

ANNUAL REPORTS 1998 & 1999

GEORGE H. RYAN
GOVERNOR

CARLOS J. SALAZAR
DIRECTOR



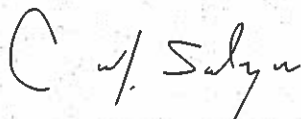
TO: THE HONORABLE GEORGE H. RYAN,
GOVERNOR OF ILLINOIS
AND THE MEMBERS OF THE
GENERAL ASSEMBLY

It is with distinct pleasure I submit this report detailing the activities of the Illinois Department of Human Rights for the Fiscal Years of 1998 and 1999.

Things are well in the Department. The tremendous backlog that stymied the Department since its formation in 1980, has been eliminated. Thanks to the General Assembly's three-year funding, we were able to hire personnel for the duration of the project and put the death nail to the backlog.

The Department now moves into a new era. The newly formed Institute for Training and Development will assist private industry to understand its obligations under the Human Rights Act. All types of businesses including state agencies and non-for-profit organizations will reap the benefits this initiative has on their bottom line. The next report will amply report the Institute's accomplishments.

I am very proud of the accomplishment of the Department largely due to the commitment and dedication of my staff. I therefore and herewith present this two-year report for your review.



CARLOS JOSEPH SALAZAR
DIRECTOR, ILLINOIS DEPARTMENT
OF HUMAN RIGHTS

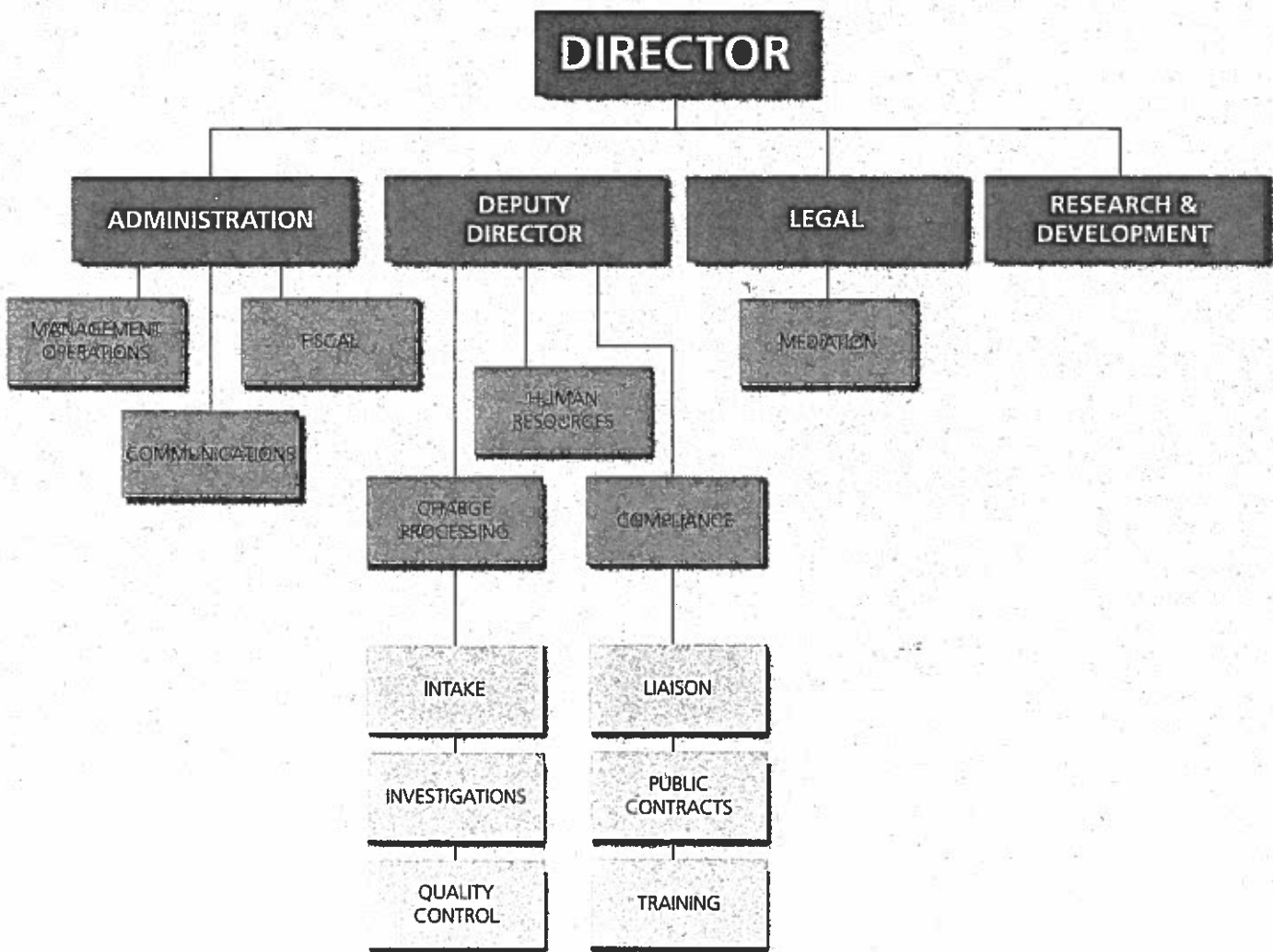
MISSION STATEMENT

- To secure for all individuals within the State of Illinois, freedom from unlawful discrimination or sexual harassment in employment and in higher education.
- To establish and promote equal opportunity and affirmative action as the policy of this State in all of its decisions, programs and activities.
- To make the Illinois Department of Human Rights an administrative standard of excellence in terms of the quality and quantity of its work product and the work environment for its employees.

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ILLINOIS DEPARTMENT OF HUMAN RIGHTS TABLE OF ORGANIZATION



MANAGEMENT OPERATIONS

The Management Operations Division is responsible for administering all general office services for the Department. This Unit provides employees with the necessary Information System tools necessary to perform their tasks efficiently and effectively.

The functions of this Division include Information Systems, Telecommunications Services, Operational Planning and Office Management. In addition to serving the Department's employees (173 in FY98 and 165 in FY99), this Division assisted approximately 10,396 visitors in the Chicago office in Fiscal Year 1998 and approximately 11,488 in Fiscal Year 1999.

In Fiscal Years 1998 and 1999, this Division made the Department's Y2K project a priority. The following activities were completed.

- The Illinois 2000 Inventory Report was completed in FY98. Quarterly Reports were submitted to the Illinois Year 2000 Project Office.
- Since May of 1999, the Department has provided monthly reports to the State's Technological Office.
- The staff of this Division participated as members of the Year 2000 Technical User's Group (TUG), the Year 2000 PC Task Force and the Embedded Systems Coordinator's group.
- TCP/IP was implemented as the primary DHR communications protocol. This greatly enhanced the ability of the Department to extend LAN and WAN networking. Client access was implemented as the PC interface to the Department's AS/400 System.
- The Case Management Information System (CMIS) continues to be enhanced to provide additional project management tools for staff. The system currently provides:
 1. Case status reporting is used to track a charge;
 2. Reports for managing caseloads and establishing priorities;
 3. Case statistics used to provide a variety of statistical reports;
 4. Answering case status inquiries;
 5. Maintaining information on all closed files.
- Provides access to the Illinois Human Rights Commission to the Department's Case Management Information System (CMIS).
- A new Public Contracts Information System (PCIS) was developed. The PCIS was completely redesigned and reprogrammed as part of the change in the Rules and Regulations and to enable the Department to re-register public contractors every 4 years.

COMMUNICATIONS

It is the primary function of this division to handle all media inquiries. The majority of these calls are to confirm the existence of charges filed with the Department. Others deal with policy, statistics, rules and regulations, and the Human Rights Act itself. In FY98 and FY99, however, media contacts nearly doubled due to the announcement of elimination of a case backlog that plagued the Department since its inception.

The Office of Communications took the lead in building a positive image of the DHR. With the elimination of the backlog, our visibility increased. Having eliminated the negative, we were able to focus on the positive. The most ambitious of our programs was in the area of outreach and education.

OUTREACH AND EDUCATION

In FY98, the Division addressed its largest audience ever. This was all made possible via a statewide AT&T conference hook-up that allowed AT&T managers and supervisors around the state to participate in a day long sexual harassment training session that originated in Arlington Heights. AT&T managers located in East St. Louis were able to get answers to their questions by way of interactive teleconferencing. Participants were able to watch videos and participate in training exercises.

