

# ANNUAL REPORT 2001

GEORGE H. RYAN  
GOVERNOR

CARLOS J. SALAZAR  
DIRECTOR



ILLINOIS DEPARTMENT OF



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**STATE OF ILLINOIS  
DEPARTMENT OF HUMAN RIGHTS**

**ANNUAL REPORT  
FISCAL YEAR 2001**



**Carlos J. Salazar  
Director**

**The Honorable  
George H. Ryan  
Governor**

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GEORGE H. RYAN  
GOVERNOR



CARLOS J. SALAZAR  
DIRECTOR

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

It gives me great pleasure to submit the Annual Report for the Illinois Department of Human Rights ("Department") for fiscal year 2001. The Department's mission is to ensure that all residents of Illinois may enjoy fruitful lives without having to worry about the obstacles of discrimination in the work place, in real estate transactions, in access to financial credit and in places of public accommodation. We have responded to 18,300 resident inquiries, in many cases referring people to other agencies that can address their concerns. We completed 3,396 charge investigations, thus providing 3,396 people an avenue in which to air their grievances. In addition, our Mediation Program, for parties who opt for an alternative to investigation, remains very successful, resolving over 50% of the cases that are mediated.

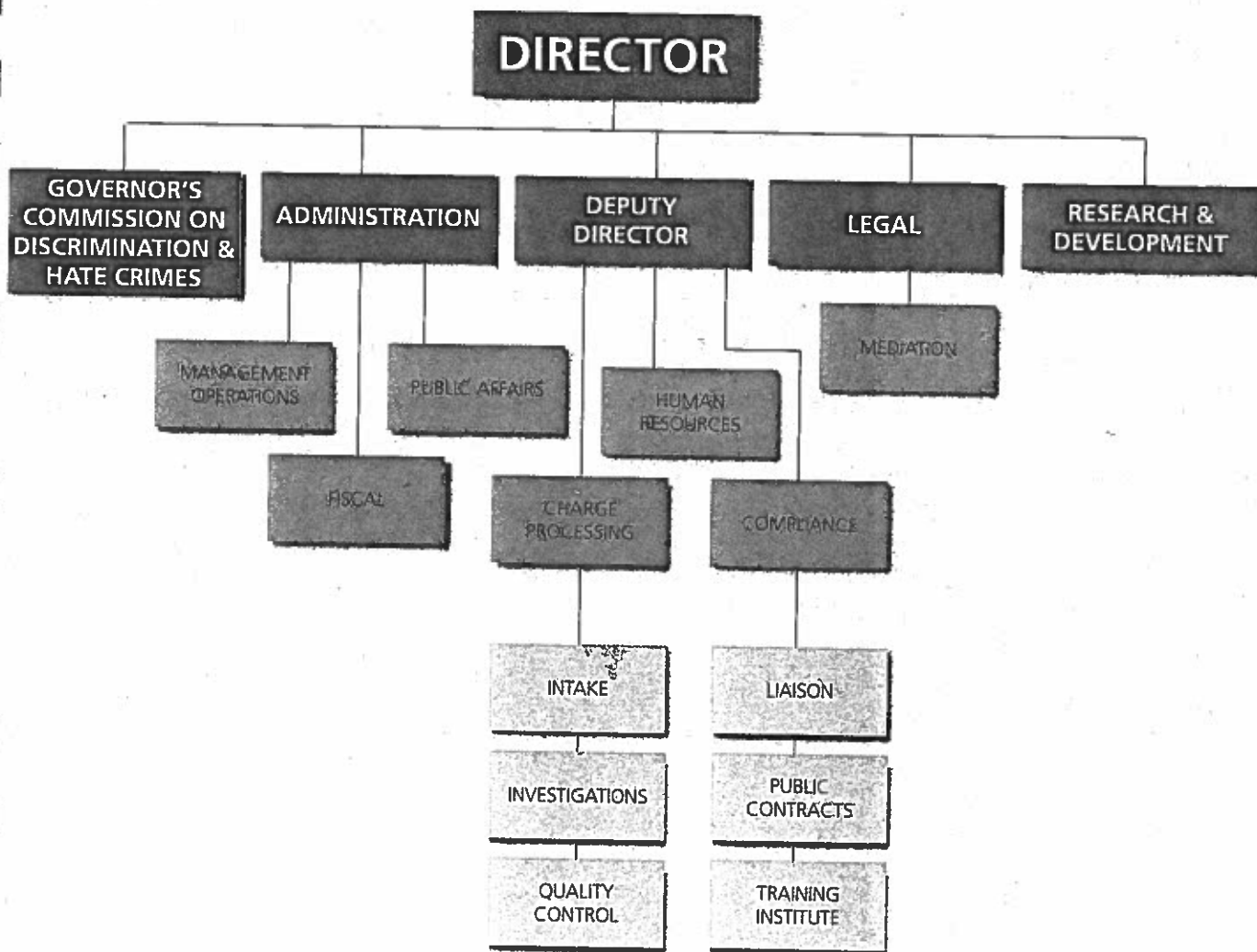
We are very excited to report that we have improved service to the on-line public—"visits" to the Department's Web Pages increased by 50% from nearly 4000 to over 6000 visits per month. Our educational efforts have proven successful as well, through the courses offered by the Department's Institute for Training and Development. Over 1,260 employees from state agencies and private employers have attended our classes, and consistently gave them high satisfaction ratings. New training modules are being planned for next year so that we can expand participation in this program.

Last but not least, all the accomplishments of the Department would not be possible without the dedication of its employees. I congratulate them and urge them to continue their fine work. Thus, I therefore and herewith submit this report for your review.

Sincerely,

Carlos J. Salazar,  
Director, Illinois Department of Human Rights

# ILLINOIS DEPARTMENT OF HUMAN RIGHTS TABLE OF ORGANIZATION



## 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.

# FISCAL

The Department of Human Rights was appropriated \$9,337,400. A reserve in the amount of \$88,800 was established leaving a total of \$9,248,600 available for expenditure. General Revenue funds totaled \$7,017,200 and Special Projects Funds or federal dollars totaled \$2,231,400. The \$2,231,400 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.

