

Annual Report 2005

ILLINOIS DEPARTMENT OF
Human Rights



Rod R. Blagojevich,
Governor

Rocco J. Claps,
Director



Rod R. Blagojevich
Governor



Rocco J. Claps
Director

*TO: THE HONORABLE GOVERNOR ROD R. BLAGOJEVICH
AND THE MEMBERS OF THE GENERAL ASSEMBLY*

Dear Friends,

We are pleased to present to you the annual report for the Illinois Department of Human Rights for fiscal year 2005. On behalf of the State of Illinois, the Department's staff members, and the people who benefit from our programs and services, I thank you for your support of our efforts and accomplishments.

The Department's staff and I would also like to thank Governor Rod R. Blagojevich and the Illinois legislators for their support in securing the passage of SB3186, landmark legislation that protects Illinoisans from discrimination based on sexual orientation, and HB917, legislation prohibiting coercion and intimidation in housing. These two new laws were effective January 2006 and further expand the reach of the Human Rights Act in its efforts to protect the citizens of our State from discrimination.

Additional accomplishments during this period include:

- Continuing successful implementation of our contract with funds from the U.S. Department of Housing and Urban Development ("HUD") to conduct a Housing Discrimination Study in Hispanic communities;
- Creating the Governor's Human Rights Award and facilitating Anti-Discrimination Programming;
- Appointing new Commissioners to the Governor's Commission on Discrimination and Hate Crimes;
- Enhancing the Department's Rules and Regulations.

