

# ANNUAL REPORT

2000

GEORGE H. RYAN  
GOVERNOR  
CARLOS J. SALAZAR  
DIRECTOR



ILLINOIS DEPARTMENT OF



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

As we celebrate our 20th Anniversary, it gives me great pleasure to report the Department of Human Rights ("Department") continues to secure for all individuals within the State of Illinois freedom from unlawful discrimination for the residents of Illinois. During this era, the Department has completed over 73,500 investigations, has received over 422,600 inquiries, and over 58,800 public contractors have registered with our Department; we are proud of this record.

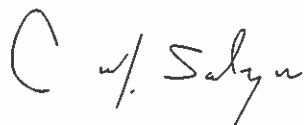
I am also happy to report the newly created Institute for Training and Development has proven to be a great success. The class offerings continue to receive excellent ratings from participants. Managers, supervisors and other employees from the public and private sectors have received instructions on the tenets of the Human Rights Act. Participants have given us the highest compliment possible; they are actively recruiting others for our classes.

In addition, our support for Governor Ryan's Executive Order No. 15 (1999) that calls for a more diverse workforce in state government remains steady and active. We now look forward to our participation in the training phase mandated by this Order.

Last but not least, our full support to guide the various initiatives generated by the Governor's Commission on Discrimination and Hate Crimes, which is housed in the Department, will continue into the future.

I am very proud of our accomplishments. Our staff has done a fine job. Much of the credit goes to them. I therefore and herewith present this report for your review.

Sincerely,



CARLOS JOSEPH SALAZAR  
DIRECTOR, ILLINOIS DEPARTMENT  
OF HUMAN RIGHTS



GEORGE H. RYAN  
GOVERNOR



CARLOS J. SALAZAR  
DIRECTOR

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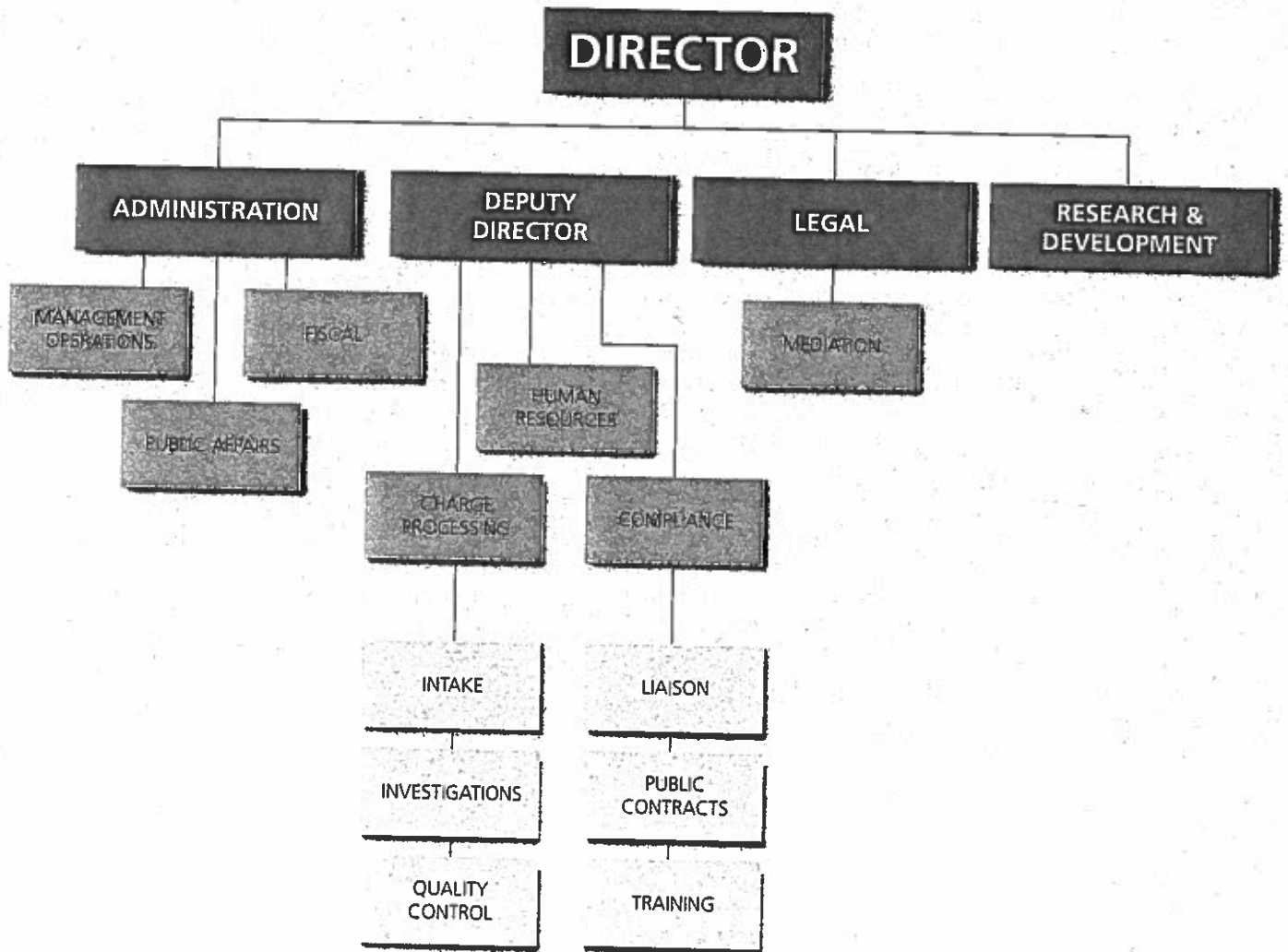
## MISSION STATEMENT

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

## VISION STATEMENT

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

# IDHR TABLE OF ORGANIZATION



# SPECIAL PROGRAMS

## GOVERNOR'S COMMISSION ON DISCRIMINATION AND HATE CRIMES

The Governor's Commission on Discrimination and Hate Crimes was established by Governor George H. Ryan in Executive Order Number 4 on February 15, 1999 and is housed in the Department. The 40-member Commission was appointed last spring and works with law enforcement, the courts, religious leaders, schools, community organizations and social service agencies to foster acceptance and tolerance in order to educate people on ways they can fight discrimination and hate-motivated violence.

