control Board	x			x
Prairie State 2000 Authority	x			
Prisoner Review Board	x			
Professional Regulations	x			x
Property Tax Appeal Board	x		x	
Public Aid	x			x
Public Health	x			x
Racing Board	x			
Rehabilitation Services	x			x

Departments	Affirmative Action Plan Approved Received "Show Cause" Notice Agency At Parity Layoffs Occured During Fy93			
	(1)	(2)	(3)	(4)
Revenue	x			x
Savings and Loan Commission	x			
Secretary of State	x			
State Fire Marshall	x			
State Police	x			x
State Police Merit Board	x			
State Employees' Retirement System	x			
Student Assistance Commission	x			
Teachers' Retirement System	x			
Toll Highway Authority	x			
Transportation	x			
Treasurer	x			
Veterans Affairs	x			

- (1) **Affirmative Action Plan approved** – Agency Affirmative Action Plan found to be in compliance with the Illinois Department of Human Rights Rules and Regulations, for content and format. Formal approval letter was sent to state agency head.
- (2) **Show Cause Notice** – Agency failed to comply with the Illinois Department of Human Rights Rules and Regulation by not submitting Affirmative Action Plan in a timely manner.
- (3) **Parity** – When an agency's work force includes the same percentage of protected class members that are in the available labor pool. Stated in other terms, parity exists when there is no underutilization of protected class persons in the agency's work force.
- (4) **Layoff** – Agencies experienced reduction in work force.

PUBLIC CONTRACTS UNIT

The mission of the Public Contracts Unit (PCU) is to monitor and enforce the compliance of enterprises holding public contracts with non-discrimination and affirmative action requirements set forth in the Illinois Human Rights Act and the Public Contracts Rules and Regulations of the Illinois Administrative Code. This mission was accomplished by carrying out the following activities:

1. Registration of potential state bidders and the maintenance of records pertaining to bidder eligibility status.
2. Compliance reviews of public contractors to determine adherence to the Act and the Rules.
3. Technical assistance provided to individual contractors, contracting units, community organizations and units of the Department of Human Rights.
4. Oversight of the Equal Employment and Affirmative Action (EEO/AA) monitoring programs operated by other units of state government with regard to public contractors.
5. Assistance to Minority and Female Business Enterprises (MFBEs) as necessary to fulfill the Department's responsibility as a statutory member of the Minority and Female Business Enterprises Council (MAFBEC).

Compliance Reviews of Public Contractors

Compliance reviews conducted on public contractors examine the contractor's affirmative action plan and the degree of effort expended by the contractor toward meeting commitments made in the plan. The contractor's personnel practices as they pertain to the recruitment, selection, promotion, and the compensation of minority and female workers are also examined during the review.

Due to the shortage of funds, all four specialists and an office associate were laid off as of August 31, 1992.

A total of 176 contractors were reviewed by the PCU during FY '92. Due to layoffs, there were only 3 public contractors reviewed in FY '93.

Registration of Bidders Seeking Eligibility for Competitively-Bid Contracts

Department rules require that all prospective bidders to a public contract that is subject to the competitive bidding requirement of the Illinois Purchasing Act must be registered with the Department prior to bid opening. Upon submission of a properly completed and notarized Employer Report Form, the registrant is assigned an IDHR Bidder Identification Number to evidence its eligibility to bid on state contracts. This number must accompany all bids.

At the end of FY '91, 865 Employer Report Forms were pending the assignment of an IDHR number or the completion of some other step in the process. At the end of FY '92, there were 64 Employer Report Forms pending. At the end of FY '93, there were 400 Employer Report Forms pending. During FY '92, 6,131 state bidders were entered into PCIS. These entries included 2,373 bidders entered into the system for the first time, and 3,758 bidders entered who had registered prior to the conversion to PCIS. During FY '93, 6,303 bidders were entered into PCIS.

PCU staff received and answered 8,000 inquiries from vendors, contracting agencies, and the public during FY '93.