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

Sincerely,

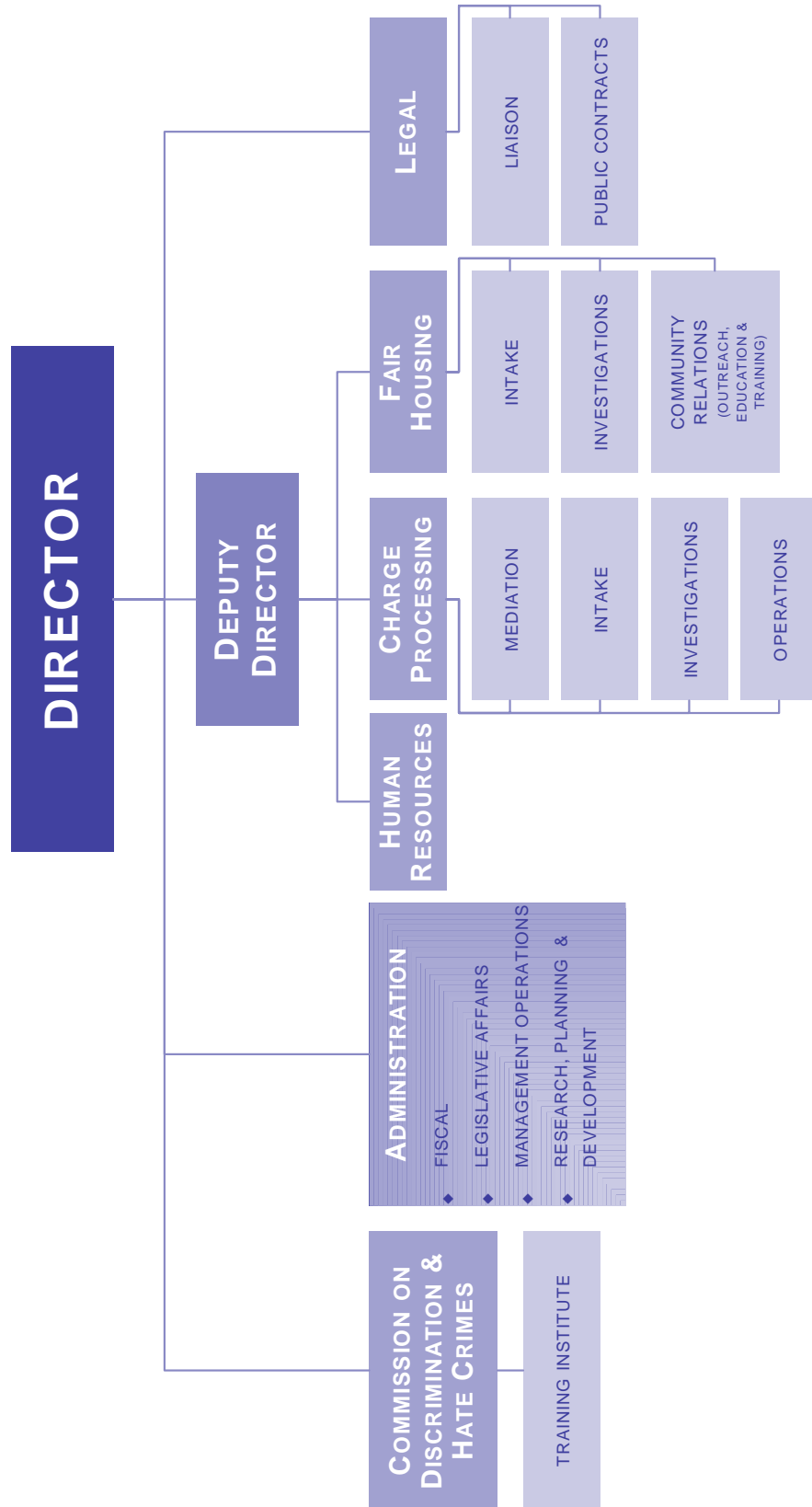
Rocco J. Claps



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IDHR TABLE OF ORGANIZATION 2005



MISSION STATEMENT

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

VISION STATEMENT

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

ADMINISTRATION

FISCAL

Funds were appropriated for the Department of Human Rights in the amount of \$9,728,154 during fiscal year 2005 ("FY05"). General Revenue Funds totaled \$7,181,154 and Special Projects Funds or federal dollars totaled \$2,547,00 in contracts with:

- The U.S. Equal Employment Opportunity Commission ("EEOC") to investigate dual-filed charges (\$1,391,500);

- the U. S. Department of Housing and Urban Development ("HUD") to process dual-filed housing discrimination complaints (\$150,000) and to complete a housing study (\$310,000);

Expenditures for FY05 totaled \$8,804,021, of which \$7,161,477 derived from General Revenue Funds and \$1,642,544 derived from Special Projects Funds.

At the end of FY05 the Department's headcount was 138.

FY05 INCOME AND EXPENDITURE STATEMENT		
	Appropriations	Expenditures
<u>Personal Services</u>	6,724,737	6,203,841
Retirement (PU)	50,834	16,969
Retirement	1,068,963	982,866
Social Security	513,500	453,610
Group Insurance	372,000	236,314
Contractual Services	420,450	386,797
Travel	93,700	91,239
Commodities	38,000	34,038
Printing	18,690	18,550
Equipment	52,481	42,855
Telecommunications	211,989	175,618
Operation Automotive Equipment	6,210	4,885
Commission on Discrimination and Hate Crimes	156,600	156,440
<u>Total</u>	<u>9,728,154</u>	<u>8,804,02</u>

END OF YEAR HEADCOUNT						
	FY00	FY01	FY02	FY03	FY04	FY05
<i>Administration</i>	11	11	11	11	11	11
<i>Charge Processing</i>	136	136	136	136	126	116
<i>Compliance</i>	18	18	18	18	12	11
<u>Total</u>	165	165	165	165	149	138

LEGISLATIVE AFFAIRS

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

DHR supported several legislative initiatives as well as several agency bills to amend the Human Rights Act during fiscal year 2005. These included the following:

1. **HB0917 HUMAN RIGHTS - (Housing-Interference/Coercion/Intimidation Legislation):** This bill amends the Illinois Human Rights Act making it unlawful to coerce, intimidate, threaten, or interfere with any person in the exercise or enjoyment of, or on account of his having exercised or

enjoyed, or on account of his having aided or encouraged any other person in the exercise or enjoyment of, any right granted or protected by the Illinois Human Rights Act.

Sponsor: Representative Karen Yarbrough
Final Action: passed 6/23/05 as PA 94-0078, effective 1/1/06

2. **SB3186 HUMAN RIGHTS – SEXUAL ORIENTATION** – This bill amends the Illinois Human Rights Act by adding sexual orientation (including gender identity) as a protected basis.
Sponsor: Senator James DeLeo
Final Action: passed 1/21/05 as PA 93-1078 effective 1/1/06.

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MANAGEMENT OPERATIONS

Management Operations is administratively responsible for all general office services for the Department of Human Rights (“DHR”), ensuring that DHR 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 (138 in FY05), Management Operations’ staff assisted approximately 17,904 visitors in the Chicago and Springfield Offices in fiscal year 2005.

In addition, the Compliance Division was moved from the 6th floor of the James R. Thompson Center to the 10th floor adjacent to existing DHR offices.

RESEARCH, PLANNING AND DEVELOPMENT

The Department's Research, Planning and Development ("RPD") staff engaged in the following activities during fiscal year 2005 ("FY05"):

1. Strategic Planning

Continued compiling the Department's Performance Metrics data to report to the Governor's Office of Management and Budget ("GOMB"). RPD has been specifically responsible for processing the data for the Charge Processing Customer Survey responses (Performance Metric # 1) and the Charge Processing Case Resolution Timeline (Performance Metric #2) by quarterly increments.