In FY99, Communications participated in a series of joint training conferences with the Illinois Department of Agriculture. More than two hundred county agri-representatives received training in sexual harassment prevention, and the elimination of discrimination in the workplace.

INTERNET

The end of FY97 saw the development of the State of Illinois' web site, and its linkage with our new DHR web page. Communications continues to be very involved in the process of disseminating information electronically. In FY98, Communications secured the right from the Secretary of State's Index unit to make Department's Rules and Regulations as well as the Human Rights Act accessible on the Web.

This one accomplishment eliminated a tremendous drain on manpower. Prior to this, office associates spent a great deal of time duplicating and mailing copies of the Rules and Regulations and the Human Rights Act. Additionally, in FY99 all of the Department's informational pamphlets, brochures, and press releases were made available on our web site, thus making it possible for anybody who can access the Web to access the Department of Human Rights.

WRITTEN MATERIALS

FY99 saw the standardization of all written materials distributed by the Department. The brochures and pamphlets are so popular that it is difficult to keep up with the demand. Spanish versions of two informational pieces were also made available, and plans to translate all of the Department's handouts are in the works.

SUMMER YOUTH PROGRAM

For the past eight years, DHR's office of communications has been responsible for the coordination and supervision of summer youth employees assigned to the state. Communications works in conjunction with the City of Chicago to foster the employment of Chicago youth in state agencies and has consistently been recognized as the leader in the supervision and training of these youngsters' ages 14 through 18 years of age.

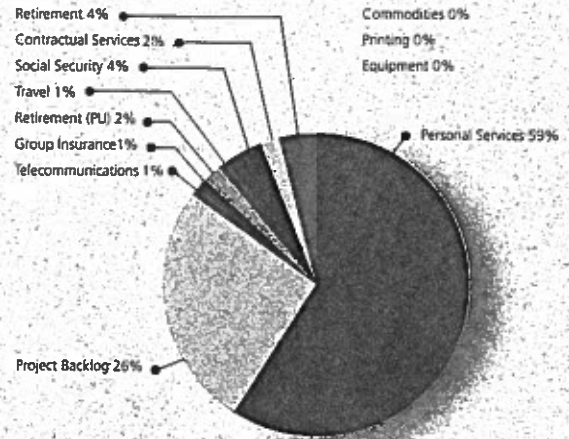
FISCAL

The Department of Human Rights was appropriated \$9,107,200 of which \$7,770,100 is General Revenue and the remainder are federal funds—\$1,289,100 from EEOC and a \$48,000 grant award from HUD for an educational program.

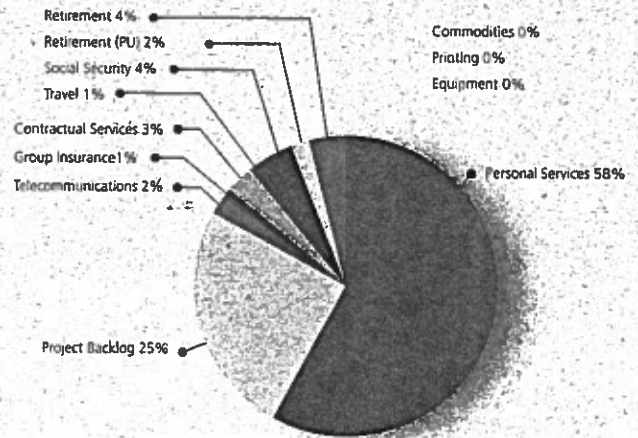
The Department was appropriated \$2,282,700 in General Revenue to complete the three-year case reduction project called "Project Backlog." The FY98 end of year headcount was 173. Expenditures for the Department totaled \$8,731,000; \$7,594,000 in General Revenue and \$1,137,000 in Special Projects Fund.

FY98 INCOME AND EXPENDITURE STATEMENT		
	APPROPRIATIONS	EXPENDITURES
PERSONAL SERVICES	5,158,500	5,075,800
RETIREMENT	335,200	330,800
RETIREMENT (PU)	206,300	163,100
SOCIAL SECURITY	391,400	376,600
GROUP INSURANCE	106,000	89,200
CONTRACTUAL SERVICES	266,400	190,400
TRAVEL	94,500	84,000
COMMODITIES	36,300	33,300
PRINTING	19,900	19,700
EQUIPMENT	32,000	30,800
TELECOMMUNICATIONS	180,000	117,200
PROJECT BACKLOG	2,282,700	2,219,600
TOTAL	9,107,200	8,731,000

FY98



EXPENDITURES



APPROPRIATIONS

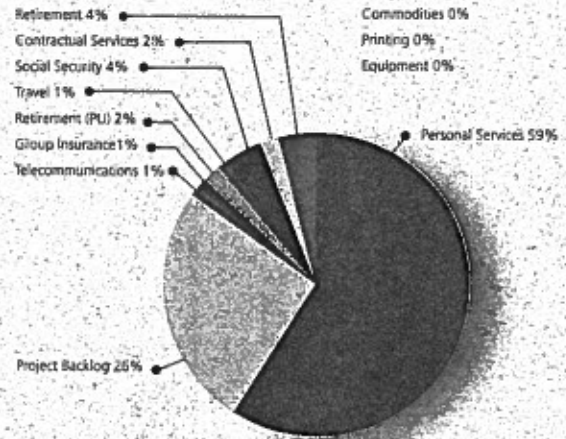
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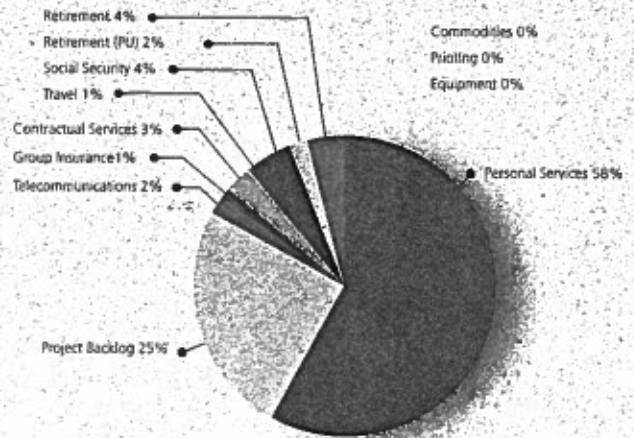
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TRAVEL	94,500	84,000
COMMODITIES	36,300	33,300
PRINTING	19,900	19,200
EQUIPMENT	32,000	30,800
TELECOMMUNICATIONS	160,000	112,700
PROJECT BACKLOG	2,282,700	2,219,600
TOTAL	9,107,200	8,731,000

FY98



EXPENDITURES



APPROPRIATIONS

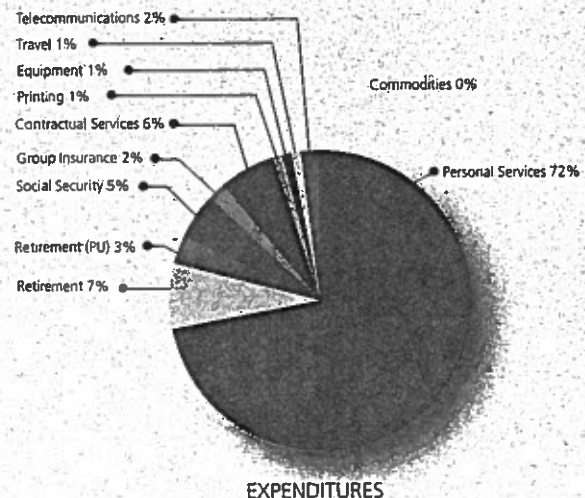
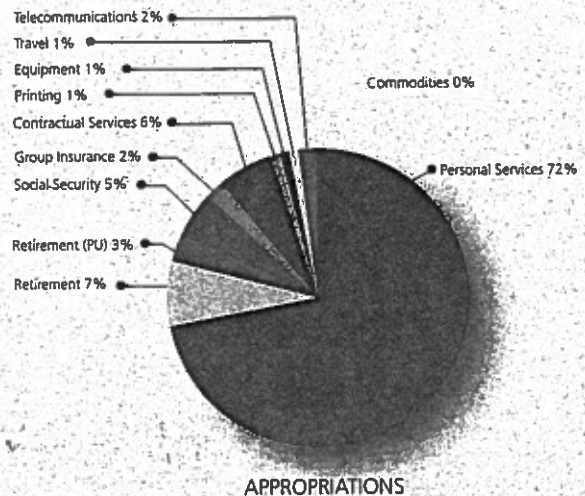
The Department of Human Rights was appropriated \$8,847,100 of which \$6,839,600 was General Revenue Funds and \$2,007,500 was Special Project Funds or federal dollars. The \$2,007,500 is in payment of an annual contract between the Department of Human Rights and Equal Employment Opportunity Commission (EEOC), to investigate 4,015 dual filed charges, at a rate of \$500 per charge.