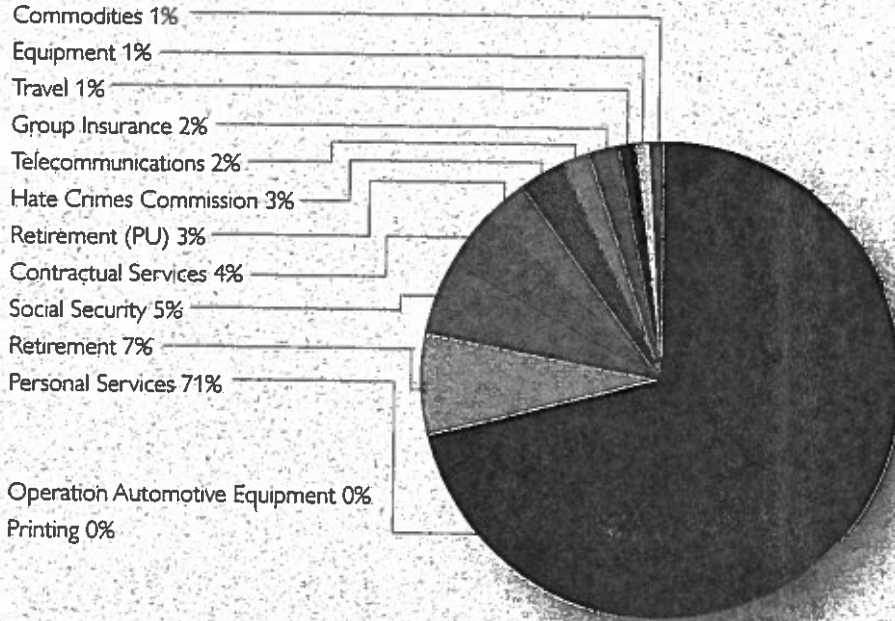
Expenditures for fiscal year 2001 ("FY 2001") totaled \$8,314,481, of which \$6,608,622 was General Revenue Funds and \$1,705,819 was Special Projects Funds. The Department end-of-year headcount was 165.

FY 2001 INCOME AND EXPENDITURE STATEMENT		
	APPROPRIATIONS	EXPENDITURES
PERSONAL SERVICES	\$6,465,223	\$5,905,361
RETIREMENT (PU)	259,085	224,868
RETIREMENT	659,767	588,269
SOCIAL SECURITY	489,325	437,130
GROUP INSURANCE	238,800	154,034
CONTRACTUAL SERVICES	340,700	297,010
TRAVEL	101,908	100,021
COMMODITIES	55,100	52,050
PRINTING	22,300	18,864
EQUIPMENT	118,000	110,688
TELECOMMUNICATIONS	192,800	155,823
OPERATION AUTOMOTIVE EQUIPMENT	7,600	4,509
HATE CRIMES COMMISSION	300,000	264,854
<b>TOTAL</b>	<b>9,248,600</b>	<b>8,314,481</b>

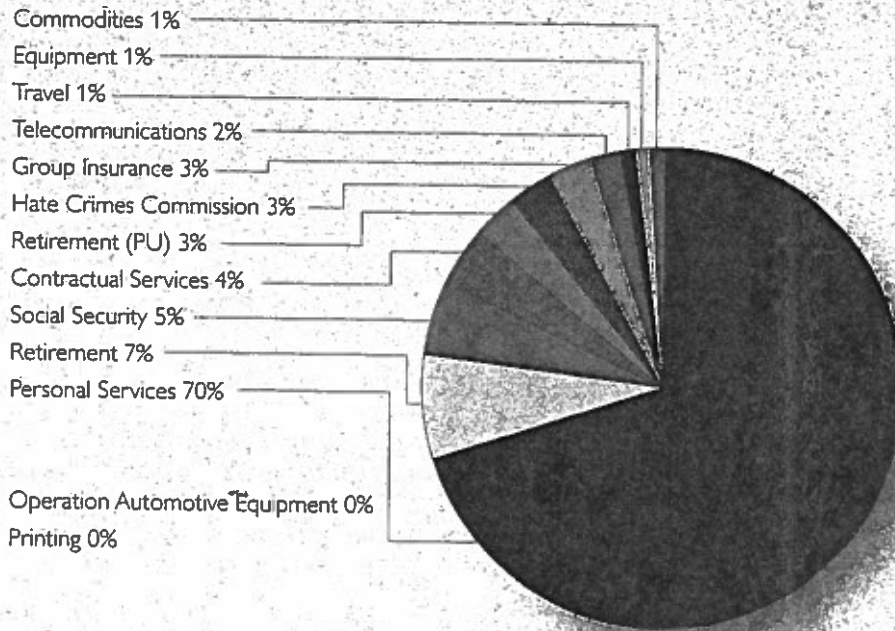
END OF YEAR HEADCOUNT					
	FY97	FY98	FY99	FY00	FY01
ADMINISTRATION	12	12	12	11	11
CHARGE PROCESSING	172	144	136	136	136
COMPLIANCE	17	17	17	18	18
<b>TOTAL</b>	<b>201</b>	<b>173</b>	<b>165</b>	<b>165</b>	<b>165</b>



## EXPENDITURE



## APPROPRIATION





# 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 resides in the Department. This thirty-five-member Commission has the important task of creating and implementing programs that directly address the mandates of the Order. The Order also established a mechanism for the citizens of Illinois to have direct access to the people who are addressing the problem of bigotry.

The Commission's mandate is to provide leadership in four key areas:

- Ensuring that state and local governments respond swiftly and appropriately to incidents of discrimination and hate crimes;
- Working with community leaders, educators, religious leaders, social service agencies, elected officials, and the public to identify and uproot sources of discrimination and bias;
- Making recommendations to the Governor and the General Assembly for statutory and programmatic changes necessary to combat the problems of discrimination and hate-based violence; and
- Assisting with implementing recommendations by working with the Governor's agencies, General Assembly, businesses, communities, and other organizations.

During its second year, the Commission began to develop a strategy focusing on education as a means to combat the problem of bias and hate-related behavior. After extensive research, the Commission set out on a vigorous, yearlong agenda that increased in scope as members heard from the people of Illinois. A wide-ranging, thought-provoking arrangement of seminars, symposiums, and training sessions provided the appropriate forum for grappling with the issues of hate in Illinois.

The Commission released its annual report of activities, research and recommendations in December 2001. Since the unfortunate events of September 11, the Commission has been able to help communities address their fears, uncertainties and need to unite in understanding that the actions of a few cannot define the "all." In this spirit, a very successful unity vigil was coordinated by the Commission staff. Representatives from all religious denominations and people from all walks of life actively participated in this event.