2. Research

- Conducted a ten-year charge processing trends analysis with over 48,000 cases that DHR resolved from FY95 to FY04. Based on the most recent five years' performance, RPD determined the optimal size of investigators' caseloads to be 45 to maintain the average case resolution timeline under 280 days, while processing 4,000 charges a year.
- Assisted the Public Contracts Unit to compute the Contractor Registration turnover timeline and audit of two sets of dates (Vendor Eligibility Issue Date and Data Entry Date) of over 6,800 cases entered from February to September 2004.
- Continued tabulating monthly charge statistics by cities and counties and publishing this data on DHR's website.

3. Grant Project Administration

- Completed the "New Immigrants Outreach" grant project under a contract with the U.S. Dept. of Justice, Office of Special Counsel. During the contract period, the Department's project team under the Institute of Training and Development reached 10,957 people and distributed 22,390 pieces of material (brochures, leaflets, posters, etc.) to these attendees.

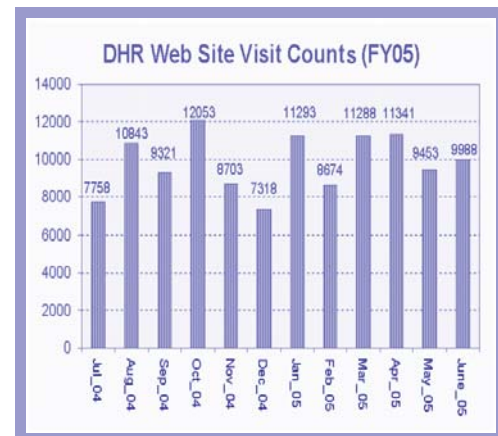
- Assisted the Fair Housing Division to administer the Housing Discrimination Testing Study Project: developed subcontracting documents, contract and monitoring tools under the State's Procurement Guidelines.

4. Web Page Management

- Created a new web section for the Fair Housing Division.
- Created a web section for the Liaison Unit to publish information pages and online spreadsheets. With these, state agency EEO/AA officers became able to develop Affirmative Action Plans and submit Quarterly/Annual Reports to the Liaison Unit online.
- Completed a five-section Frequently Asked Questions ("FAQ") about the Department, laws, and processes. RPD is looking forward to translating website information into the languages of new immigrant groups.
- To comply with a Court Order, RPD converted 504 Request for Review Orders issued by the DHR's Chief Legal Counsel to web files and published them on the Department's website.

5. Interagency Cooperation

Completed the surrogate web master's role for the International Association of Official Human Rights Agencies ("IAOHRA") to successfully hold its conference in Chicago in August 2004.



LEGAL DIVISION

The Legal Division oversees the investigative work of the agency and manages the Liaison unit and the Public Contracts unit, which were formerly of the Compliance Division. The Legal Division reviews substantial evidence determinations, conciliates cases, drafts complaints and files them with the Human Rights Commission (“Commission”), if no settlement is reached; hears and decides Request for Review cases filed with the Department’s Chief Legal Counsel, litigates fair housing cases before the Commission, responds to Freedom of Information Act requests and subpoenas issued by the Commission, Illinois circuit court, and federal district court; litigates other issues, enforces the equal employment opportunity and affirmative action programs under the Illinois Human Rights Act (“Act”) and Department Rules and Regulations; and enforces provisions under the Act and Department Rules and Regulations as to public contractors and eligible bidders.

Complaints

During FY05, the Division filed 234 complaints with the Commission.

Freedom of Information Act Requests

During FY05, the Division responded to 71 Freedom of Information Act requests.

Requests for Review

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

During FY05, the Division completed 565 Request for Review cases.

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, 306 appeals of Chief Legal Counsel decisions have been filed. Of these, 283

have been disposed, either by court decision or withdrawal by the petitioner/appellant. During FY05, the Division received 37 direct appeals; the Division disposed of 38 cases in FY05. About 95% of the Chief Legal Counsel decisions have been sustained by the Appellate Court.

LIAISON UNIT

Functions

The Liaison unit administers and enforces the equal employment opportunity/affirmative action provisions of the Act and implementing Department Rules and Regulations and provides technical assistance and training on the disability program.