Expenditures for FY99 totaled \$8,441,241 of which \$6,491,853 General Revenue Funds and \$1,949,388 Special Project Funds. The Department end of year headcount was 165.

FY99 INCOME AND EXPENDITURE STATEMENT		
	APPROPRIATIONS	EXPENDITURES
PERSONAL SERVICES	6,346,800	6,052,195
RETIREMENT -	609,000	578,503
RETIREMENT (PU)	254,100	237,256
SOCIAL SECURITY	482,500	451,279
GROUP INSURANCE	164,100	152,989
CONTRACTUAL SERVICES	500,100	499,597
TRAVEL	103,900	100,423
COMMODITIES	58,800	58,697
PRINTING	21,300	14,930
EQUIPMENT	103,000	99,159
TELECOMMUNICATIONS	203,500	196,713
TOTAL	8,847,300	8,441,241

END OF YEAR HEADCOUNT					
	FY95	FY96	FY97	FY98	FY99
ADMINISTRATION	12	12	12	12	12
CHARGE PROCESSING	107	172	172	144	186
COMPLIANCE	17	17	17	17	17
TOTAL	136	201	201	173	165

FY99



LEGAL

The Legal Division continued with its responsibility 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 FY98, the Division reviewed 491 investigation reports and filed 531 complaints. In FY99, the Division reviewed 470 investigation reports and filed 383 complaints. It also responded to Freedom of Information Requests and to subpoenas issued by the Commission, Illinois circuit court, and federal district court. Additionally, the Division devoted a significant amount of time to the processing of Requests for Reviews, direct appeals of Chief Legal Counsel decisions, and the operation of the Department's Mediation Program.

REQUESTS FOR REVIEW

The Department's Chief Legal Counsel continued to hear and decide Requests for Review as mandated by House Bill 741 amendments to the Illinois Human Rights Act ("Act").

In FY98, the Division completed 925 Request for Review cases and in FY99, completed 787 cases. The lower number of cases in FY99 was due to a two-month hiatus in decisions resulting from a federal lawsuit filed against the Department by a class of Complainants. That lawsuit challenges certain provisions in the revised Act and certain provisions in the Department's Rules and Regulations. The Plaintiffs have indicated the lawsuit will move slowly through the federal district court. In the meantime, the Division has returned to the processing Requests for Review and has disposed almost all the cases it has received.

DIRECT APPEALS

The amended 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, when the amendments took effect, ninety-nine appeals of Chief Legal Counsel decisions have been filed. Of these, seventy have been disposed, either by court decision or withdrawal by the petitioner/appellant. All court decisions, except two, were in favor of the Department. The two adverse decisions concern Department findings of default against Respondents. The Appellate Court decided that a Chief Legal Counsel Order sustaining a default finding is not a final Order. The Department requested reconsideration of one decision and filed a petition for leave to appeal the other decision in the Illinois Supreme Court. The cases are pending.

MEDIATION PROGRAM

In 1994, DHR recognized the need for a simpler alternative to the traditional formal investigation process and created a Mediation Program to offer parties the opportunity to work out a settlement of their charges rather than go through a full, time-consuming investigation. This nationally recognized program is innovative in that it came about as a result of collaboration between DHR and its stockholders, is free of cost to the parties and low cost to DHR. Mediators are volunteers, trained, scheduled and supervised by the not for profit Center for Conflict Resolution (founded by the Chicago Bar Association). The settlement rate has consistently remained around 50%, resulting in 770 settlements. The program has diverted a significant number of Charges from the traditional investigation process, and has revealed a high satisfaction rate for all aspects of the Program.

Since its inception in July 1994, the Mediation Program has afforded the parties to almost 10,000 employment discrimination charges the opportunity to settle their cases prior to an investigation. In Mediation the parties meet in a non-confrontational atmosphere with a neutral person to discuss settlement options. A mediator helps facilitate communication between the parties as they explore terms of settlement to resolve the DHR charge and avoid an investigation. Mediation does not affect the investigation if there is no settlement, and gives the parties a chance to work on a solution to their problem.

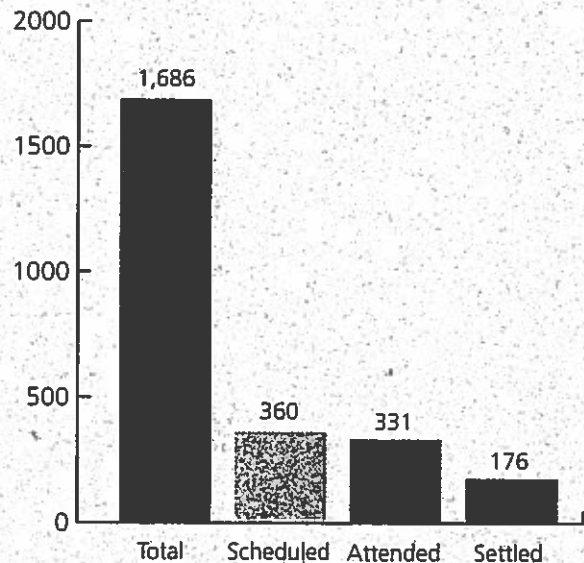
The Program allows parties to discuss their differences in an informal, objective, and confidential setting. Conferences are scheduled to take place approximately thirty days after a charge is filed. Trained volunteer mediators facilitate communication and help ensure both parties are satisfied with the resolution. Mediation has maintained over a 50% settlement rate, and motivation among its participants is also high, with an average attendance rate of over 80%.

The Program uses mediators from the non-profit Center for the Conflict Resolution (CCR) to achieve maximum confidentiality and impartiality. All mediators are screened, trained and certified through CCR, which also schedules the mediators.

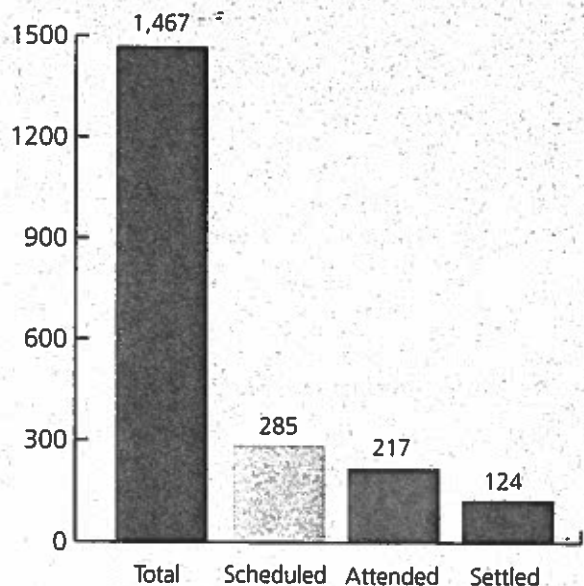
During FY98, the Program concentrated on mediating newly filed charges. Three hundred and sixty cases were scheduled and 176 settlements were processed, or 53% of cases mediated.

During FY99, continuing its concentration on newly filed charges, the Program scheduled 285 cases, mediated 217 cases, and processed 124 settlements, or 57% of cases mediated.