## PUBLIC AFFAIRS

The primary function of the Office of Public Affairs ("Office") is to handle all media inquiries for the Department. In FY 2001, the Office responded to over 1,100 inquiries, confirming charges filed with the Department and responding to questions about general Department policy, statistics, rules and regulations, and the Human Rights Act. The Office staff develops contacts and works with media throughout the state relative to the Department's services to build a positive image of the Department. It also networks with community-based organizations to increase the Department's visibility and promotes the Human Rights Act to the public-at-large to increase the public's knowledge about the Department's services.

### OUTREACH AND EDUCATION

In FY 2001, the Office developed and implemented seminars, conferences, workshops and other training events dealing with a broad range of human rights issues. The Office made commitments at community forums and functions to support the Department's interests in order to foster better intergroup relations as well as open dialogue among various communities.

### INTERNET

In FY 2001, the Office worked to improve the process of disseminating information electronically. FY 2001 brought savings of printing costs with the posting of the Department's Rules and Regulations as well as the Human Rights Act on the Department's web site. In FY 2001, the Office of Public Affairs received and responded to several hundred inquiries via e-mail.

### WRITTEN MATERIALS

Brochures and pamphlets continued to be very useful and popular in the promotion and dissemination of the Department's programs and services. Spanish versions of two informational pieces were made available in FY 2001.

## MANAGEMENT OPERATIONS

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

The functions of Management Operations include Information Systems, Telecommunications Services, Operational Planning and Office Management. In addition to serving the Department's 165 employees, Management Operations staff assisted approximately 15,728 visitors in fiscal year 2001 ("FY 2001").

During FY 2001, Management Operations staff assisted in the automation of the Department's Intake function. This new application completes the second phase of the Department's automation of its charge process. The application was designed to interface with the Department's Case Management Information System ("CMIS"), which tracks, manages and maintains the Department's extensive case database and provides effective project management tools for staff. The CMIS system provides the history of a case for the life of the case; case status reports used to track a charge; reports for managing caseloads and establishing priorities; information for case status inquiries and for a variety of statistical reports; information on all closed files; necessary information requested by outside sources; data for special projects and necessary projections; and access to the Illinois Human Rights Commission to attach to the CMIS, among other things.

# LEGAL

The Department relies on the Legal Division ("Division") for many kinds of Legal support. The Division reviews investigation reports for substantial evidence, conciliates cases for settlement, files complaints with the Illinois Human Rights Commission ("Commission") if no settlement was reached, and mediates cases. During FY 2001, the Division reviewed 257 investigation reports, settled 25 cases through conciliation, and filed 239 complaints with the Commission. Additionally, it responds to Freedom of Information Requests and to subpoenas issued by the Commission, Illinois circuit court, and federal district court. The Division also devotes a significant amount of time to Requests for Review filed before the Chief Legal Counsel by parties, 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 hears and decides Requests for Review pursuant to the Illinois Human Rights Act ("Act"), as amended.

In FY 2001, the Division completed 615 Requests for Review; this included Requests for Review from both Complainants and Respondents. The number of cases pending review by the Chief Legal Counsel was reduced significantly: from 248 at the end of FY 2000 to 149 at the end of FY 2001.

## 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, one hundred fifty-six appeals of Chief Legal Counsel decisions have been filed. Of these, one hundred twenty-seven have been disposed, either by court decision or withdrawal by the petitioner/appellant. All court decisions, except five, have been in favor of the Department.

Four of the adverse decisions concerned 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. In each case, the Department, by the Illinois Attorney General, filed a Petition for Leave to Appeal, which the Illinois Supreme Court denied.

As to the fifth case, in June 2001, the Appellate Court dismissed an appeal for lack of jurisdiction. In this case, the Department found substantial evidence of unlawful discrimination on a portion of the charge and dismissed the other portion for lack of substantial evidence. The Department filed a complaint with the Commission on the substantial evidence portion and Complainant filed a Request for Review on the dismissed portion. The Chief Legal Counsel sustained the dismissed portion and entered a Final Order as to that portion; Complainant appealed. The Appellate Court decided it did not have jurisdiction over the appeal because the Chief Legal Counsel's Order did not indicate that the dismissed issues were immediately appealable. The Appellate Court remanded the case for a determination as to whether there was just reason for delaying an appeal. The Department, by the Illinois Attorney General, filed a Petition for Leave to Appeal, which the Illinois Supreme Court denied in October 2001.



## MEDIATION PROGRAM

The Mediation Program ("Program") offers parties the opportunity to work out a settlement of their charges rather than go through a full, time-consuming investigation. This innovative and 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. Volunteer mediators are trained, certified, and supervised by the not-for-profit Center for Conflict Resolution ("CCR"), founded by the Chicago Bar Association.

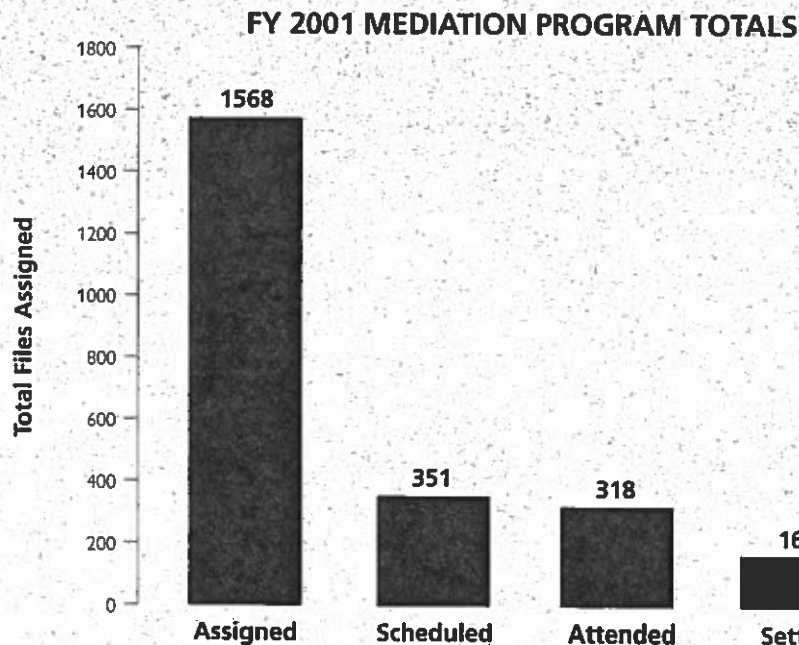
Since its inception as a pilot program in July 1994, the Mediation Program has afforded the parties in over 12,000 employment discrimination charges the opportunity to settle their cases prior to an investigation. In mediation, the parties meet with a neutral person in a non-confrontational atmosphere to discuss settlement options. The mediator helps facilitate communication between the parties as they explore terms of settlement to resolve the charge and eliminate the need for an investigation. Mediation does not affect the investigation if there is no settlement.