The Liaison unit ensures compliance by state executive departments, state agencies, boards, commissions, and instrumentalities (collectively, “state entities”). All state entities are required to submit affirmative action plans, quarterly and annual progress reports, and layoff reports to the Department. The Liaison unit reviews the reports for conformance with the Act and Department Rules and Regulations. Additionally, the Liaison unit monitors each state entity to assure compliance with goals established in the state entity’s Affirmative Action Plan. It provides ongoing technical assistance and training to Equal Employment Opportunity/Affirmative Action (“EEO/AA”) Officers of state entities on the requirements of the Act and Department Rules and Regulations.

The Liaison unit prepares annual affirmative action performance profiles for all state entities. State entities found in non-compliance are required to establish or continue training programs to come into compliance. The state entity is referred to the Department of Central Management Services for technical assistance in establishing or continuing the training program. The Liaison unit also recommends notices to show cause where the state entity fails to come into compliance.

In accord with the disability provisions of the Act, the Liaison unit provides technical assistance on disability issues to state entities, members of the public, employers, housing providers, and organizations serving people with disabilities. A member of the Liaison unit serves as the Department's ADA Coordinator and Section 503/504 Coordinator for disability issues and represents the Department Director in the Director's capacity as co-chair of the Interagency Committee on Employees with Disabilities ("ICED").

Major FY05 Liaison Unit Actions:

- A full-day training session for new EEO/AA Officers was conducted regarding development of effective affirmative action programs. This included establishment and preparation of affirmative action plans, and quarterly and annual reports.
 - A half-day training session for state entity EEO/AA Officers was conducted regarding the revision and completion of quarterly and annual reports.
 - Layoff procedures were revised and a half-day training session for EEO/AA Officers was conducted regarding the revised layoff procedures.
 - The Guidebook for the Development of Affirmative Action Plans, Quarterly Reports, and the Annual Report for Illinois State Executive Agencies was placed on the agency's website.
 - "Late Notices" were issued to the following state entities for failure to submit timely quarterly reports:
 - Department on Aging, Capital Development Board, Department of Children & Family Services, State Police Merit Board, and Office of the Secretary of State.*
 - Other actions included a "deficiency notice" to the State Board of Education and a "show cause notice" to the Department of Children and Family Services.
- The following state entities submitted layoff reports:
 - Department of Agriculture, Capital Development Board, Department of Central Management Services, Department of Corrections, State Board of Education, Department of Financial & Professional Regulation, Department of Human Services, Department of Military Affairs, Department of Natural Resources, Department of Public Aid and Department of Revenue.*
 - In coordination with ICED, which addresses concerns of about 2,600 state employees with disabilities, the Department's ADA Coordinator worked on the ICED's Internship Program for College Students with Disabilities and other activities such as its conference for state employees with disabilities, and its awards program.
 - Further, the ADA Coordinator ensured the Department's compliance with the Americans with Disabilities Act ("ADA") by updating and posting ADA notices, arranging for accommodations for individuals with disabilities and training staff about reasonable accommodation issues. In addition, the ADA Coordinator advised people with disabilities, state agency staff, and Departmental staff about disability issues on 150 occasions during FY05.
 - In FY05, fifty-eight state entities submitted affirmative action plans that were approved by Department staff. During FY05, 76% of agencies met the Department's standard for affirmative action performance, which is that 25% of an agency's hires and promotions in underutilized areas must address established goals. Five state entities did not meet the Department's standard and were required to either establish or continue training with the Department of Central Management Services in accordance with Section 7-105 (H) of the Act. Of these, three were required to establish training:
 - Criminal Justice Information Authority, Historic Preservation Agency and*

Department of Public Health. Two were required to continue training: *Department of Children & Family Services and Department of Veterans' Affairs*

- During FY05, the Liaison unit responded to 807 technical assistance inquiries from state entities.

PUBLIC CONTRACTS UNIT

Functions

The Public Contracts Unit ("PCU") administers and enforces public contracts provisions of the Act and the implementing Department Rules and Regulations. The PCU provides technical assistance to public contractors and eligible bidders and conducts audits to assure these entities refrain from unlawful discrimination, undertake affirmative action in employment, and develop a written sexual harassment policy pursuant to the Act and Department Rules and Regulations. The PCU registers entities seeking to establish eligibility for competitively bidding on state contracts. Prospective bidders are required to submit a properly completed and signed Employer Report Form (PC-1). Prospective bidders are required to register with the Department prior to bid opening.

Major FY05 PCU Actions:

- Provided information and technical assistance to public contractors, state agencies, eligible bidders, and the general public regarding equal employment opportunity/affirmative action ("EEO/AA") laws, guidelines, compliance methods, Department's procedures, and the development of equal employment opportunity statements.
- Coordinated with other state agencies to assure the implementation and enforcement of the Act and Department Rules and Regulations.
- Registered potential bidders seeking to establish eligibility status for competitively

bid state contracts.