Minority / Female Business Enterprise Council Activity

Under the Minority and Female Business Enterprise Act of 1989, the Department is a statutory member of the Minority and Female Business Enterprise Council (MAFBEC). PCU staff have been assigned the task of carrying out certain responsibilities accruing to IDHR as a result of its membership on the Council.

An IDHR representative served as a member of MFBE's Compliance Plan Committee and participated in the review and approval of the annual MFBE compliance plan submitted by each of the 65 agencies subject to the Act. This representative also attended periodic meetings of the Certification Committee called to review investigation reports on companies seeking certification as minority or female-owned businesses.

Effective January 1, 1992, the MFBE Act was amended by PA 87-701 to add businesses owned by persons with disabilities and not-for-profit sheltered workshops to the group of entities covered by the MFBE program. The legislation also increased the annual goal that each state agency was responsible for from 10% to 12% of its contract dollars.

As in past years, PCU staff participated in the MFBE Matchmaker programs held to acquaint minority and female business owners with state procurement opportunities and inform them regarding registration, qualification, and procurement procedures used by the various award-

ing agencies. PCU staff also assisted over 1,400 vendors individually with obtaining the IDHR Bidder Eligibility Number required of all persons bidding on state contracts, with referrals and information regarding state bidding procedures and regarding agencies to contact for specific types of contracts.

The Department of Human Rights, as an agency covered by the Minority and Female Business Enterprise Act, reported contract awards totaling \$29,722.00 to minority, female, and disabled owned enterprises as of the end of FY '93. These dollars represented a 108% attainment of the Department's FY '93 goal of \$27,400.00.

On April 1, 1993, the Department was recognized by the Minority and Female Business Enterprise (MFBE) Council for its long-standing commitment to, and support of, the Illinois MFBE program and MFBE Council Activities.

STAFF DEVELOPMENT & TRAINING UNIT

During FY '93, the Staff Development and Training Unit provided cooperative and supportive services through programs of outreach, education and enhancement. These services were made available to department staff, public and private agencies, institutions and community organizations, as well as other state agencies. Training programs were accomplished through initiatives including workshops, seminars, conferences and retreats, in addition to structured classroom interaction.

The Department served as a member of the Governor's Human Resources Advisory Council (GHRAC) charged with designing a modern, flexible, supportive human resource system for state government. The Department provided extensive professional services to the Recruitment and Selection Sub-Committee. Recommendations for pilot projects and a comprehensive report on the results of GHRAC efforts were submitted to the Governor in September, 1993.

Illinois state government experienced a significant layoff in personnel during FY '93. The Department of Human Rights organized and coordinated the inter-agency benefit and outplacement seminars for 853 state employees targeted for layoff. Presentations and one-on-one counseling provided a broad range of information and services including retirement benefits, COBRA, deferred compensation, unemployment insurance, CMS counseling and testing and stress management counseling. Participating agencies included Central Management Services, Commerce and Community Affairs, Employment Security and the State Retirement System.

The Joint Training Partnership Act (JTPA) is a program of opportunity and enhancement for the youth of Chicago, offering summer job training in employment sites throughout the city. For the past three years, the Department of Human Rights has coordinated the state's participation

in this program through the Staff Development & Training Unit. Many agencies in the James R. Thompson Center serve as hosts to the high school students who come to gain valuable experience in a work environment and to sharpen skills which help them in future life endeavors.

In addition, the Staff Development and Training Unit engaged in community training activities in accordance with Public Act 87-679 and Section 7-101 of the Human Rights Act. An example of such activities was the Annual Human Rights Conference, entitled "Making a Difference in a Diverse Society", which was held in May, 1993 at the McCormick Center Hotel in Chicago. This annual conference was jointly sponsored by the Illinois Department of Human Rights, the Illinois Municipal Human Relations Association (IMHRA) and the National Association of Human Rights Workers (NAHRW). Unit members were integral to the success of the conference this year.