If the parties fail to reach a resolution, the case is sent back for investigation. By using mediators from CCR, who are not Department employees, the Program achieves maximum confidentiality and impartiality.

Conferences are scheduled by CCR to take place approximately one hundred-twenty days after a charge is filed. Motivation among the Program's participants is high, with an average attendance rate of over 80%.

The mediators facilitate communication and help ensure that both parties are satisfied with the resolution. The settlement rate for the Program has consistently remained over 50%, resulting in 1109 settlements. The Program has diverted a significant number of charges from the traditional investigation process, and participants have indicated they are very satisfied with all aspects of the Program.

In FY 2000, the Program scheduled 365 cases, mediated 320 cases, and processed 174 settlements, or 54% of the cases that were mediated. In FY 2001, the Program scheduled 351 cases, mediated 318 cases, and processed 165 settlements, or 52% of the cases that were mediated.



# RESEARCH, PLANNING AND DEVELOPMENT

## LEGAL DIVISION OPERATIONS ANALYSIS

Research Planning and Development ("RPD") conducted a thorough analysis of staff functions, activity times, and elements involved in the Department's Mediation Process and the components of the Department's Mediation Manual. RPD submitted recommendations for modifying staff assignments in the mediation program.

## INTERNET WEB PAGE MAINTENANCE

RPD is responsible for creating and maintaining the Department's web pages and affiliated web sites such as the Illinois Fair Housing Network on the Internet, the site for the Governor's Commission on Discrimination and Hate Crimes ("CDHC"), and the site for the Interagency Committee on Employees with Disabilities ("ICED"). In the spring of 2001, RPD overhauled the graphic designs and updated the Department's web pages to make them compliant with the federal Accessibility Requirements at level one.

During the last half of FY 2001, web visits increased over 50%, from 3,968 visits in December 2000 to 6,090 visits in June 2001. It is anticipated that this trend will continue as the Department posts additional forms and information useful to the public on the site.

## RESEARCH FOR STRATEGIC PLANNING

In support of the Department's Strategic Planning Committee, RPD conducted six surveys through mailed questionnaires. The groups targeted were: Complainants and Respondents in the charge investigation process with the Department, companies who registered with the Department for eligibility for state contracts, clients of the Department's Institute for Training and Development, state agency EEO/AA officers, the Department's employees and other stakeholder groups (public agencies and non-profit organizations). RPD received the surveys, compiled the information and determined the critical issues to be addressed suggested by the survey input.

## CHARGE PROCESSING PRODUCTIVITY STUDY

RPD initiated an analysis of charge processing data to determine the factors involved in productivity of Charge Processing Investigators. Findings are to be issued in FY 2002.

# 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, religion, sex, national origin, ancestry, military status, age (over 40), marital status, unfavorable military discharge and physical and mental handicap. The Act also prohibits sexual harassment in employment and higher education, discrimination because of citizenship status in employment, discrimination based on familial status in real estate transactions, and discrimination based on arrest record in employment.

Within 180 days (one year for real estate transactions) of the occurrence of an alleged civil rights violation, a prospective complainant may file a charge of discrimination with the Intake Unit of the Charge Processing Division. Since January 1, 1996, when Public Act 89-370 (better known as House Bill 741) became effective, the Department has 365 days from the date a perfected charge of discrimination is filed, to investigate and determine whether or not substantial evidence of discrimination exists.

Department investigators investigate (and attempt to amicably resolve) those charges over which the Department has jurisdiction. If an investigation reveals substantial evidence of discrimination, attorneys from the Department's Legal Division 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.

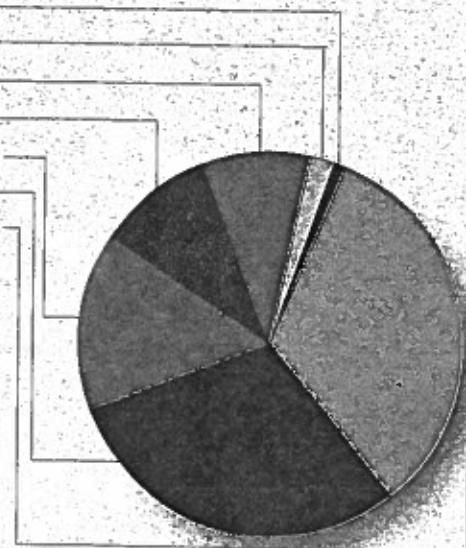
If the investigator finds a lack of substantial evidence of discrimination, the charge is dismissed and the Complainant has 30 days to file a Request for Review (appeal) of that dismissal with the Chief Legal Counsel. If the Chief Legal Counsel denies the appeal, the Complainant may appeal to a State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

The following pages offer a graphical summary of the activities of the Charge Processing Division during FY 2001.

DISPOSITION OF COMPLETED INVESTIGATIONS	
FISCAL YEAR 2001	
Inquiries Received	18,307
Charges Filed	8,757
Completed Investigations	3,396
Lack of Substantial Evidence	1,141
Settlements	1,022
Withdrawn by Complainant	184
Failure to Proceed	349
Substantial Evidence	285
Lack of Jurisdiction	73
Administrative Closures	22