- ◆ *Received* 7,008 PC-1 forms from prospective bidders and current eligible bidders.
- ◆ *Processed* 7,609 PC-1 forms for initial registrants and eligible bidders renewing their status.
- ◆ *Mailed* 7,123 renewal notices to eligible bidders and public contractors notifying them of renewal registration procedures.
- ◆ *Responded* to 5,907 inquiries from current and prospective contractors, government contracting agencies, business groups, and other interested parties. Answered questions regarding the state's registration process, contractor's EEO/AA requirements, compliance methods, workforce utilization, sexual harassment policy requirements, and filled many requests for registration forms.
- Maintained statewide eligibility status records consisting of approximately 26,000 bidders.
- Conducted desk audits of selected public contractors and eligible bidders for the purpose of examining equal employment opportunity/affirmative action practices, policies, procedures, and efforts made in meeting their obligations to refrain from unlawful discrimination. Initiated forty-seven (47) desks audits. Twenty-seven (57%) were completed during FY05.
- **Website** Established registration form and instructions, frequently asked questions, and a model sexual harassment policy on the Department's website under PCU-Contractor Assistance.

(www.state.il.us/dhr)

CHARGE PROCESSING DIVISION

The Illinois Department of Human Rights takes and investigates charges of discrimination with respect to employment, financial credit, and public accommodations* on the bases of race, color, religion, sex, national origin, ancestry, military status, age (40 and over), 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 arrest record in employment. This fiscal year, legislation was passed and signed by the Governor adding the basis of sexual orientation to the protections of the Act. This protection becomes effective January 1, 2006.

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

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

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

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

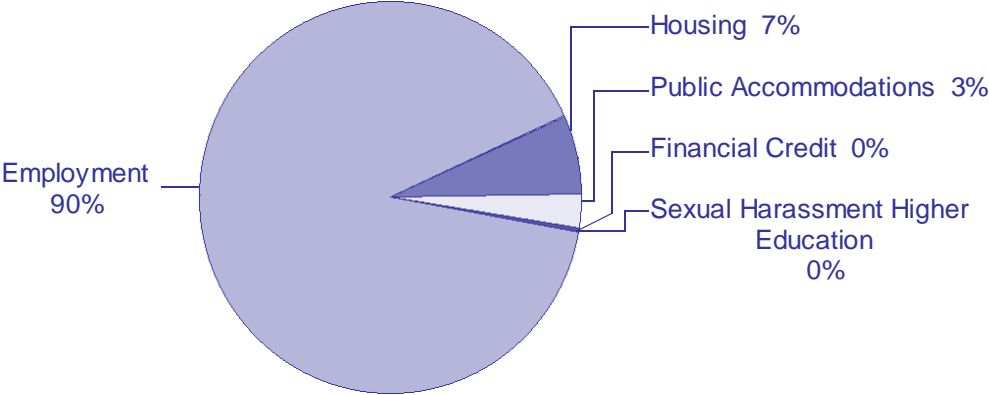
If the investigator finds a lack of substantial evidence of discrimination, the charge is dismissed and the Complainant has 30 days to file a Request for Review (appeal) of that dismissal with the Chief Legal Counsel. If the Chief Legal Counsel denies the appeal, the Complainant may appeal to the appropriate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

The following pages offer a graphic summary of the activities of the Charge Processing Division during FY05.

* Information related to housing discrimination (real estate transactions) is discussed beginning on pg. 17

FY05 CHARGES DOCKETED BY JURISDICTION	
<i>Employment</i>	3672
<i>Housing</i>	264
<i>Public Accommodations</i>	112
<i>Financial Credit</i>	1
<i>Sexual Harassment in Higher Education</i>	6
TOTAL	4055