FISCAL YEAR 1998 MEDIATION PROGRAM TOTALS



FISCAL YEAR 1999 MEDIATION PROGRAM TOTALS



RESEARCH & DEVELOPMENT

1. During the fiscal Years 1998 and 1999, the Office of Research and Development completed two internal studies in support of the Department's multiyear endeavors for improving the quality of complaint investigations.
 - Headed the legal Quality Control Task Force to study the patterns of quality concerns in investigation reports reviewed by Technical Advisors, which were then returned to the Charge Processing Investigators. The Task Force consisting of staff attorneys and investigation supervisors conducted a number of focus groups meetings and data analysis to prepare a report with recommendations for enhancing the quality control by the Legal Division.
 - Reviewed complaint investigation reports, vacated by Technical Advisors for insufficient documentation or lack of data. Prepared a document that can be used by the Charge Processing Investigator to enhance his/her investigations that involve comparative information and quantitative data.
2. Maintained DHR's presence on the Internet and continued its efforts to enhance the Department's on-line service to the public. Particularly, the Division has completed loading the Illinois Fair Housing Network and Database on the Internet. The project was funded by the U.S. Department of Housing and Urban Development (HUD) and was completed by subcontractors. Numerous Illinois municipal Human Relations Commissions and non-profit fair housing organizations have participated in the network: over eighty Illinois fair housing web sites are directly accessible from this network's home page. The fair housing database is an infrastructure which will host the information of housing services provide by lending institutions, real estate firms, landlords, housing advocacy groups, housing education groups, etc. All Illinois fair housing service providers are invited to join the network and the database. When the Department is able to analyze the pattern of information provided by a fair housing database visitor, the monitoring data can be used to develop housing policy.
3. For the purpose of studying the pattern of potential discrimination in home mortgage lending by the downstate Illinois lending institutions, conducted research with the 1997 HMDA (Home Chicago Area lenders' home mortgage lending pattern completed in 1996.) The current study of downstate mortgage lending involves approximately 128,000 mortgage loan application records submitted by about 600 lenders, including out-of-state lenders.
4. Submitted a grant proposal to HUD in May 1999, requesting a total amount of \$285,509 for a fair housing education initiative. The proposal targets approximately 800 HMDA reporting lending institutions in Illinois for a statewide lending study for the first time in the State. The project also targets over eleven thousand housing service providers, particularly small landlords who are responsible for approximately 70% of over 1,400 housing complaints that DHR processed in the 1990s.

CHARGE PROCESSING

The Illinois Human Rights Act states that it is the public policy of the State to secure for all individuals within Illinois freedom from discrimination based on race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental handicap, military status or unfavorable discharge from the military service in connection with employment, public accommodations, real estate transactions and access to financial credit. The Act also prohibits sexual harassment in employment and higher education, discrimination because of citizenship status in employment and discrimination based on familial status in real estate transactions.

After struggling with large backlogs of unassigned cases throughout its history (the Department of Human Rights came into existence in 1980 with a backlog of over 700 cases), in the winter and spring of 1995, the Department entered into an unusual example of a private/public initiative to make a government agency more responsible to the citizens of the state, as well as to make its operations more efficient and effective and its services easier to access. At that time, key Department staff began meeting with members of the business community and the legislature to draft amendments to the Human Rights Act. In the spring of 1995, House Bill 741 (HB 741) was introduced. The major provisions of HB 741 included requiring the Department to finish processing all newly filed charges of discrimination within 365 days of filing and making the Request for Review process an internal one, with the Chief Legal Counsel making the final determination as to whether the dismissal of a charge would be sustained or vacated.

When HB 741 passed the General Assembly and was signed into law as Public Act 89-370 (P.A. 89-370), effective, January 1, 1996, the Department's budget was passed with the additional funds in order to implement the plan, which included hiring 65 additional staff, including 39 new investigator positions, in three "waves," beginning in October 1995.

The first year of the program was an unqualified success. On July 1, 1995, when the three-year program began, the Department had, on hand, 7,162 incomplete cases of discrimination. Of that number, 5,730 had not yet been assigned for investigation. Beginning in October, new staff was hired. Despite the fact that it takes approximately six months for a newly hired investigator to be trained and become fully productive, nearly 5,000 cases were completed the first year of the backlog program (compared with 3,861 the year before). The backlog was reduced by nearly 1,000 cases despite the almost 4,000 new charges filed.

Year two of the project, which ended June 30, 1997, was even more successful. Nearly 4,000 new charges were filed and case production grew to over 6,700 cases! The backlog was reduced by approximately 2,500 cases, leaving a backlog of 3,345 with barely 1,000 of the original 5,730 unassigned charges left.

The final year of the project, fiscal year 1998, was challenging, but successful nonetheless. When the new staff was hired in fiscal year 1996, it was explained that they were being hired a part of the temporary project and that their jobs were temporary. As a consequence, many investigators left well before the end of the project, making it necessary to hire a fourth wave of investigators in September, 1997 in order for the Department to meet its obligations to the legislature, business community, Bureau of the Budget and the citizens of Illinois.

Nevertheless, 5,490 additional cases were completed in fiscal year 1998, while taking in 4,056 new ones. The entire backlog of unassigned cases was eliminated and in June, the final backlog case was assigned for investigation.

This unprecedented cooperation between government and the business community has resulted in a system whereby charges of discrimination are efficiently handled and respondents and complainants alike can receive timely decisions (thereby avoiding exorbitant damages, including large back pay awards). Instead of coming to the Department, filing a charge and waiting three years or more for assignment to an investigator, a complainant can now come to the Department and know that within a matter of weeks a full investigation will be undertaken.

The following pages offer a graphical summary of the activities of the Charge Processing Division over the past two years, as well as part of the three-year backlog project.

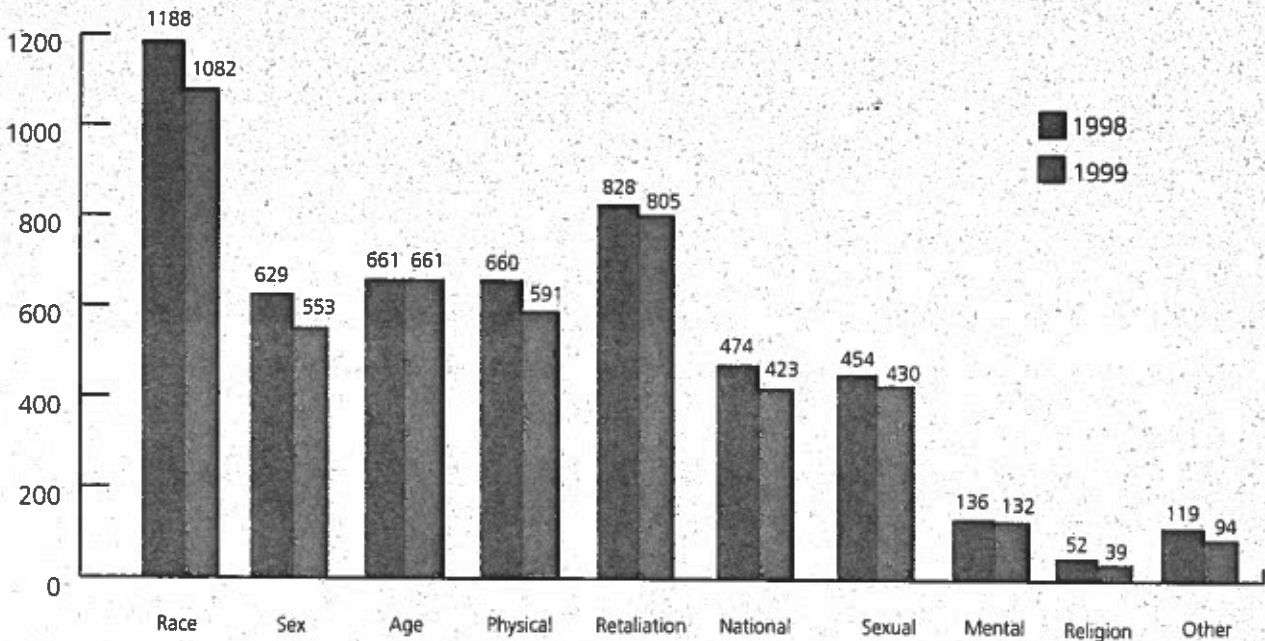
EMPLOYMENT DISCRIMINATION ISSUES ALLEGED AS HARMS OF DISCRIMINATION*		
ISSUE	1998	1999
Discharge	1,903	1,829
Terms and Conditions	655	448
Harassment	509	496
Suspension	305	323
Hiring	185	168
Refuse to Accommodate	270	204
Promotion	270	253
Payoff	146	118
Constructive Discharge	241	209
Written Reprimand	252	244
Wages	138	106
Demotion	142	145
Transfer	133	142
Unusual Pay	126	129
Position Elimination	49	43
Racial Harassment	63	65
Failure to Return/Medical Leave	53	63
Performance Evaluation	70	80
Reduction in Hours	56	67
Unusual Job Assignments	38	36
Probation	49	45
Benefits	23	33
Forced Resignation	15	14
Recall	25	40
Oral Reprimand	24	37
Forced Medical Leave	15	32
Training/Apprenticeship	40	52
Overtime	43	44
Union Representation	13	16
Intimidation/Retaliation	8	6
Employment Reference	3	7
Forced Retirement	3	4
Severance Pay	7	6
Failure to Reassign	8	3
Exclusion	1	0
Job Classification	0	2
Aiding and Abetting	1	3
Qualification/Testing	1	3
Vacation	7	3
Referral	6	5
Advertising	0	0
Seniority	1	2
Tenure	2	0
Phonetic	1	2
Others	101	110
Totals	5,490	5,605