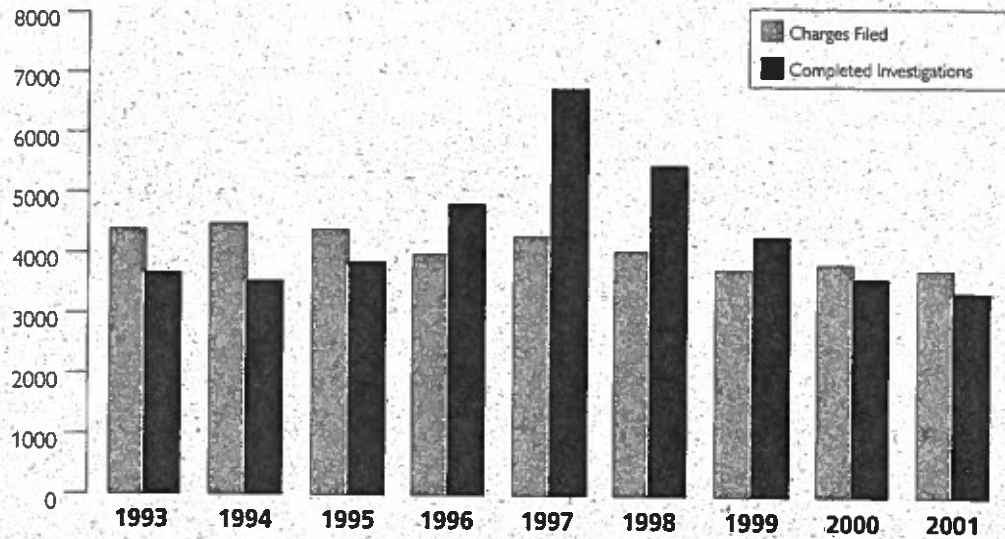
## FY 2001 DISPOSITION OF COMPLETED INVESTIGATIONS

- Administrative Closures 1%
- Lack of Jurisdiction 2%
- Substantial Evidence 9%
- Failure to Proceed 10%
- Withdrawn by Complainant 15%
- Settlements 30%
- Lack of Substantial Evidence 33%





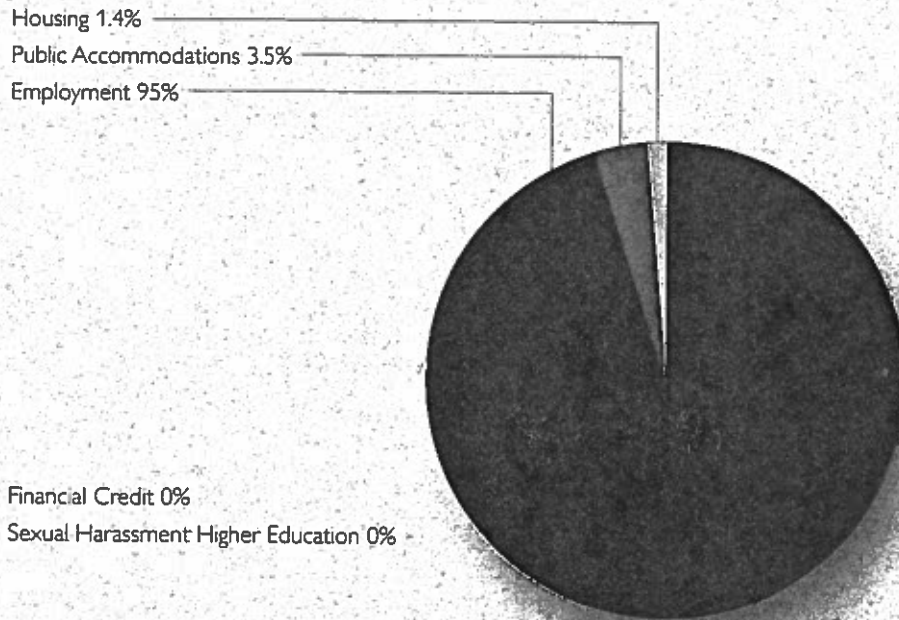
### CHARGES FILED AND COMPLETED INVESTIGATIONS



### FY2001 CHARGES FILED AND COMPLETED INVESTIGATIONS

FISCAL YEAR	1993	1994	1995	1996	1997	1998	1999	2000	2001
Charges Filed	4397	4491	4393	4397	4298	4056	3756	3856	3757
Completed Investigations	3677	3538	3861	4832	6762	5490	4305	3621	3396

## FY 2001 CHARGES DOCKETED BY JURISDICTION

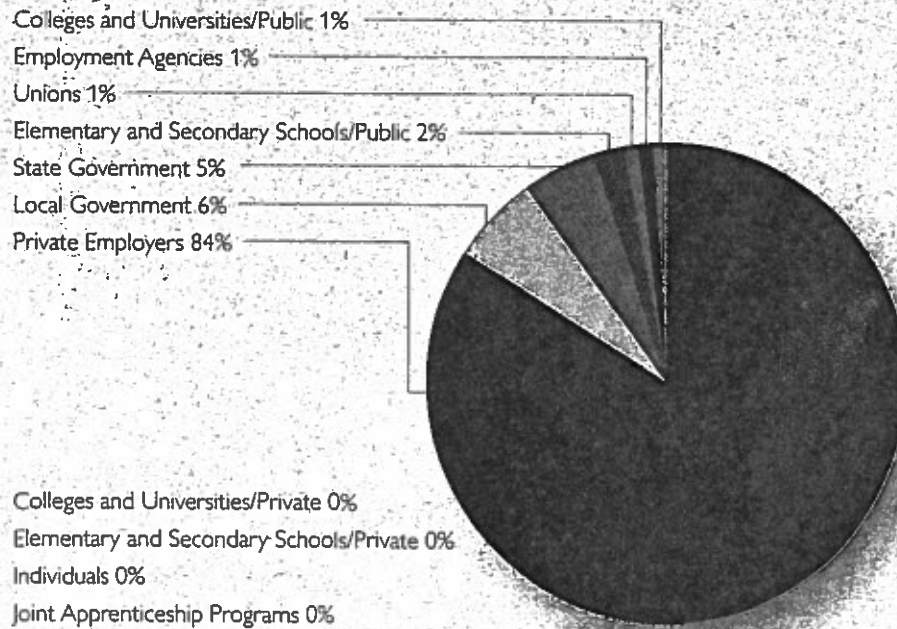


<b>CHARGES DOCKETED BY JURISDICTION</b>	
FISCAL YEAR 2001	
Employment	3,572
Public Accommodations	131
Housing	53
Sexual Harassment/Higher Education	1
Financial Credit	0
<b>TOTAL</b>	<b>3,757</b>

### FY 2001 EMPLOYMENT CHARGES BY RESPONDENT TYPE

Private Employers	2999
Local Government	221
State Government	162
Elementary and Secondary Schools/Public	77
Colleges and Universities/Public	40
Employment Agencies	29
Unions	22
Colleges and Universities/Private	17
Elementary and Secondary Schools/Private	7
Individuals	2
Joint Apprenticeships Program	0
<b>TOTALS</b>	<b>3572</b>