During the past year, the Governor's Commission held meetings with Illinois residents and looked into methods to help combat discrimination and hate crimes. On December 19, 2000 the Commission released its findings and method of research and listed possible solutions for the state to incorporate in its battle against intolerance.

## TASK FORCE ON DIVERSITY

The Department has made significant contributions in making sure Executive Order No. 15 (1999) is fully implemented as mandated. The Department has been instrumental in driving the completion of a training manual to be used by state agencies as a resource to improve the diversity of the state's workforce. Staff from the Department has chaired the workings of a committee established by the Governor's office. The Department looks forward to its full participation in the training of state personnel to achieve the mandates of the Order.

## 20TH ANNIVERSARY CEREMONY

The Department celebrated its 20th anniversary this year. In a ceremony held in the Thompson Center the public was informed of the many accomplishments of the Department by a distinguished group of presenters including Hon. Charles E. Freeman, Illinois Supreme Court Justice; Hon. Ilana Rovner, 7th Circuit Judge, U.S. Court of Appeals; and James Compton, President/CEO Chicago Urban League.

As we look back, we can proudly say that our mission to create a more tolerant environment for the residents of Illinois has been accomplished many times over. Justice has been dispensed fairly. The Department has received over 422,600 inquiries; over 76,700 charges docketed; over 73,500 investigations completed.

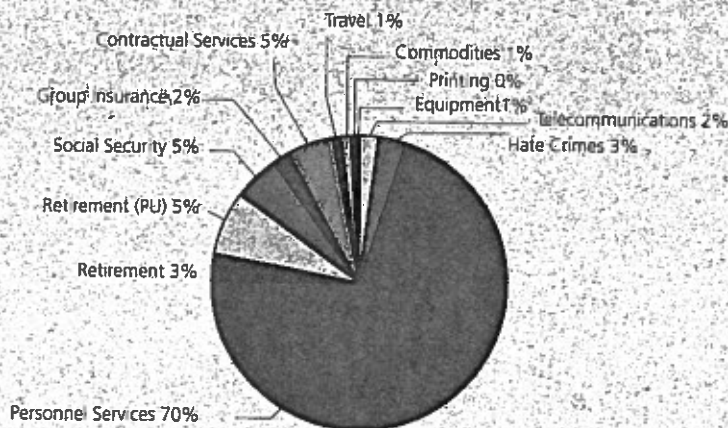


# FISCAL

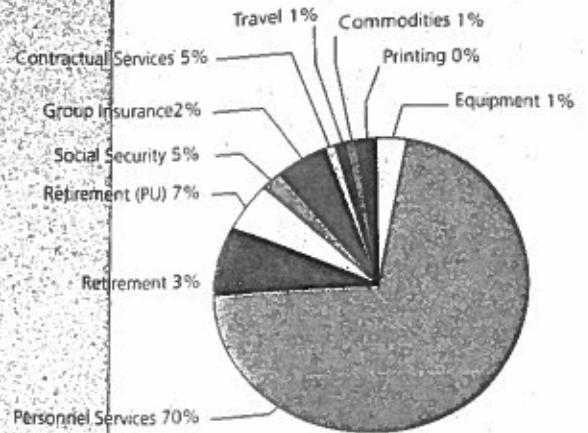
The Department of Human Rights was appropriated \$9,150,400 of which \$7,021,300 was General Revenue Funds and \$2,129,100 was Special Projects Funds or federal dollars. The \$2,129,100 is in payment of an annual contract between the Department of Human Rights and the Equal Employment Opportunity Commission ("EEOC") to investigate dual-filed charges, at a rate of \$500 per charge.

Expenditures for Fiscal Year 2000 ("FY00") totaled \$8,649,822 of which \$6,552,471 was General Revenue Funds and \$2,097,351 was Special Projects Funds. The Department end-of-year headcount was 165.

**Appropriations**



**Expenditures**



### FY00 INCOME AND EXPENDITURE STATEMENT

	APPROPRIATIONS	EXPENDITURES
PERSONNEL SERVICES	\$6,377,300	\$6,059,984
RETIREMENT	255,200	233,832
RETIREMENT (P.L.)	619,500	589,546
SOCIAL SECURITY	484,500	451,933
GROUP INSURANCE	174,000	167,899
CONTRACTUAL SERVICES	475,100	462,442
TRAVEL	107,900	105,916
COMMODITIES	62,800	62,025
PRINTING	23,800	21,994
EQUIPMENT	76,900	56,938
TELECOMMUNICATIONS	185,800	184,551
HATE CRIMES	300,000	247,248
OPERATION AUTOMOTIVE EQUIPMENT	7,600	5,514
<b>TOTAL</b>	<b>\$9,150,400</b>	<b>\$8,649,822</b>

### END OF YEAR HEADCOUNT

	FY96	FY97	FY98	FY99	FY00
ADMINISTRATION	12	12	12	12	11
CHARGE PROCESSING	172	172	144	136	136
COMPLIANCE	17	17	17	17	18
<b>TOTAL</b>	<b>201</b>	<b>201</b>	<b>173</b>	<b>165</b>	<b>165</b>

# MANAGEMENT OPERATIONS

Management Operations is administratively responsible for all general office services for the Department, ensuring that the Department's employees are provided the necessary tools to effectively and efficiently perform their respective tasks.