*Includes charges alleging more than one issue as harms of discrimination.
9/27/99

EMPLOYMENT CHARGES BY BASIS				
BASES OF DISCRIMINATION	FY98	% OF TOTAL	FY99	% OF TOTAL
Race	1,188	30.9%	1,082	30.4%
Sex	629	16.3%	553	15.5%
Sexual Harassment	454	11.8%	430	12.1%
Age	661	17.2%	661	18.3%
Physical Handicap	660	17.2%	591	16.6%
Retaliation	828	21.5%	805	22.6%
National Origin/Ancestry	474	12.3%	423	11.9%
Mental Handicap	136	3.5%	132	3.7%
Marital Status	16	0.4%	21	0.6%
Religion	52	1.4%	39	1.1%
Color	16	0.4%	9	0.3%
Arrest/Conviction Record	30	0.8%	31	0.9%
Military Discharge	0	0.0%	1	0.0%
Military Status	0	0.0%	0	0.0%
Other**	94	2.4%	94	2.6%

**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. 9/27/99*

EMPLOYMENT CHARGES BY BASIS



BASES OF HOUSING DISCRIMINATION CHARGES

BASIS	FY98	% OF TOTAL	FY99	% OF TOTAL
Race	22	40.0%	17	32.1%
Color	0	0.0%	0	0.0%
Religion	3	5.5%	1	1.9%
Sex	5	9.1%	4	7.5%
National Origin	4	7.3%	8	15.1%
Age	2	3.6%	4	7.5%
Marital Status	3	5.5%	4	7.5%
Physical Handicap	16	29.1%	14	26.8%
Mental Handicap	3	5.5%	2	3.8%
Familial Status	0	0.0%	5	9.4%
Retaliation	4	7.3%	7	13.2%
Other	0	0.0%	0	0.0%
TOTAL BASES	62		63	

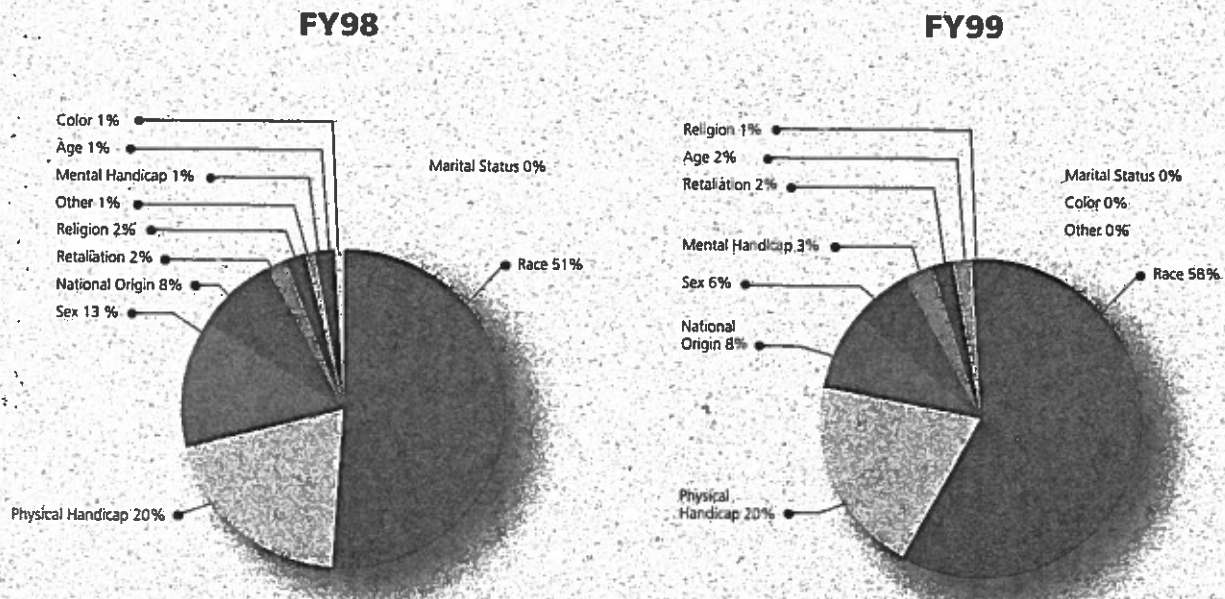
*Note: Percent of total charges filed is greater than 100% because some of the charges were filed under more than one basis.
9/27/99*

BASES OF PUBLIC ACCOMMODATIONS CHARGES

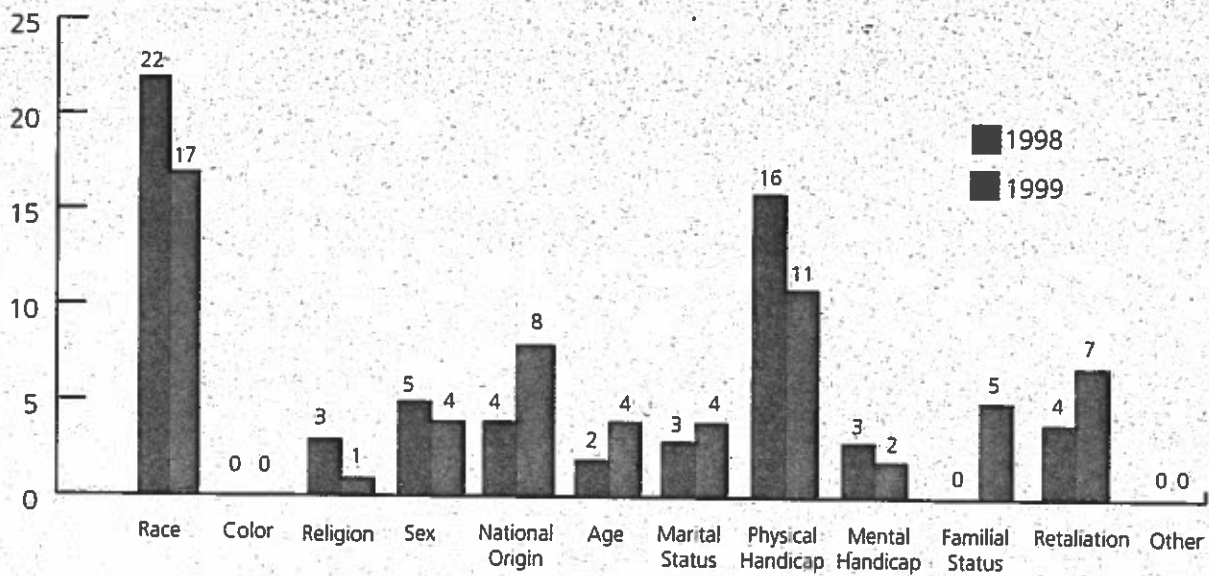
BASIS	FY98	% OF TOTAL	FY99	% OF TOTAL
Race	84	56.4%	86	63.2%
Color	0	0.0%	0	0.0%
Religion	3	2.0%	2	1.5%
Sex	21	14.1%	9	6.6%
National Origin	13	8.7%	12	8.8%
Age	2	1.3%	3	2.2%
Marital Status	0	0.0%	0	0.0%
Physical Handicap	33	22.1%	29	21.3%
Mental Handicap	1	0.7%	4	2.9%
Retaliation	3	2.0%	5	3.7%
Other	1	0.7%	0	0.0%
TOTAL BASES	162		148	

*Note: Percent of total charges filed is greater than 100% because some of the charges were filed under more than one basis.
9/27/99*