FY05 Charges Docketed by Jurisdiction



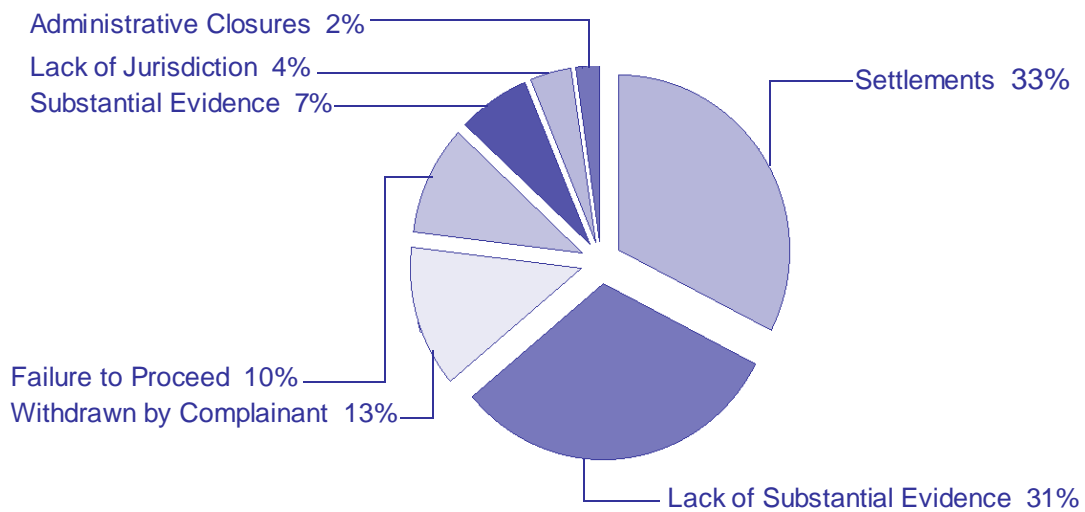
DISPOSITION OF COMPLETED INVESTIGATIONS

FISCAL YEAR 2005

Charge Processing Division and Fair Housing Division Combined

<i>Inquiries Received</i>	15,748
<i>Charges Filed</i>	4,055
<i>Completed Investigations</i>	3,822
<i>Completed Investigations:</i>	
<i>Settlements</i>	1,238
<i>Lack of Substantial Evidence</i>	1,201
<i>Withdrawn by Complainant</i>	503
<i>Failure to Proceed</i>	381
<i>Substantial Evidence</i>	270
<i>Lack of Jurisdiction</i>	143
<i>Administrative Closures</i>	86
	3,822

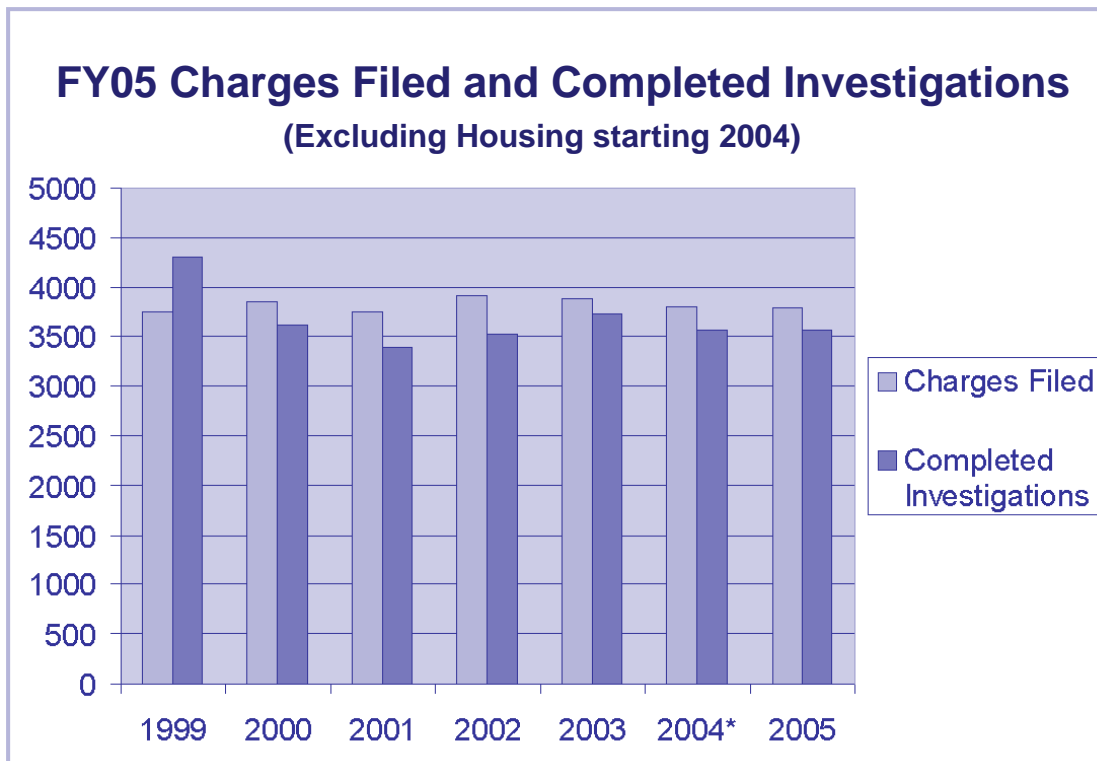
FY05 Disposition of Completed Investigations (All Charges)



FY05 CHARGES FILED AND COMPLETED INVESTIGATIONS
(Excluding Housing starting 2004)

	1999	2000	2001	2002	2003	2004*	2005
<i>Charges Filed</i>	3756	3856	3757	3918	3876	3809	3791
<i>Completed Investigations</i>	4305	3621	3396	3530	3733	3566	3567

* See Fair Housing Division section for numbers related to housing charges beginning FY04.