The functions of Management Operations include Information Systems, Telecommunications Services, Operational Planning and Office Management. In addition to serving the Department's employees (165 in FY00), Management Operations' staff assisted approximately 14,815 visitors in the Chicago office in FY00.

In Fiscal Year 2000, Management Operations completed the Department's Y2K efforts.

- The Department reported its Y2K activities on a monthly basis to the State's Technology Office.
- Management Operations/Information Systems staff continued its participation as members of the Year 2000 Technical User's Group (TUG), the Year 2000 PC Task Force and the Embedded Systems Coordinator's group throughout the life of these entities.
- The Department's contingency committee developed a Y2K Contingency Plan.

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 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) Information for case status inquiries;
- (5) Information on all closed files;
- (6) Necessary projections, information requested by outside sources, and data for special projects.

In addition, the system provides access to the Illinois Human Rights Commission to attach to the Department's CMIS.



# PUBLIC AFFAIRS

The primary function of the Office of Public Affairs is to handle all media inquiries. In FY00, the office responded to over 1,000 inquiries seeking confirmation of charges filed with the Department, the status of the Governor's Commission on Discrimination and Hate Crimes, and general Department policy, statistics, rules and regulations.

The Office of Public Affairs continues to take the lead in building a positive image of the Department. Currently, the office is working on creating public service announcements in an effort to avail the public at large of the Department's mission and programs.

## OUTREACH AND EDUCATION

In FY00, the office provided presentations regarding the Department's programs and services. The office made commitments at community meetings and functions to support the agency's interest in order to foster better inter-group relations as well as open dialogue among various communities. We continue to liaison with other civil rights organizations to address community issues and problems.

## INTERNET

With the development of the State of Illinois' web site, and its linkage with the Department's new web site, the office continues to be very involved in the process of disseminating information electronically. Since the posting of the Department's Rules and Regulations as well as the Human Rights Act on our web site, very few hardcopy requests have been received. Additionally, the office continues to make available all of the Department's informational pamphlets, brochures and press releases. In FY00, the Office of Public Affairs received and responded to several hundreds of inquiries via electronic mail.

## WRITTEN MATERIALS

The brochures and pamphlets continue to be very useful and popular in the promotion and dissemination of the Department's programs and services. Spanish versions of two informational pieces have also been made available, with the goal to translate all of the Department's handouts. A new and improved brochure covering the classes offered by the Training Institute has been received very well by the public.

# 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. In FY00, the Division reviewed 331 investigation reports and filed 436 complaints. The Division also responded to Freedom of Information Act requests and to subpoenas issued by the Commission, Illinois circuit court, and federal district court. In addition, the Division devoted a significant amount of time to the operation of the Department's Mediation Program, the processing of Requests for Review, and direct appeals of Chief Legal Counsel decisions.

All court decisions, except four, were in favor of the Department. Three of the adverse decisions concern the Department's findings of default against Respondents. The Appellate Court decided, and the Illinois Supreme Court affirmed, that a Chief Legal Counsel Order sustaining a default finding is not a final Order. Therefore, the decision is not appealable until after the Commission decides the issue of damages. In the fourth case, without disturbing the Chief Legal Counsel's underlying decision, the Appellate Court remanded the case for investigation of a basis against an individual Respondent, which basis was not alleged in the charge. The Department investigated and dismissed for lack of jurisdiction; no appeal was filed.

## REQUESTS FOR REVIEW & APPEALS

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 FY00, the Division completed 524 cases.

The amended Act also 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, 120 appeals of Chief Legal Counsel decisions have been filed. Of these, 100 have been disposed, either by court decision or withdrawal by the petitioner/appellant.

## MEDIATION PROGRAM

In 1994, the Department 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 innovative, nationally-recognized program came about as a result of collaboration between the Department and its stakeholders. It is free of cost to the parties and low-cost to the Department. Mediators are volunteers who are trained, certified, scheduled and supervised by the not-for-profit Center for Conflict Resolution ("CCR") founded by the Chicago Bar Association. 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.

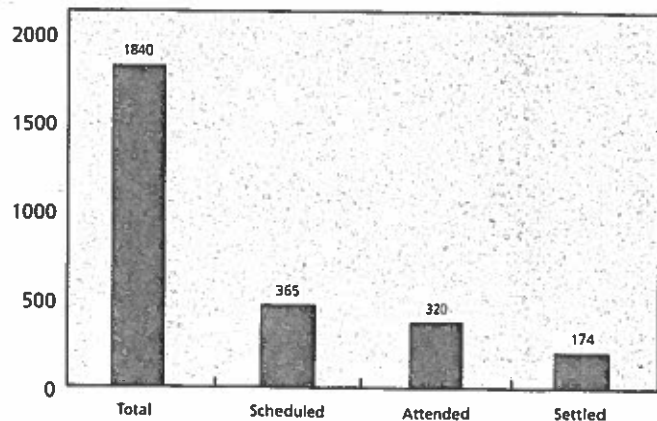
Since its inception as a pilot program in July 1994, the Mediation Program has afforded the parties an opportunity to settle over 11,000 cases prior to an investigation and has resulted in 944 settlements. In mediation, the parties meet in a non-confrontational atmosphere with a neutral person to discuss settlement options. The mediator helps facilitate communication between the parties as they explore terms of settlement to resolve the Department charge and eliminate the need for 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. The Program uses mediators from CCR to achieve maximum confidentiality and impartiality. Conferences are scheduled to take place approximately thirty days after a charge is filed. Trained volunteer mediators facilitate communication and help

ensure that 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%.

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. During FY00, in addition to newly-filed charges, the Program started a pilot project contacting parties who had not initially indicated an interest in mediation. The Program scheduled 365 cases, mediated 320 cases, and processed 174 settlements, or 54% of cases mediated.