### FY 2001 EMPLOYMENT CHARGES BY RESPONDENT TYPE





**EMPLOYMENT DISCRIMINATION**  
**Issues Alleged as Acts of Discrimination\* Fiscal Years 1998-2001**

Issue	1998	1999	2000	2001
Discharge	1903	1829	1797	1783
Harassment	989	896	490	414
Terms and Conditions	655	443	447	372
Suspension	305	323	273	267
Hiring	185	168	239	243
Written Reprimand	262	244	284	284
Promotion	270	253	246	228
Failure to Accommodate	200	204	139	160
Layoff	146	110	105	110
Demotion	143	146	121	102
Wages	138	106	166	85
Unequal Pay	126	129	80	85
Others	101	110	59	77
Transfer	133	142	38	50
Constructive Discharge	241	209	51	42
Failure to Return Medical Leave	53	63	33	42
Oral Reprimand	24	37	40	41
Racial Harassment	63	55	24	36
Unequal Job Assignments	58	36	35	32
Position Elimination	49	43	33	32
Recall	43	40	25	32
Performance Evaluation	28	30	40	27
Reduction in Hours	56	67	15	26
Training/Apprenticeship	40	52	47	23
Probation	49	45	31	17
Benefits	38	38	35	14
Union Representation	13	16	20	13
Forced Resignation	15	14	9	13
Forced Medical Leave	15	32	14	11
Overtime	43	40	8	10
Intimidation/Reprisal	8	0	1	10
Failure to Reassign	8	3	2	8
Severance Pay	7	6	8	7
Aid and Abetting	1	3	1	3
Forced Retirement	3	4	0	6
Referral	6	5	6	4
Employment Reference	3	7	7	3
Vacation	7	3	3	3
Tenure	2	0	0	2
Qualification/Testing	1	3	1	1
Exclusion	1	0	0	1
Job Classification	0	2	0	1
Seniority	1	2	1	0
Advertising	0	0	0	0
Drug Testing	1	2	0	0
<b>Totals</b>	<b>6050</b>	<b>5605</b>	<b>4931</b>	<b>4667</b>

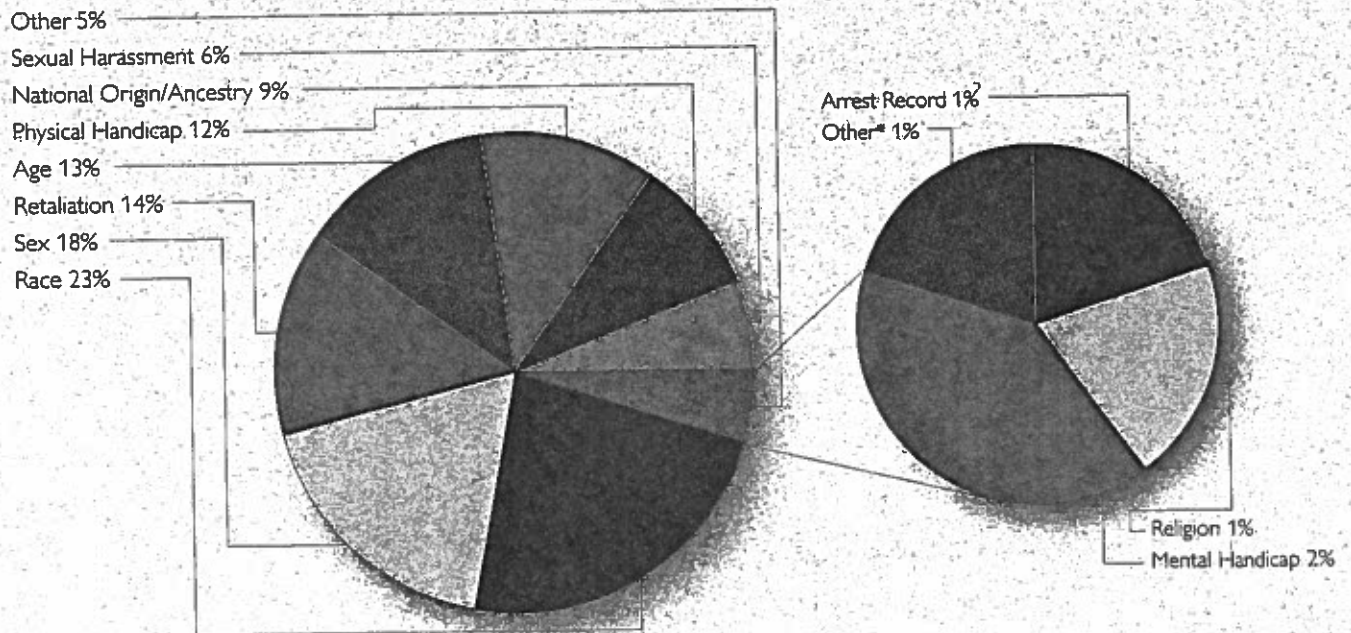
\*Includes charges alleging more than one issue as acts of discrimination.

## FY 2001 EMPLOYMENT CHARGES BY BASIS

BASES OF DISCRIMINATION	
Race	1141
Sex	957
Retaliation	745
Age	703
Physical Handicap	603
National Origin/Ancestry	487
Sexual Harassment	301
Mental Handicap	23
Arrest Record	54
Other*	52
Religion	51

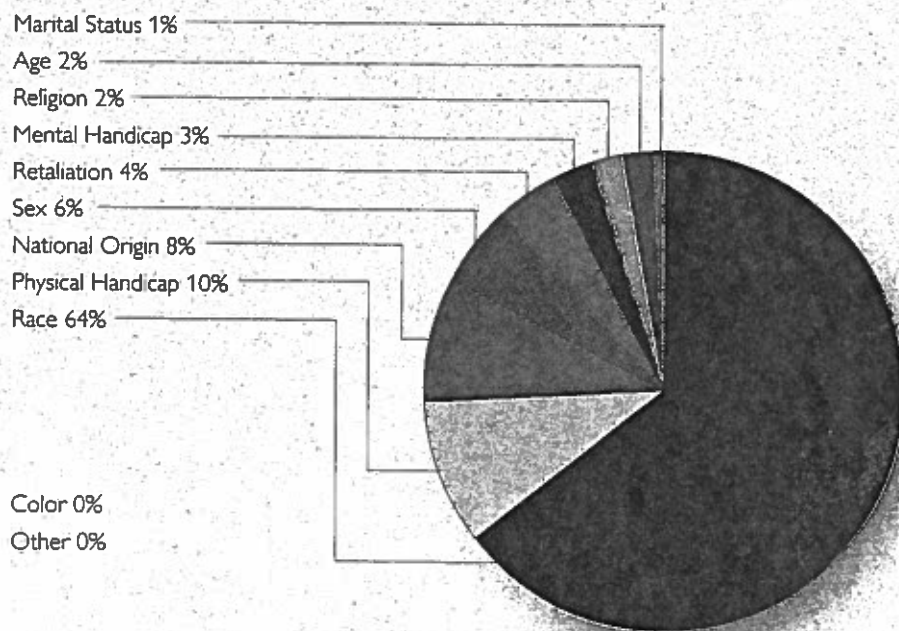
\* Includes non-jurisdictional bases such as personality conflict.