FY05 EMPLOYMENT CHARGES BY BASIS

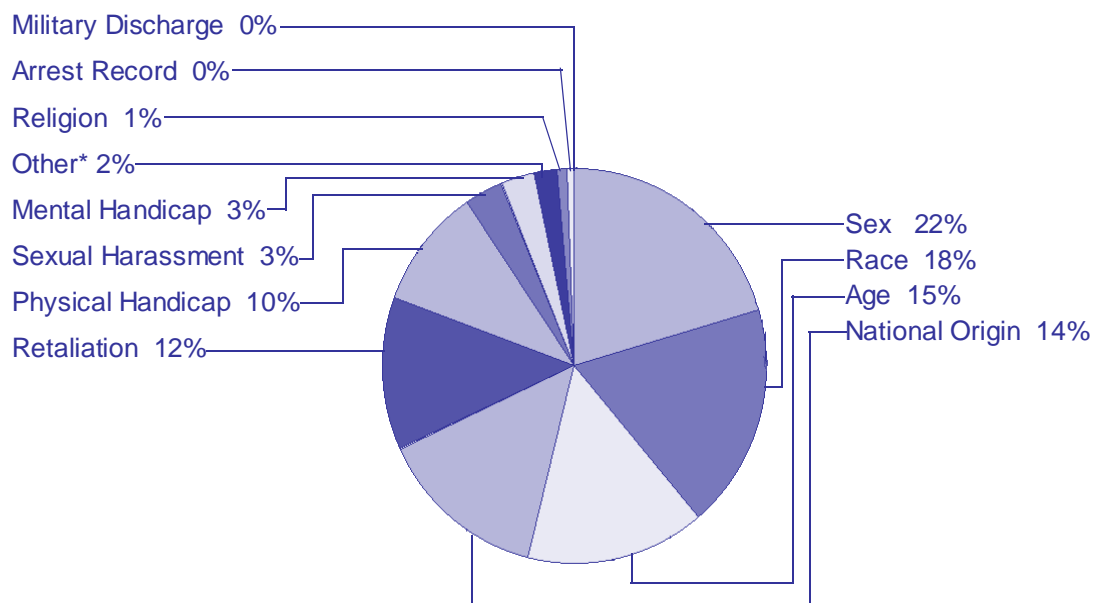
Basis of Discrimination

Sex	1248
Race	1093
Age	906
National Origin	863
Retaliation	745
Physical Handicap	615
Sexual Harassment	188
Mental Handicap	178
Other*	113
Religion	49
Arrest Record	30
Military Discharge	6

Note: Percent of total charges filed is greater than 100% because charges can be filed on more than one basis.

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

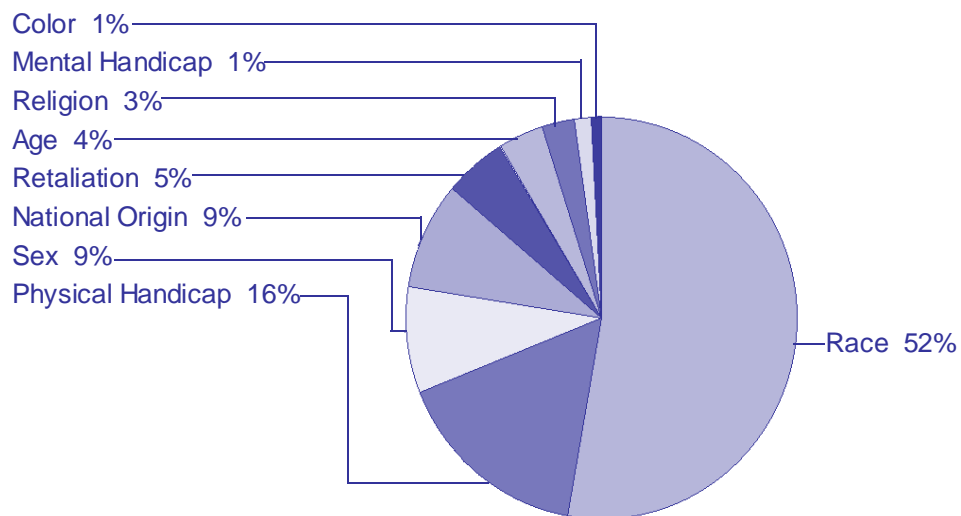
FY05 Employment Charges by Basis



FY05 PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
Race	73
Physical Handicap	22
Sex	12
National Origin	12
Retaliation	7
Age	5
Religion	4
Mental Handicap	2
Color	1