**Fiscal Year 2000 Mediation Program Totals**



# RESEARCH, PLANNING & DEVELOPMENT ("RPD")

## ILLINOIS FAIR HOUSING NETWORK

RPD completed the Illinois Fair Housing Network on the Internet in 1999 under a grant of the U.S. Department of Housing and Urban Development. To complete the network of web sites and database, RPD worked with over eighty (80) local governments and private fair housing agencies in Illinois. The Illinois Fair Housing web network composed of home pages of sixty fair housing agencies resides under the Department's web site.

## PROJECT PROPOSALS

RPD prepared a program proposal for the U.S. Department of Justice (Office of Special Counsel for Immigration-Related Employment Discrimination) in collaboration with the Department's Training Institute. The objective of this program was to educate Illinois employers about the rights of non-citizen workers and to disseminate printed information on workers' rights to communities of new immigrants. The Department was unsuccessful in securing sufficient funding for this project.

RPD submitted another grant proposal to the U.S. Department of Housing and Urban Development under the Fair Housing Initiatives Program. This proposal was prepared in collaboration with the Latin United Community Housing Association, the National Coalition for Latinos with Disabilities, and the Asian Institute of Chicago seeking \$290,000. When funded, the Department will work with the three collaborating agencies, disabilities groups, and municipal agencies to conduct symposia and disseminate fair housing information for new immigrant communities and people with disabilities in the State. In addition, the Department will conduct research on the availability of housing units accessible for people with disabilities and produce a directory of accessible housing units in Illinois.

## WEB PAGES MAINTENANCE

RPD is responsible for maintaining the Department's web page and all sub-pages. During the fiscal year, RPD added web pages for the Governor's Commission on Discrimination and Hate Crimes and the Training Institute. RPD updates the web pages based on information released by the Department, the Commission on Hate Crimes, quarterly newsletters of the Interagency Committee for Employees with Disabilities (ICED), and the EEO/AA Newsletter issued by the Compliance Division.



# CHARGE PROCESSING

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

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 Intake Section of the Charge Processing Division. Since January 1, 1996, when Public Act 89-370 (better known as HB 741) became effective, the Department has 365 days from the date a perfected charge of discrimination is filed, to investigate and determine whether or not substantial evidence of discrimination exists.

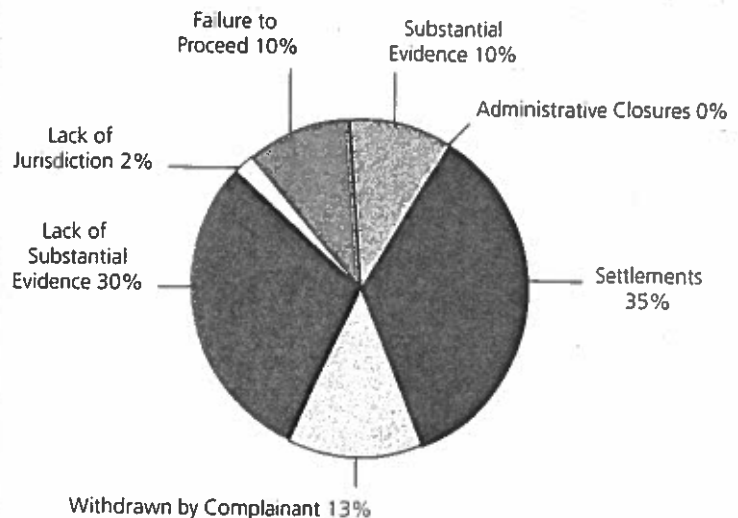
Charge Processing staff members investigate (and attempt to amicably resolve) those charges over which the Department has jurisdiction. If an investigation reveals substantial evidence of discrimination, attorneys from the Department's Legal Division encourage conciliation between the affected parties.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

If the investigator finds a lack of substantial evidence of discrimination, the charge is dismissed and the complainant has 30 days to file a request for review (appeal) of that dismissal with the Chief Legal Counsel.

The following pages offer a graphical summary of the activities of the Charge Processing Division over the past year.

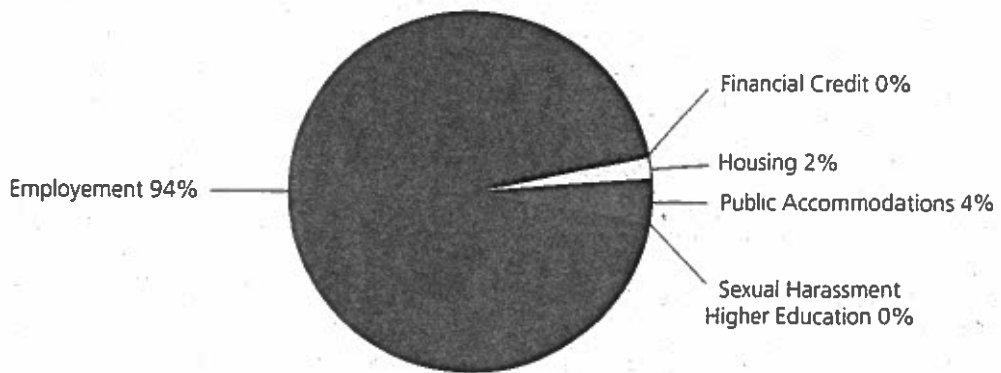
DISPOSITION OF COMPLETED INVESTIGATIONS	
Fiscal Year	2000
Inquiries Received	19,573
Charges Filed	3,856
Completed Investigations	3,621
Substantial Evidence	376
Settlements	1,233
Withdrawn by Complainant	478
Lack of Substantial Evidence	1,082
Lack of Jurisdiction	81
Failure to Proceed	357
Administrative Closures	14