BASES OF PUBLIC ACCOMMODATION CHARGES



BASES OF HOUSING DISCRIMINATION CHARGES FY98-99

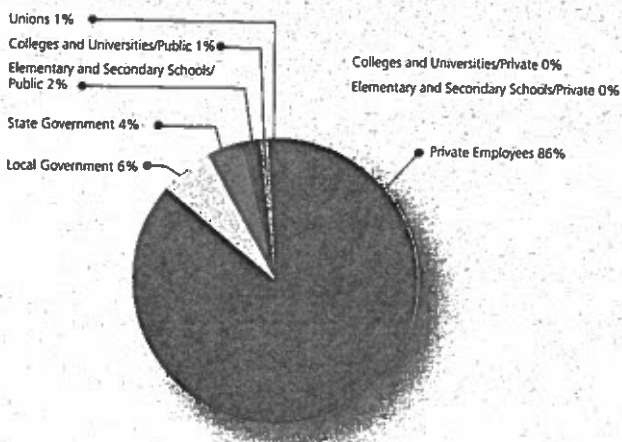


EMPLOYMENT CHARGES Respondent Type		
	1998	1999
Private Employers	3,311	3,071
State Government	36	127
Local Government	235	200
Colleges and Universities/Public	44	37
Colleges and Universities/Private	19	29
Elementary and Secondary Schools/Public	58	53
Elementary and Secondary Schools/Private	8	7
Unions	26	18
Joint Apprenticeships Program	1	0
Private Employment Agencies	9	12
State Government Agencies	0	2
Individuals	1	8
TOTALS	3,848	3,564

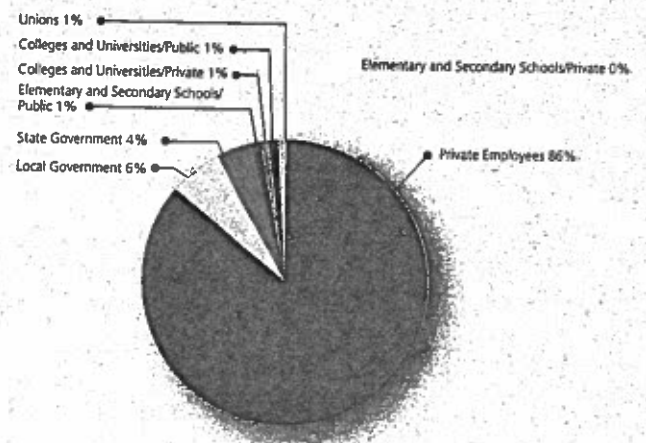
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EMPLOYMENT CHARGES BY TYPE OF RESPONDENT

FY98



FY99

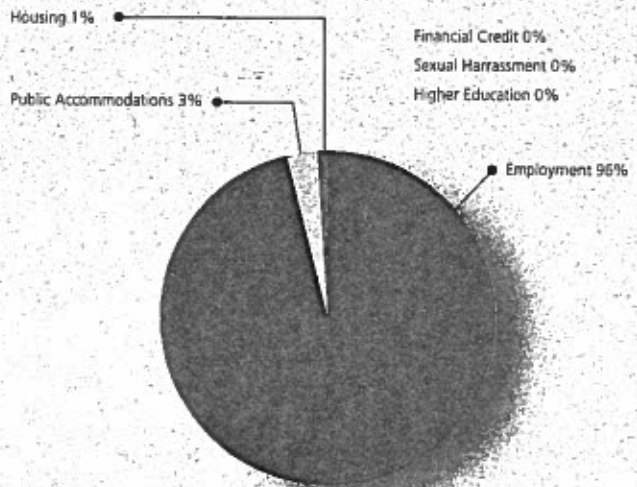
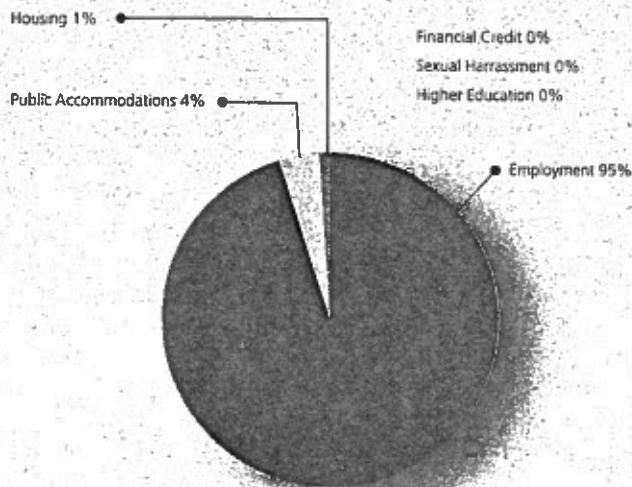


CHARGES DOCKETED BY JURISDICTION		
	FY98	FY99
Employment	3,848	3,571
Housing	55	52
Financial Credit	4	1
Public Accommodations	148	130
Sexual Harassment		
Higher Education	1	1
TOTAL	4,056	3,754

CHARGES DOCKETED BY JURISDICTION

FY98

FY99



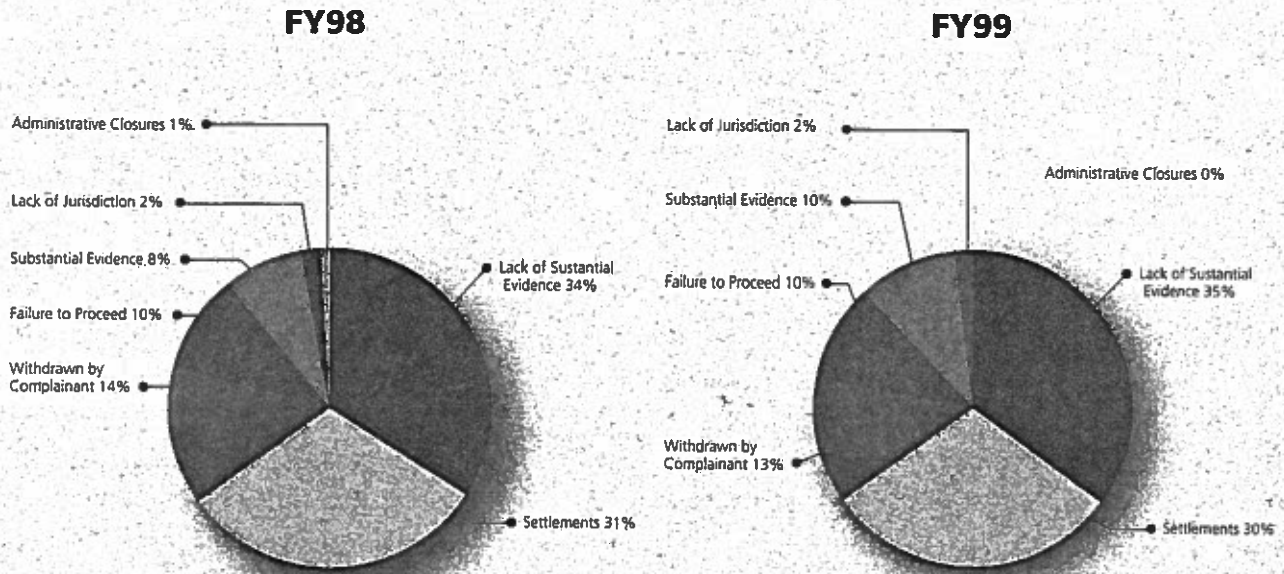
CHARGES DOCKETED BY JURISDICTION Charges Filed				
JURISDICTION	FY98	% OF TOTAL	FY99	% OF TOTAL
Employment	3,848	94.9%	3,571	95.1%
Housing	55	1.4%	50	1.4%
Financial Credit	4	0.1%	1	0.0%
Public Accommodations	148	3.6%	130	3.5%
Sexual Harassment				
Higher Education	4	0.0%	1	0.0%
TOTAL	4,066		3,754	