## FY 2001 EMPLOYMENT CHARGES BY BASIS



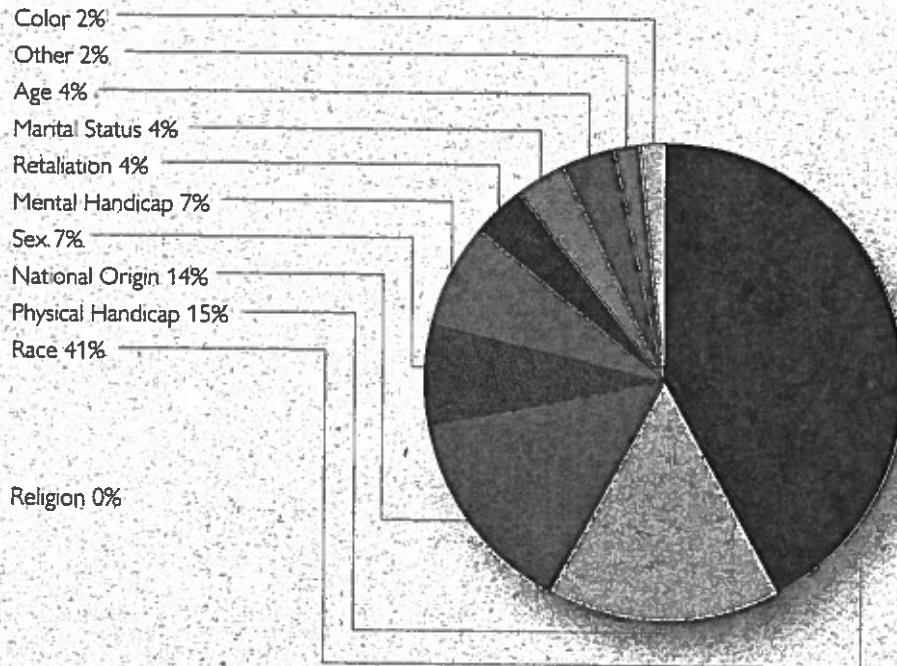
FY 2001 PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
Race	92
Physical Handicap	12
National Origin	12
Sex	6
Retaliation	6
Mental Handicap	4
Religion	3
Age	3
Marital Status	1
Color	0
Other	0

FY 2001 PUBLIC ACCOMMODATIONS CHARGES BY BASIS





### FY 2001 HOUSING CHARGES BY BASIS



FY 2001 HOUSING CHARGES BY BASIS	
Race	24
Physical Handicap	9
National Origin	8
Sex	4
Mental Handicap	4
Retaliation	3
Age	2
Marital Status	2
Other	1
Color	1
Religion	0

# COMPLIANCE

## TRAINING INSTITUTE

During the past year, the Institute for Training and Development ("Institute") made significant advancements in its efforts to reach out to the IDHR stakeholders in Illinois. In addition to conducting formal training for all Department staff assigned to investigate and conciliate charges of discrimination, over 1,200 participants, representing companies, academic institutions and state agencies, were also trained. These participants took advantage of pertinent information disseminated through seven core courses, which are offered throughout the year. The Institute was especially pleased that a number of small employers were able to benefit from the training, since these companies form the backbone of the Illinois economy. Special sessions were tailored to meet the needs of companies such as CILCO, AXA Assistance-USA, UPS, Chicago State University, the University of Illinois Office of Specialized Children's Services, and Morton College.

In response to the Governor's Executive Order #15, which mandates that state agencies recruit and hire employees reflective of the state's diverse population, the Institute worked in conjunction with Central Management Services and the Department of Employment Security to develop a training module entitled: "Creative Approaches to Recruitment: Developing a Diversified Workforce."

FY 2001 marked the second full year of operation for the Department's Training Institute. The Institute earned a reputation for excellence in training as evidenced by the following accomplishments:

- 100% increase, from 97 in FY 2000 to 194 in FY 2001, in the number of new employers attending workshops and seminars;
- 67% increase, from 750 in FY 2000 to 1262 in FY 2001, in the number of participants trained; and
- consistently receiving top performance ratings on post-workshop evaluations and quality service mailings.

The Institute's core curriculum includes the following modules:

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

The Institute added two (2) new modules to its core external training curriculum during FY 2001:

- Americans with Disabilities Act (ADA)
- Combating Intolerance and Bias

Internal activities included the administration of two seven-week Human Rights Investigator Training programs, new employee orientations, individual and all staff in-service training, and the updating of all modules to reflect new legislation, recent legal decisions and best business practices.

In FY 2002 the Institute will work to increase the accessibility of its external seminars by delivering more on-site sessions to employers and community-based organizations. Additionally, the Institute will develop two new modules, one on the Immigration and Nationality Act and the other on Best Practices and Legal Guidelines for Employment Interviewing.