**FY2000 Disposition of Completed Investigations**





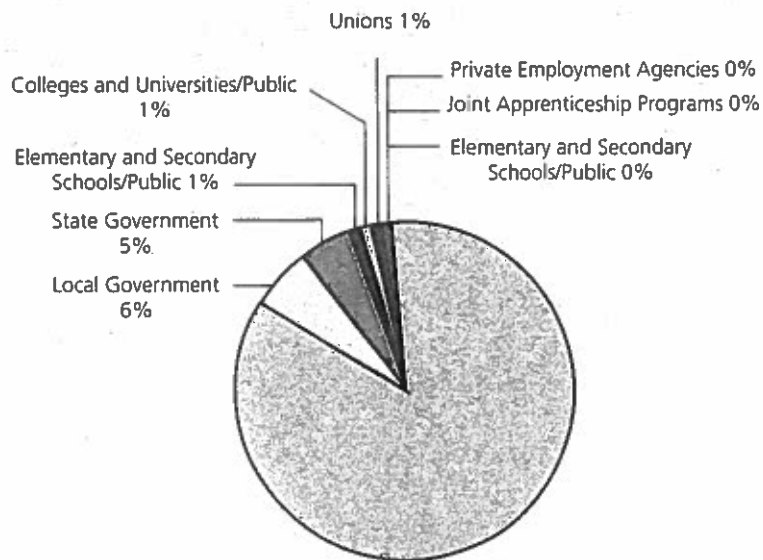
### Charges Docketed by Jurisdiction



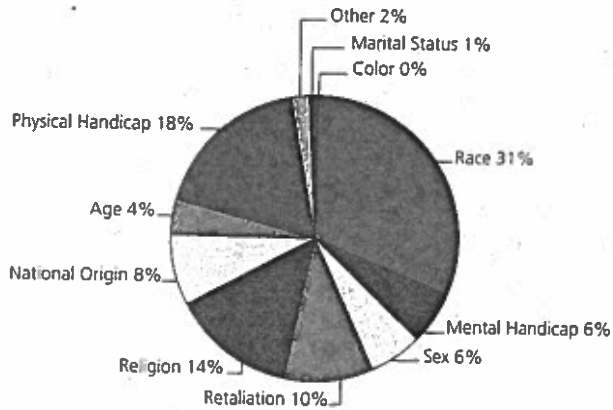
CHARGES DOCKETED BY JURISDICTION	
	2000
Employment	3631
Housing	66
Financial Credit	4
Public Accommodations	152
Sexual Harassment Higher Education	3

CHARGES BY RESPONDENT TYPE	
	2000
Private Employers	3067
Local Government	232
State Government	166
Elementary and Secondary Schools/Public	51
Colleges and Universities/Public	40
Colleges and Universities/Private	29
Unions	27
Private Employment Agencies	15
Elementary and Secondary Schools/Private	3
Individuals	1
Joint Apprenticeship Programs	0
<b>TOTALS</b>	<b>3681</b>

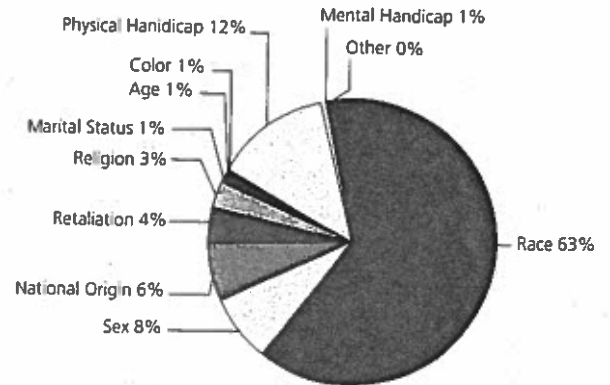
**FY2000 Housing Charges by Basis**



**FY2000 Housing Charges by Basis**



**FY2000 Public Accommodations Charges by Basis**



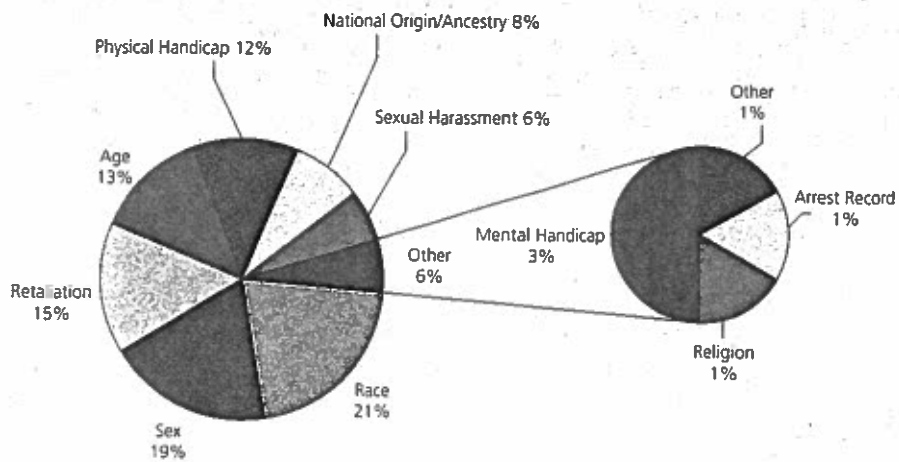
FY00 HOUSING CHARGES BY BASIS	
	2000
Race	26
Sex	5
Mental Handicap	5
Retaliation	8
Religion	12
National Origin	7
Age	3
Physical Handicap	15
Other	2
Marital Status	1
Color	0
<b>TOTAL</b>	<b>84</b>

FY00 PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
	2000
Race	108
Sex	13
National Origin	11
Retaliation	7
Religion	5
Color	1
Age	1
Marital Status	1
Physical Handicap	22
Mental Handicap	1
Other	0
<b>TOTAL</b>	<b>170</b>