Special In-Service Training was offered on the following topics: support staff training, supervisory training and quarterly meetings, and MBO review for managers. In addition, a mortgage lending seminar was conducted for investigation staff. Finally, a training of trainers workshop was held to hone skills in public speaking and panel discussions for the public.

Monthly programs were sponsored for department staff as a means of heightening awareness of the ethnic and cultural diversity of the workforce. Mediums of music and art, as well as authentically prepared ethnic foods, provided an enjoyable environment in which to explore the richness of heritage and tradition across various populations.

DISABILITY PROGRAM

The Department's Disability Program offers information and assistance to individuals, organizations, and businesses in the state concerning the disability requirements of the law. This program also provides printed materials, consultations on special problems, and speeches on disability issues in order to promote voluntary compliance with the Human Rights Act. Assistance to agency staff members in this regard is also provided through this program.

The Disability Program Coordinator continues to respond to requests for information about the Americans with Disabilities Act, as it relates to the Illinois Human Rights Act.

Speaking Engagements

The Coordinator participated in ten speaking engagements during the year regarding the disability requirements of the law. Three of the speaking engagements were in Springfield, two in Champaign, and one each in Jacksonville, Quincy, Decatur, Pekin, and Bloomington. In addition the Coordinator spoke to three groups of library systems in downstate Illinois concerning employers' obligations to people with disabilities. Finally, a presentation was made to a cancer patients' support group.

Technical Assistance and Distribution of Materials

Assistance was provided to eighty-seven individuals and organizations regarding compliance with disability rights laws. Some of the individuals requesting assistance were employers and landlords. The remainder were people with disabilities and their advocates.

The Coordinator distributed over 500 publications on disability laws to people from around the state who requested them. Some of the publications were ones issued by the Department, including brochures on cancer, epilepsy, and learning disabilities for employers, 14 disability rights sheets for people with different disabilities, employer information sheets, and copies of the Department's rules on disability discrimination in

employment. Other publications distributed during the year concerned the Americans with Disabilities Act, the Fair Housing Amendments Act, and the Illinois Environmental Barriers Act. A new information sheet comparing the employment provisions of the Americans with Disabilities Act with the Illinois Human Rights Act was prepared and issued in FY '93, in response to a number of requests on this subject. The Disability Program Coordinator also wrote a publication on cancer patients' rights that was published by the Illinois Division of the American Cancer Society around the state. For internal use, the Coordinator prepared an 11-page referral guide for clients with disabilities. The guide will ensure that people who cannot be served by the Department are referred appropriately to other agencies for assistance. The Coordinator also provided information and material that was used in an article on disability rights that appeared in Illinois Bobtail, a publication of the Illinois Propane Gas Association. As a special project, the Coordinator worked on the revisions of the Department's rules concerning affirmative action for people with disabilities, and she developed the survey form that will be used to survey all state employees regarding their disability status.

Committee Participation

The Disability Program Coordinator represents the Director as co-chairperson of the state Interagency Committee on Handicapped Employees. The Committee, which is made up of representatives from five state agencies and four state employees with disabilities, addressed issues in employment for state employees with disabilities. During the year, the Committee issued a newsletter, held a conference in honor of National Disability Employment Awareness Month, and conducted an awards program for state agencies. The annual conference attracted nearly 200 people and received good evaluations from people in attendance. The awards ceremony honored three agencies for their performance in employing people with disabilities. They were the Department on Aging, the Educational Labor Relations Board, and the Department of Rehabilitation Services.

ANALYSIS OF DISABILITY CHARGES

The following chart shows the nature of disabilities involved in charges filed with the Department in FY '93. It also reflects the changes in such charges from FY '92. Overall, disability charges were down 13% this year. Physical disability charges declined 19%, while mental disability charges increased 30%. In FY '92, mental disabilities made up 12% of all disability charges, while in FY '93, mental disabilities constituted 18%

of disability charges. Back disorders and mobility impairments continue to be the most prevalent disabilities involved in charges for the third year running. Carpal tunnel cases increased by 14% in FY '93, following a 35% increase in FY '92 and a 160% increase in FY '91. In FY '93, more carpal tunnel syndrome charges were filed with the Department than cancer or epilepsy charges.