**ILLINOIS DEPARTMENT OF HUMAN RIGHTS TRAINING INSTITUTE  
NEW AGENCIES AND COMPANIES TRAINED IN FY 2001**

AIA	Illinois Industrial Commission
AMBC	Illinois Secretary of State
Anexter Center	Illinois State University
AT & T	Kankakee County Training Center
AXA Assistance USA	Katalyst Consulting
CEL Community Services Department	Keebler Snack Products
Chicago Board of Education	Korean American Community Services
Citico Corp.	Lake in the Hills Sanitary District
Citibank	Lincolnland Community College
City of Belleville	Little City Foundation
City of Bloomington	LULAC of Illinois
City of Decatur	Lutheran Social Services
City of Elgin	Madden Mental Health Center
City of Fairview Heights	Market Facts
City of Mt. Vernon	Metropolitan Pier & Exposition Authority
City of Rock Falls	Midwest Center on Law & the Deaf
Cityscape Communications	Moraine Valley College
CMIC	Morton College
Country Companies	Peapod
Dynacore/ITS	Roosevelt University
Elmhurst City Center	Schwend Transportation
Enkson Institute	ServiceMaster
First Midwest Bank	Springfield Housing Authority
Howe Center	The Baby Fold
Illinois Commerce Commission	Wilson Pet Supply
Illinois Department of Agriculture	University of Illinois Special Student Services
Illinois Department of Employment Security	Village of Bourbonnais
Illinois Department of Human Services	Village of River Forest
Illinois Department of Natural Resources	Western Illinois University
Illinois Department of Public Aid	Whitehall Jewelers
Illinois Environmental Protection Agency	



## PUBLIC CONTRACTS UNIT

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

Since its inception, PCU has provided technical aid to contractors, both in the course of a compliance review and in response to individual requests for assistance. During FY 2001, PCU initiated a program to provide in-depth technical assistance to public contractors and eligible bidders in developing an affirmative action plan ("AAP").

The aim of this new program is to assist contractors, step-by-step, with the theory and mechanics of developing an AAP. The program took the form of a one-day seminar. Each seminar covered the following topics: legal requirements; workforce analysis; availability computation; determination of minority or female underutilization; goals and timetable; plan implementation action steps; monitoring and reporting; sexual harassment prevention; reasonable accommodation for disabled employees and applicants; and other relevant matters. The number of participants was intentionally kept small - thereby allowing each participant to receive individual attention related to his or her workplace environment.

During FY 2001, PCU offered two sessions of the seminar. The first, conducted in January 2001, involved three companies employing a total of 2,500 employees in Illinois. The second session,

held in May 2001, involved five employers with a total of 6,000 employees. Employers from the Chicago, Peoria, Bloomington-Normal, and Alton labor areas attended. A third session was scheduled for mid-July, 2001 that involved nine employers, all in the same industry and employing about 12,000 Illinois workers.

During FY 2001, PCU received and processed 4,515 Employer Report Forms and responded to 6,762 requests for registration forms, information regarding state contracting, and assistance in complying with bidder registration requirements. At the close of FY 2001, the PCU Information System ("PCIS") database contained information regarding approximately 19,200 eligible vendors and vendor establishments.

PCU continued to work with the major state contracting agencies and with business groups to publicize the changes to the registration process that took effect on July 1, 1998. During FY 2001, 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 internet at the Department's web site.

PCU initiated four compliance audits during FY 2001, and had completed eight (including four initiated in prior years) by the end of the year. PCU also provided substantial technical assistance to the Illinois Gaming Board in its effort to monitor employment practices of the nine river boat casinos operating under Illinois gaming licenses.

## 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 address affirmative action needs and to provide equality of opportunity in all 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 the goals established within its 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 also provides periodic training as well as ongoing technical assistance regarding statutory and 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 by the Unit 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 activities were developed and implemented by the Liaison Unit during FY 2001:

- Expanded the EEO/AA Performance Measures process to a larger group of agencies that have experienced affirmative action performance challenges. Performance Measures is a component of the agency's affirmative action program that is designed to assist agencies in focusing on the barriers that prohibit their affirmative action progress. The process requires agencies to plan activities that are linked to numerical and programmatic goals achievement.
- Conducted a full-day training session for new EEO/AA Officers 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 "New Perspectives on Familiar Challenges." The conference focused on familiar challenges that Officers face in the EEO arena such as new developments as a result of the 2000 U.S. census, recent Supreme Court decisions and conducting an internal EEO Audit.
- Assisted the Department of Human Services ("DHS") in developing its harassment prevention program for staff as required by the Resolution Agreement between DHS and the Department.
- Conducted periodic analyses and prepared a report on statewide employment and compensation data submitted by state entities in accordance with the State Employee Records Act.
- Published the quarterly newsletter entitled EEO/AA News and Views and distributed it to 600 state agency EEO/AA Officers, Human Resources 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, provides consultation and training on disability issues to agency staff, members of the public, employers, property owners and managers 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 to aid in compliance with the disability provisions of the Human Rights Act. The Disability Program conducted the following activities:

- Provided consultations on questions regarding disability discrimination, reasonable accommodation and accessibility requirements.
- Participated in speaking engagements regarding the disability provisions of the Human Rights Act at Moraine Valley Community College and the Department of Human Services' Client Assistance Program.
- Prepared and distributed publications around the state concerning the rights of people with disabilities and legal obligations under the Act. About 750 publications were distributed to people with disabilities, and public and private property owners and managers.
- Represented the Director as the Co-Chair of the State Interagency Committee on Employees with Disabilities. This Committee represents the interests of state employees with disabilities and assists state agencies in complying with disability-related requirements. The Committee conducts training and issues publications of interest to employees with disabilities, including a biannual newsletter. The Committee's accomplishments are listed below:
  - *Annual Awards Ceremony:* Recognized agencies, individuals, and organizations that have promoted independence for people with disabilities. This year, awards were given to: Senator Kathleen Parker, Legislator

of the Year; Bettye Odem-Davis, State Employee of the year, of the Department of Human Services; Illinois Department of Transportation, State Agency of the Year; and Access Living, Nonprofit Agency of the Year.

- *Videoconference:* For the third year, the Committee sponsored a videoconference for state employees with disabilities. Over 200 employees attended the conference at twelve sites around the state to learn about programs for employees with disabilities.
- *Internship Program for College Students with Disabilities:* In its second year, the Committee increased the number of placements in the Internship Program by over 100%. The program benefits state agencies by increasing their diversity and broadening their pool of applicants, as well as students with disabilities, historically a group with a high unemployment rate.



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

DEPARTMENTS & COMMISSIONS	AFFIRMATIVE ACTION PLAN APPROVED	CONTINUE / 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	•	
Illinois Council on Developmental Disabilities	•	
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	•	
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	•	

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

DEPARTMENTS & COMMISSIONS	AFFIRMATIVE ACTION PLAN APPROVED	CONTINUE / ESTABLISH TRAINING
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	•	
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	•	
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	•	◆

■ This agency had to establish training      ◆ This agency had to continue training

### 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.