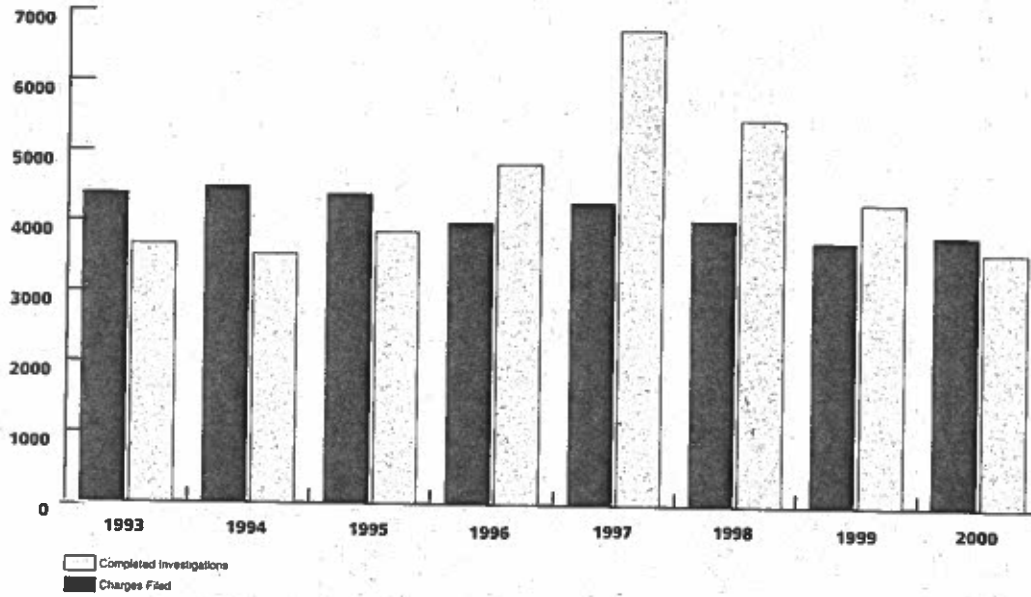
FY00 EMPLOYMENT CHARGES BY BASIS	
BASES OF DISCRIMINATION	2000
Race	1091
Sex	989
Retaliation	799
Age	674
Physical Handicap	646
National Origin/Ancestry	427
Sexual Harassment	308
Mental Handicap	146
Religion	57
Other**	55
Arrest Record	52

\*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).  
 \*\*Included non-jurisdictional bases such as personality conflict.

**FY2000 Employment Charges By Basis**



### Charges Filed and Completed Investigations



Charges Filed and Completed Investigations								
	1993	1994	1995	1996	1997	1998	1999	2000
Charges Filed	4391	4491	4393	3997	4298	4056	3756	3856
Completed Investigations	3677	3538	3861	4832	6762	5490	4305	3621



## EMPLOYMENT DISCRIMINATION

Issues alleged as acts of discrimination*			
Fiscal Years 1999-2000			
ISSUE		1999	2000
Discharge		1829	1797
Terms and Conditions		443	447
Harassment		496	430
Written Reprimand		244	284
Suspension		323	273
Promotion		253	246
Hiring		168	239
Wages		106	166
Failure to Accommodate		204	159
Demotion		145	121
Layoff		110	105
Unequal Pay		129	80
Others		110	59
Constructive Discharge		209	51
Training/Apprenticeship		52	47
Performance Evaluation		80	40
Oral Reprimand		37	40
Transfer		142	38
Unequal Job Assignments		36	35
Benefits		33	35
Position Elimination		43	33
Failure to Return/ Medical Leave		63	31
Probation		45	25
Recall		40	21
Racial Harassment		55	20
Union Representation		16	15
Reduction in Hours		67	14
Forced Medical Leave		32	9
Forced Resignation		14	8
Overtime		41	8
Severance Pay		6	7
Employment Reference		7	6
Referral		5	3
Vacation		3	2
Failure to Reassign		3	1
Intimidation/Reprisal		0	1
Aiding and Abetting		3	1
Qualification/Testing		3	1
Seniority		2	0
Forced Retirement		4	0
Exclusion		0	0
Job Classification		2	0
Advertising		0	0
Tenure		0	0
Drug Testing		2	0
<b>TOTALS</b>		<b>5605</b>	<b>4937</b>

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

# 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 every State executive department, State agency, board, commission, and instrumentality to rigorously address affirmative action and to provide equality of opportunity in employment. All state entities must submit affirmative action plans, quarterly and annual progress reports, and layoff reports to the Department.

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

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

The following are activities that were developed and implemented by the Liaison Unit:

- Conducted training on the development and implementation of EEO/AA Performance Measures to a pilot group of agencies. Performance Measures will be included as a new component of the agency's affirmative action program to assist agencies in improving their affirma-

tive action performance. The process requires agencies to plan activities that are linked to numerical and programmatic goal achievement.

- Conducted a full-day training session for new EEO/AA Officers in FY00 on how to develop an effective affirmative action program. This included establishment of goals, preparation of affirmative action plans and other required reports.
- Held the Annual EEO/AA conference whose theme was Twenty Years of Justice: Strengthening the Voice of Equality, which reflected the Department's 20th Anniversary. The conference focused on the past, present and future measures of justice and equality for all people of Illinois.
- Provided assistance in the planning and implementation of Governor George H. Ryan's Executive Order #15 (1999), which calls for a diversified workforce in State Government.
- Monitored efforts made by the Department of Human Services to implement the Resolution Agreement resulting from an EEO/AA compliance review and provided suggestions and assistance where appropriate. Compliance with the Resolution Agreement is monitored monthly.
- Conducted periodic analysis of statewide employment and compensation data submitted by state entities in accordance with the State Employee Records Act.
- Issued the quarterly newsletter entitled EEO/AA News and Views to 600 state agency EEO/AA Officers and other Personnel and Labor Relations practitioners. This newsletter serves as a resource on equal employment opportunity and affirmative action issues.