9/27/99

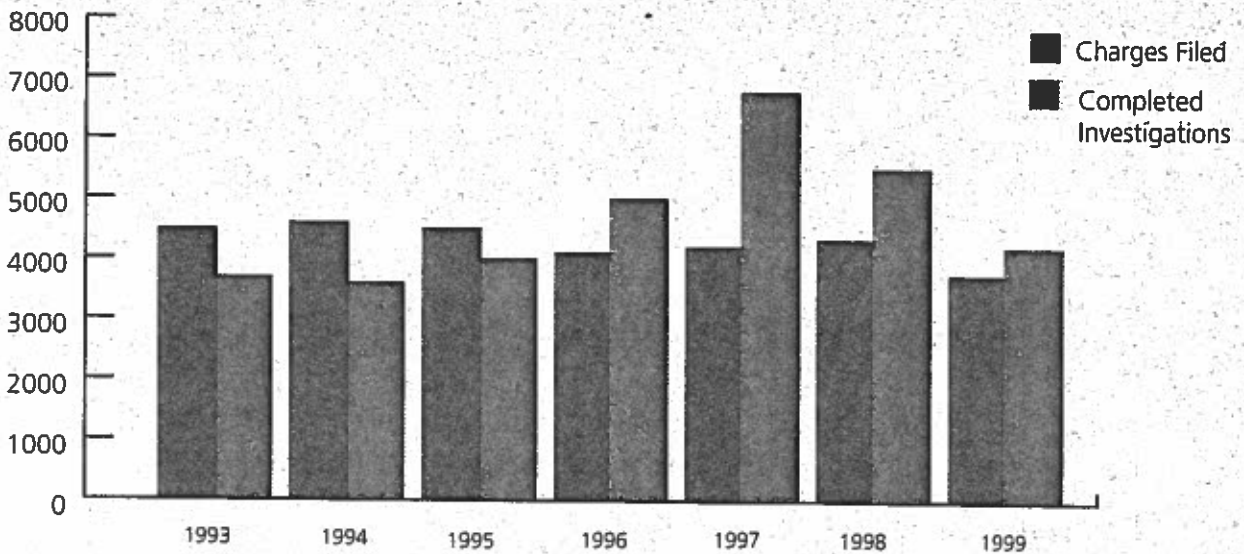
DISPOSITION OF COMPLETED INVESTIGATIONS				
	FY98		FY99	
Injuries Received	24,184		21,936	
Charges Filed	4,066		3,754	
Completed Investigations	5,490		4,305	
	FY98	% OF TOTAL	FY99	% OF TOTAL
Substantial Evidence	453	8.3%	424	9.8%
Settlements	675	30.5%	1,306	30.3%
Withdraw by Complainant	748	13.6%	568	13.2%
DISMISSALS	FY98	% OF TOTAL	FY99	% OF TOTAL
Lack of Substantial Evidence	1,869	34.0%	1,475	34.3%
Lack of Jurisdiction	123	2.2%	75	1.7%
Failure to Proceed	542	9.9%	436	10.1%
Administrative Closures	80	1.5%	21	0.5%

9/27/99

DISPOSITION OF COMPLETED INVESTIGATIONS



CHARGES FILED AND COMPLETED INVESTIGATIONS



COMPLIANCE

LIAISON UNIT

The Liaison Unit administers and enforces the statutory regulations 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 equality of opportunity in employment. All state entities must submit affirmative action plans, quarterly and annual progress, 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 each affirmative action plan. Unit members meet with regulated entities on a regular basis to discuss their affirmative action progress and EEO/AA accomplishments. Ongoing technical assistance regarding statutory/regulatory requirements, complaint investigation, disability compliance, and sexual harassment prevention is provided by the Unit throughout the year.

Annual affirmative action performance profiles are prepared for all state entities. A determination is made whether remedial efforts by state entities, such as implementation of training programs, are indicated or whether further Departmental action, such as a compliance review, is needed.

- Full-day training sessions for new EEO/AA Officers were conducted in FY98 and FY99 regarding development of effective affirmative action programs. This included establishment of goals, preparation of affirmative action plans and other required reports.
- The Unit conducted a two-day training program for FY98 and FY99 on techniques for investigating civil rights complaints. In addition, a newly developed reference manual on this subject was prepared and distributed to those attending the conferences.
- A select group of agencies received instruction on the implementation of performance measures, which are a new component of the agency affirmative action program. The performance measure process, which was developed to assist agencies that have had poor affirmative action performance, requires agencies to plan activities that are linked to numerical goal achievement. This process makes agencies more accountable for their affirmative action performance.

- An annual two-day conference was held for EEO/AA Officers and other human resource professionals in state agencies. The FY98 conference was entitled "Harnessing the Human Spirit: Creating Positive Energy Through Cooperation." In conjunction with this conference, three state agencies were honored by the Department for their outstanding efforts with their affirmative action program. The agencies receiving awards of merit were: Illinois Commerce Commission, Capital Development Board and the Illinois Student Assistance Commission.

The FY99 conference was a summit called: "Exploring Equal Employment Opportunity and Affirmative Action from a Leadership Perspective." The summit brought together leaders from the corporate sector, higher education, Illinois state government and governmental agencies from other states. The objective was to provide the attendees with a view of how these programs are implemented in different institutions.

- A quarterly newsletter, *EEO/AA News and Views*, was distributed to 500 state agency EEO/AA Officers and other employees in the personnel and labor relations fields. This newsletter serves as a resource on equal employment opportunity and affirmative action issues to keep Illinois government up to date in this ever-changing field.
- The Unit finalized and implemented a resolution agreement regarding a compliance review of the Department of Human Services. Compliance with the resolution agreement continues to be monitored on a monthly basis through detailed reports and supporting documentation.

FY98 and FY99

DEPARTMENTS & COMMISSIONS	AFFIRMATIVE ACTION PLAN APPROVED	LAYOFFS	ESTABLISH TRAINING
Department on Aging	*		
Department of Agriculture	*		
Illinois Arts Council	*		
Office of the Attorney General	*		
Office of the Auditor General	*		
Office of Banks and Real Estate	*	▲	
Capital Development Board	*		
Central Management Services	*		
Department of Children and Family Services	*		*
Civil Service Commission	*		
Department of Commerce and Community Affairs	*		*
Illinois Commerce Commission	*		
Office of the Comptroller	*		*
Department of Corrections	*		
Criminal Justice Information Authority	*		*
Illinois Development Finance Authority	*		
State Board of Education	*		
Educational Labor Relations Board	*		
State Board of Elections	*		
Emergency Management Agency	*		
Department of Employment Security	*		
Environmental Protection Agency	*		
Financial Institutions	*		
Office of the State Fire Marshal	*		
Office of the Governor	*		
Guardianship and Advocacy Commission	*	*	
Illinois Health Care Cost Containment	*		
Illinois Board of Higher Education	*		
Historic Preservation Agency	*		
Illinois Housing Development Authority	*		
Department of Human Rights	*		
Human Rights Commission	*		
Department of Human Services	*	▲	*
Illinois Industrial Commission	*		
Department of Insurance	*		
Illinois State Board of Investment	*		
Department of Labor	*		
Illinois Labor Relations Board	*		

FY98 and FY99

DEPARTMENTS & COMMISSIONS	AFFIRMATIVE ACTION PLAN APPROVED	LAYOFFS	ESTABLISH TRAINING
Law Enforcement Training and Standards Board	*		
Office of the Lieutenant Governor	*		
Illinois Liquor Control Commission	*		
Illinois State Lottery	*		
Illinois Medical District	*		
Department of Military Affairs	*	▲	
Department of Natural Resources	*	▲	
Department of Nuclear Safety	*		
Planning Council on Developmental Disabilities	*		
Illinois State Police	*	▲	
State Police Merit Board	*		
Pollution Control Board	*		
Prairie State 2000 Authority	*		
Prisoner Review Board	*		
Department of Professional Regulation	*		
Property Tax Repeal Board	*		
Department of Public Aid	*		
Department of Public Health	*		*
Racing Board	*		
State Retirement System	*		
Department of Revenue	*		
Office of the Secretary of State	*		
Illinois Student Assistance Commission	*		
Teachers' Retirement System	*		
Illinois State Toll Highway Authority	*		
Department of Transportation	*		
Office of the State Treasurer	*		
Department of Veterans' Affairs	*		*

▲ Activities occurring in FY'98 only * Activities occurring in FY'99 only ✱ Activities occurring in both FY'98 and FY'99

DEFINITIONS

Affirmative Action Plan Approved—Agency Affirmative Action plan found to be in compliance with the Illinois Department of Rights Rules & Regulations for content and format. Formal approval letter was sent to State agency.

Layoff—Agencies experienced reduction in workforce.

Establish Training—Agency found deficient in meeting its Affirmative Action goals and must establish a training program to assist in meeting the goals indicated in each agency affirmative action plan according to Public Act 86-1411.