Types of Disabilities Involved in FY '93 Cases – All Jurisdictions

Type of Disability	Number Filed	Percentage of Cases	Percentage of Change From FY '92
I. Physical Disabilities			
Back Disorders	165	17.8%	-20.3%
Mobility Impairment	106	11.4%	-30.7%
Heart Disorder	49	5.38%	+ 4.3%
Hearing Impairment	42	4.5%	+35.5%
Carpal Tunnel Syndrome	40	4.3%	+14.3%
Diabetes	40	4.7%	-20.0%
Substance Abuse	34	3.7%	+61.9%
Respiratory Disorder	34	3.7%	+21.4%
Alcoholism	33	3.6%	-19.5%
Visual Impairment	33	3.6%	-29.8%
Neck and Shoulder	32	3.4%	+6.7%
Neurological Disorder	31	3.3%	-41.5%
Cancer	26	2.8%	-27.8%
Epilepsy	25	2.7%	-3.8%
Arthritis	23	2.5%	-28.1%
Degenerative Disease	19	2.0%	-64.8%
AIDS	16	1.7%	-51.5%

Types of Disabilities Involved in FY '93 Cases – All Jurisdictions

Type of Disability	Number Filed	Percentage of Cases	Percentage of Change From FY '92
Hypertension	12	1.3%	-29.4%
Allergy	11	1.2%	-57.0%
Reproductive Disorder	11	1.2%	-21.4%
Digestive Disorder	10	1.1%	-60.0%
Kidney Disorder	7	.8%	-22.2%
Speech Impediment	6	.6%	+200.0%
Hernia	5	.5%	+66.7%
Skin Disorder	3	.3%	+50.0%
Perceived Disability	60	6.5%	-10.0%
Other	55	5.9%	-23.6%
II. Mental Disabilities			
Depression	58	29.1%	+34.9%
Bipolar Disorder	19	9.5%	+18.8%
Mental Retardation	16	8.0%	+300.0%
Learning Disability	14	7.0%	+133.3%
Perceived Mental Disability	26	13.1%	-31.6%
Other Mental Disability	66	33.2%	+43.5%
III. Total Disability Charges	1127		-12.9%

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MAJOR BILLS SIGNED INTO LAW

Outlined below is an overview of the major bills which affect civil rights and the activities of the Department of Human Rights which the Governor has signed into law.

HB 228 Rep. Martinez/Provides that discrimination because of a person's military status constitutes unlawful discrimination under the Act. Defines "military status" as a person's status on active duty in the armed forces.

HB 844 Rep. Biggert/Adds provisions amending the definition of "handicap" in the Human Rights Act and provides that specified action by an employer with respect to an employee's use of illegal drugs or alcohol do not violate the Act.

HB 1222 Rep. Santiago/Amends the State Employment Records Act to direct the Index Department of the Office of the Secretary of State to develop uniform forms to be used in reporting information required by the Act. Requires the responsible official in each state agency to certify the information reported. Requires information on physically disabled persons to be categorized by gender.

SB 273 Sen. Cullerton/Amends the Human Rights Act to provide that in any meeting, investigation, negotiation, or other proceeding between a state employee and an equal employment opportunity officer, a state employee who is not covered by a collective bargaining unit agreement and who is the complaining part or the subject of the proceeding may be accompanied, advised and represented by an Illinois licensed attorney or a representative of an employee organization whose membership is composed of employees of the state and of which the employee is a member. Provides that the employee representative, who is not an attorney, may observe, but not actively participate in or advise the state employee during the course of, the meeting, investigation, negotiation, conference or other proceeding. Provides for confidentiality of the information. Intentional or reckless disclosure of the information in violation of the confidentiality requirements is a Class 3 misdemeanor.

SB 312 Maitland/Bennett Supplemental Appropriation of \$700,000 for the Department to address cases held over for investigation from the Fair Employment Practices Commission prior to the creation of the Department.