## DISABILITY PROGRAM

The Department's Disability program, which is a component of the Liaison Unit, serves to provide consultation and training 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 within state government and throughout the state in regards to compliance with the disability provisions of the Human Rights Act. The Disability Program conducted the following activities:

- Provided assistance to the Department of Human Services, Office of Mental Health, to develop a manual and training plan on the rights of people who live in group homes under the law. Participated in speaking engagements and training sessions on disability-related issues throughout the year including Mitsubishi Motor Manufacturing, Life Center for Independent Living in Bloomington, and Department of Human Services, Office of Rehabilitation Services.
- Distributed publications and responded to inquiries from the public, people with disabilities, and others seeking to comply with the law. Over 350 publications on a variety of disability issues were distributed throughout the year. The materials included fact sheets regarding the rights of people with disabilities, brochures concerning techniques for resolving job problems, as well as guidance for employers and landlords regarding disability-related requirements of the law.
- Represented the Director as Co-chair of the State Interagency Committee on Employees with Disabilities (ICED). The Committee addressed the concerns of nearly 4,500 state employees with disabilities. The Committee conducted training, held an annual conference, sponsored a

series of teleconferences, issued a newsletter and other disability-related publications and sponsored an awards program:

- *Awards Ceremony*: Sponsored an Awards Ceremony, which honored agencies organizations, and individuals who have worked to advance the principles of equal opportunity and independence for people with disabilities. This year's award recipients were: the Department of Natural Resources, the Planning Council on Developmental Disabilities (now known as the Illinois Council on Developmental Disabilities), the Council for Disability Rights, the Home Build Program of Illinois Center for Citizen Involvement, the Chicago Tribune Magazine for an article entitled, "My Poster Childhood," and Salvatore Perri of the Criminal Justice Information Authority, as Employee of the Year.
- *Videoconference*: Sponsored its second annual videoconference for state employees with disabilities. Over 200 employees attended twelve different video locations around the state.
- *Internships*: Instituted a new program providing internships for college students with disabilities. The Committee received commitments from its member agencies to hire seven students during the summer. This is the only internship program designed to hire college students in state government. The program was developed to address the large unemployment rate facing people with disabilities while increasing the diversity of state government.

## LIST OF STATE ENTITIES REQUIRED TO SUBMIT AFFIRMATIVE ACTION PLANS

Departments and Commissions	Affirmative Action Plan Approved	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	*	
Illinois 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	*	

### 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.

#### **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 in accordance with Public Act 86-1411.

## LIST OF STATE ENTITIES REQUIRED TO SUBMIT AFFIRMATIVE ACTION PLANS

Departments and Commissions	Affirmative Action Plan Approved	Establish Training
Department of Human Rights	*	
Human Rights Commission	*	
Illinois Department of Human Services	*	*
Illinois Industrial Commission	*	
Department of Insurance	*	
Illinois State Board of Investment	*	
Department of Labor	*	
Illinois Labor Relations Board	*	
Law Enforcement Training and Standards Board	*	
Office of the Lieutenant Governor	*	
Illinois Liquor Control Commission	*	
Illinois State Lottery	*	
Illinois Medical District Commission	*	
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 Appeal Board	*	
Department of Public Aid	*	
Illinois Department of Public Health	*	
Racing Board	*	
State Retirement Systems	*	
Department of Revenue	*	
Office of the Secretary of State	*	
Illinois Student Assistance Commission	*	
Teachers' Retirement System	*	
Illinois State Toll Highway Authority	*	
Office of the State Treasurer	*	
Department of Veterans' Affairs	*	

### 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.

#### 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 in accordance with Public Act 86-1411.



# TRAINING INSTITUTE

Established in FY99, the Institute is dedicated to the dissemination of accurate and timely information to the Department staff as well as outside entities in the private and public sectors. The Institute's target audience is comprised of those people across the state whose responsibility it is to prevent discrimination in the workplace. The Institute is responsible for the implementation of formal training programs for all employees assigned to investigate and conciliate charges of discrimination. However, Institute staff's responsibilities extend beyond the development of training materials. Institute staff has been closely involved in recruiting and outreach. The Institute also provides training on non-discrimination and other EEO/AA related issues to public and private entities, educational institutions, and community-based organizations. Designated staff has participated in job fairs which included onsite employment testing by other state agencies; coordinated EEO conferences with the Liaison Unit; and participated on the Anniversary Committee for this year's celebration of the Department's 20th anniversary.

In FY00, companies throughout the state sent their representatives to participate in the Institute's training sessions. Among those who sent multiple representatives to our sessions were UPS, Mitsubishi, Ameritech, Cook County Recorder of Deeds, City of Chicago Police Department, Chicago State University and Vanguard Airlines. We were especially pleased that smaller companies with only a few employees were also able to benefit from the sessions since these are companies that form the backbone of this state's economy, and least likely to be able to afford expensive training consultants. (All of the Institute's training sessions are free of charge until further notice.) Special sessions were designed to meet very specific needs identified by the State Office of Banks and Real Estate, Illinois Department of Transportation, Illinois Housing and Development Authority, and the

Micar Corporation. In each case, a training specialist was sent to the organization's location to conduct the session(s).

FY00 marked the first full year of operation for the Department's Training Institute. Over 750 people attended training seminars and workshops aimed at increasing the public's knowledge levels concerning EEO laws and legislation. Additionally, the Institute made available other training sessions geared toward the development and refinement of the attendees' professional skills. Skill-building workshops included sessions on Sexual Harassment Prevention, Diversity Awareness, Conflict Resolution, and Interpersonal Communication Skills. The Institute was applauded for its first attempt at grant writing focusing on the Immigration and Naturalization Act (INA), a grant publicly offered by the U.S. Department of Justice. Although the grant was not awarded to the Department, it is anticipated that similar proposals will be submitted for approval.

In FY01 the Institute will conduct a massive outreach effort aimed at companies doing business in the state. A major effort will be directed at strengthening the understanding of benefits derived from participating in Institute programs that explain the rights and remedies of employers and victims. With over 173,000 employers in the Chicago metropolitan area alone, the Institute hopes to help the Department better serve the business community.