DISABILITY PROGRAM

The Department's Disability Program serves to provide consultation on disability issues to agency staff, members of the public, employers, landlords, and organizations serving people with disabilities. The purpose of the program is to serve as a resource on disability-related matters. By providing technical assistance in this area, job problems and housing problems are more likely to be resolved at an early stage, resulting in fewer formal charges of discrimination.

SPEAKING ENGAGEMENTS

The Disability Program Coordinator provided compliance assistance on disability issues by distributing publications and responding to inquiries from the public, people with disabilities, and others seeking to comply with the law. Nearly 160 publications on a variety of issues were distributed throughout the year. Materials included copies of the Americans with Disabilities Act, rules and guidance issued by the Equal Employment Opportunity Commission, a series of fact sheets regarding the rights of people with various disabilities and publications concerning the Department's charge filing procedures.

The Coordinator also provided technical assistance on 72 occasions during these years. The parties requesting such assistance included legislators, employers, unions, federal/state agencies, centers for independent living, tenants and landlords, and people with disabilities. Assistance was provided in regards to filing reasonable accommodation requests, arranging sign language interpreters, and identifying appropriate accessibility requirements. Consultation provided by the Coordinator enabled people with disabilities to resolve their problems when it was appropriate, without filing formal charges.

ICED COMMITTEE

The Coordinator represents the Director of the Department as co-chair of the State Interagency Committee on Employees with Disabilities that was created through the Personnel Code. The Committee addresses the concerns of nearly 4,500 people with disabilities who work in state government. During this time period, the Committee created a Web site, initiated a newsletter and developed various publications to assist employees with disabilities as well as their supervisors.

NEWSLETTERS AND PUBLICATIONS

In FY98, *ICED News* was launched. The newsletter contains information about state programs for employees with disabilities, Committee activities, and developments in state/federal civil rights laws. The first issue was sent to all state agencies for internal distribution. This Publication continued to provide news on disability issues during FY99.

The Committee issued publications dealing with disability benefits and techniques for resolving job problems. The fact sheets on disability benefits, which was requested by an employee with a disability, were developed by the Committee and distributed to all state agencies. The brochure on job problems was issued in an effort to educate employees with disabilities about successful strategies in resolving employment disputes. The brochure was distributed to all agencies and added to the Committee's website. Many agencies requested bulk copies of the brochure for internal distribution, and several asked permission to reprint the publication for all staff members.

AWARDS FOR THE HARD AT WORK

In FY98 during groundbreaking activities, the Committee sponsored an awards ceremony to recognize entities and individuals who have promoted the cause of independence for people with disabilities.

CONFERENCES/SEMINARS

During FY98, the Committee sponsored an all-day conference for over 250 people, including employees with Disabilities, Equal Employment Opportunity Officers, Americans with Disabilities Act (ADA) Coordinators, and others. People from around the state attended the free event, which covered issues such as employment of people with psychiatric problems and workers compensation under the Americans with Disabilities Act.

In FY99, the Committee for the first time sponsored a videoconference for about 200 state employees with disabilities. Eight different conference sites were available in four different cities around the state for conference participants. The conference addressed the rights of people with disabilities in the workplace. Participants enjoyed the conference and evaluated the video format favorably.

Also, for the first time in FY98, as a result of a survey on disabilities, the Committee hosted a one-half day seminar for agency ADA Coordinators. The training session was designed to provide an introduction to legal and technological issues for the Coordinators. The audience very well received this session.

In FY99, due to popular demand, the half-day session was again provided. This time the training covered issues facing people with psychiatric disorders in the work place.

PUBLIC CONTRACTS

The Public Contracts Unit (PCU) enforces provisions of the Illinois Human Rights 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 registers employers applying for public contracts, by auditing selected public contractors and eligible bidders to determine compliance with the Act and the Rules.

In FY98, PCU embarked on a two-year project to revise the registration for processing public contractors registered with the Department. The goals of this project were to efficiently capture employment information about each public contractor in order to use it in the Department's compliance monitoring activities. Key components of this project included revision of the Department's public contracts administrative regulations, re-engineering of the Department's computerized Public Contracts Information System (PCIS), and re-design of procedures, forms, and reports used in the contractor registration process.

Public Contracts regulations were amended to limit the period of registration to five-years, and require the re-registration of contractors whose information was no longer current. All procedures, forms, and reports associated with the registration process were re-designed, including a new and simpler Employer Report Form.

Beginning in FY98, and continuing in FY99, the PCIS was completely re-engineered in order to streamline the data entry process, permit interactive rather than batch processing of registration application forms, and bring PCIS into compliance with Year 2000 requirements. When all components are fully implemented, the new system will also permit on-line access to DHR contractor records through the Internet.

During FY98, most of the PCU's resources were devoted to the registration project. However, PCU continued to carry out its traditional activities, including:

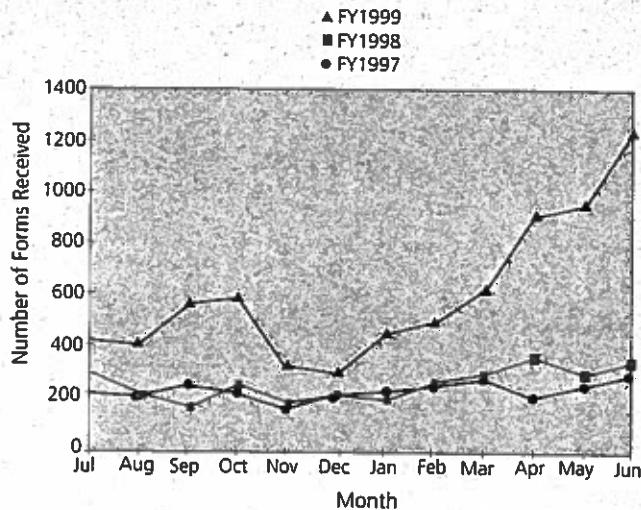
- Registration of approximately 4,000 new eligible bidders.
- Responding to over 6,000 inquiries from contractors, contracting agencies, and the general public regarding equal employment opportunity and affirmative action.
- Reviewing the compliance of nine selected contractors.

During FY99, PCU began implementing the new registration procedures. Almost immediately, the volume of contractor filings increased significantly. Contractors filed nearly 7,400-employer report forms during FY99, more than double the number filed during FY98. During the last three months of FY99, an average of 1,100 forms were received by PCU each month. The increased filing volume is expected to continue into FY2000.

PCU continues to work with the major state contracting agencies and with business groups to publicize the new registration process. During FY99, it logged over 10,000 inquiries from current and prospective contractors, government contracting agencies, business groups, legislators, and other interested parties. PCU staff answered questions regarding the registration process, contractor EEO/AA requirements, affirmative action plans, sexual harassment policies, compliance methods, and filled thousands of requests for registration forms. To further assist the business community, PCU placed its registration form and its rules and regulations on the Internet.

During the latter part of FY99, PCU's capability to conduct routine compliance audits of public contractors was enhanced by the addition of a staff person. At the end of the year, ten compliance audits had been initiated.

PC-1 FORMS RECEIVED BY PCU



INSTITUTE FOR TRAINING AND DEVELOPMENT

In compliance with Illinois Revised Statutes, Article 7, Sec. 7-101(J), the Institute for Training and Development is responsible for the implementation of formal training programs for all employees assigned to investigate and conciliate charges of discrimination. That includes training of all new human rights investigators as well as providing training, technical assistance and support services to other department staff.

A major initiative to increase visibility of and access to vital information and material on non-discrimination by Illinois businesses resulted in the creation of the **Institute for Training and Development**. With a goal of increasing employer compliance with EEO law, this initiative was implemented to provide business owners and managers throughout the state with a clearer understanding of their affirmative obligation to prevent discrimination in the workplace.

The Institute also provides training on EEO/AA related issues to state government agencies educational institutions and community not-for-profit organizations. Skill-building workshops on topics such as Diversity Awareness, Sexual Harassment Prevention and Interpersonal Communication Skills are also provided. The Institute trained in excess of 600 participants, including employees from the State Treasurer's Office, the Office of the State Comptroller, the Office of the Attorney General and the Property Tax Appeal Board as well as the Department of Human Services Division of Mental Health.

The section continues to assist associations such as the Illinois Municipal Human Relations Association (IMHRA) and the state interagency Committee on Employees With Disabilities (ICED) with their annual conference.

INSTITUTE TRAINING