## SAMPLE OF TRAINING INSTITUTE PARTICIPANTS

A thru Z Messenger Service	Dept. of Revenue	Mapco, Inc.
ADS Inc.	Diamond Detective Agency	McHenry County Housing
Aetna Insurance	Dominick's/Safeway	Mitsubishi Motor Manufacturing
AllAmerica Financial	DuPage County Human Services	Monsanto Corp.
American Backhaulers	E.D. McEthyre & Co.	Morse Diesel
Ameritech	Field Container	National International Roofing
Argonne National Labs	First Non Profit Organization	Northwest Medical Faculty Foundation
Arrow Gear Company	Ford Motor Company	Orange Crush company
Ashley's Quality Care	Forest Preserve District	Orval Kent Foods
Attorney General's Office	Gaines Systems	Palos Community Hospital
Aurora Police Department	Gastroenterology, Inc.	Progressive Centers for Living
Banks and Real Estate	Gateway Foundation	Provena Pine View Care Center
Baric Properties	GCC Drum Company	Resource One
Baxter and Woodman	Gingiss Formal Wear	Rush Prudential Health Plans
Bloom Township	Goodwill SE	Safeco Dental Supply
BT Office Products	Governor's State University	Safeco Insurance
C.A.T.S.	Greater Chicago Auto Auction	School District U45
Career Colleges of Chicago	Grundy City Home	Southview Manor
Catholic Charities	HB Fuller	Sysco Food Service
Charter Bank	Hertz Corporation	Tenneco Packaging
Chicago Housing Authority	IDOT	Transamerica Distribution
Chicago Messenger Service UPS	Ill. Dept. of Revenue	UPS
Chicago Police Department	Ill. Institute of Technology	Vanguard Airlines
Chicago Rawhide	Illinois Central Railroad	Vans Floral
Chicago State University	Illinois Housing Authority	Veterans Messenger Service
Child Care Initiatives	Illinois Power	Village of Maywood
City of Chicago/Dept. of Personnel	Illinois State Tollway Authority	W.H. Salisbury
Commonwealth Edison	Interim @ 3 Com	Walgreen Company
Concierge Unlimited	Interim Outsourcing Solutions	Warwick Publishing
Continental Electric Consultant	Jetson Midwest Mailers	West Suburban Health Care
Cook County Adult Probation	Kendall County Housing Authority	Xerox Corporation
Cook County Recorder of Deeds	L.U.N.E.S.	
Data Structures	Macon County Health Dept.	

# PUBLIC CONTRACTS

The mission of the Public Contracts Unit ("PCU") is to enforce 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 fulfills this mission by registering employers applying for public contracts, by auditing selected public contractors and eligible bidders to determine compliance with the Act and the Rules, and by providing information and technical assistance to contractors, state agencies, and the general public regarding EEO/AA laws and policies, affirmative action plan development, and compliance methods and procedures.

During FY00, PCU successfully completed a two-year project to completely revise the process through which prospective public contractors register with the Department. The goals of this project were to efficiently capture employment information about each public contractor and to keep that information current and accurate 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 administrative regulations were amended to change the criteria with regard to who must register with PCU, limit the period of registration to five years, and require the re-registration of contractors whose information is no longer current. The purpose of these and other rule changes was to ensure that the PCU database of registered bidders and contractors is kept current and accurate.

All procedures, forms, and reports associated with the registration process have been re-designed, including a new and simpler Employer Report Form.

Beginning in FY99, and continuing throughout FY00, 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 the Department's contractor records through the Internet.

During FY99 and FY00, PCU received and processed 16,105 Employer Report Forms and responded to 17,536 requests for forms, information, and assistance in complying with bidder registration requirements. During FY00, PCU received and processed 8,748 PC-1 forms and answered 9,414 inquiries. In August 1999 alone, PCU received 1,816 PC-1 forms. Despite the strain placed on the unit's resources by the volume of registration activity, forms were, for the most part, processed within four days of the date they were filed with PCU. At the close of FY00, PCIS contained information regarding approximately 18,000 eligible vendors and vendor establishments.

PCU continued to work with the major state contracting agencies and with business groups to publicize the new registration process. During FY00, it logged over 2,000 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 and compliance methods, and filled thousands of requests for registration forms. To further assist the business community, PCU placed its registration form, its rules and regulations, and a model sexual harassment prevention policy on the Department's web site.

July 1999 saw the inception of the Department's Training Institute, a coordinated effort to gather the Department's collective expertise in the areas of employment discrimination and equal employment opportunity and to offer this knowledge base to Illinois employers in the form of conferences and seminars. The Department believes that employers armed with knowledge regarding employment discrimination and equal employment opportunity will use it to avoid the occurrence or re-occurrence of individual and systemic discrimination. Recognizing that many Illinois employers are public contractors, PCU assisted Training Institute staff to develop training materials covering the areas of EEO/AA laws and regulations, affirmative action plans, and compliance methods and procedures. PCU staff served as faculty for the EEO/AA compliance-training module. During FY00, this module was presented to representatives of Illinois businesses and governmental entities employing over 120,000 employees.

PCU initiated seventeen compliance audits during FY00, and had completed twelve by the end of the year.

PC-1 Forms Received				
	FY97	FY98	FY99	FY00
JUL	210	289	419	1134
AUG	200	211	404	1816
SEP	242	158	567	1074
OCT	217	247	584	539
NOV	159	178	324	453
DEC	194	209	303	517
JAN	225	201	456	488
FEB	256	263	512	464
MAR	275	298	629	639
APR	206	375	920	499
MAY	257	304	970	494
JUN	299	352	1269	631
TOTALS	2740	3085	7357	8748

PC-1 FORMS RECEIVED BY PCU