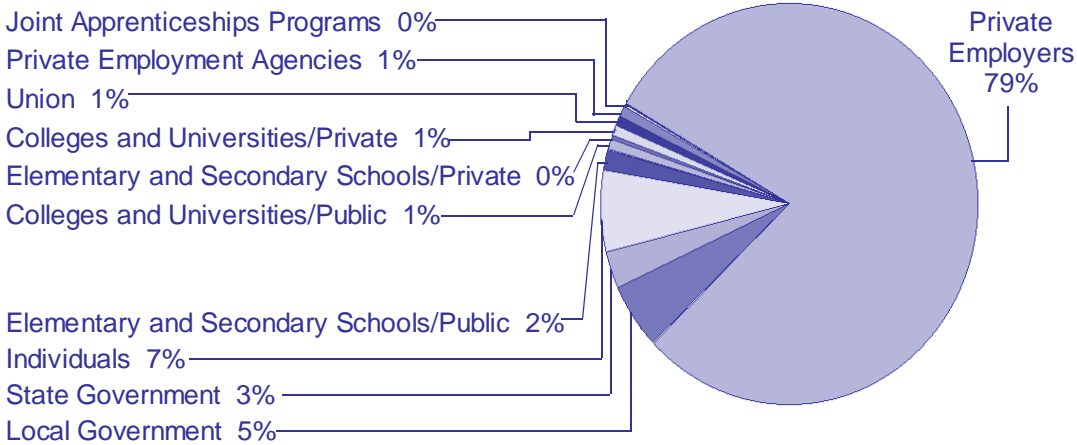
Note: Percent of total charges filed is greater than 100% because some of the charges were filed under more than one basis.

FY05 Public Accommodations Charges by Basis



FY05 EMPLOYMENT CHARGES BY RESPONDENT TYPE	
<i>Private Employers</i>	2918
<i>Local Government</i>	197
<i>State Government</i>	111
<i>Individuals</i>	245
<i>Elementary and Secondary Schools/Public</i>	56
<i>Colleges and Universities/Public</i>	32
<i>Elementary and Secondary Schools/Private</i>	11
<i>Colleges and Universities/Private</i>	31
<i>Unions</i>	32
<i>Private Employment Agencies</i>	32
<i>Joint Apprenticeships Programs</i>	1
TOTALS	3666

FY05 Employment Charges by Respondent Type



EMPLOYMENT DISCRIMINATION
Issues Alleged as Acts of Discrimination*
Fiscal Years 2000 - 2005

Issue	2000	2001	2002	2003	2004	2005
Discharge	1797	1783	2066	1968	1978	1983
Harassment	430	414	468	579	747	756
Suspension	273	261	257	218	237	276
Terms and Conditions	447	372	313	250	298	240
Written Reprimand	284	234	235	216	213	207
Hiring	239	243	158	129	163	170
Promotion	246	228	171	171	160	147
Failure to Accommodate	159	160	173	133	135	146
Wages	166	85	73	60	80	113
Layoff	105	110	181	172	105	98
Unequal Pay	80	85	100	74	77	95
Demotion	121	102	92	105	95	79
Others	59	77	106	69	69	57
Transfer	38	50	61	59	51	46
Reduction in Hours	15	26	30	40	33	46
Position Elimination	33	32	34	31	24	36
Constructive Discharge	51	42	44	54	55	33
Failure to Return/Medical Leave	33	42	28	24	23	28
Racial Harassment	21	36	52	39	19	27
Recall	25	32	29	36	29	24
Union Representation	20	13	12	12	13	24
Oral Reprimand	40	41	35	30	24	23
Performance Evaluation	40	27	28	28	26	21
Unequal Job Assignments	35	32	38	20	26	20
Training/Apprenticeship	47	22	7	7	7	20
Probation	31	17	26	20	21	19
Benefits	35	14	13	11	23	12
Failure to Reassign	2	8	1	6	5	12
Forced Medical Leave	14	11	14	6	12	9
Forced Resignation	9	13	9	23	5	9
Referral	6	4	7	5	3	9
Overtime	8	10	6	10	12	8
Employment Reference	7	3	1	2	5	7
Tenure	0	2	4	15	0	6
Severance Pay	8	7	12	2	5	5
Forced Retirement	0	6	7	4	3	5
Aiding and Abetting	1	7	5	2	0	5
Vacation	3	3	0	0	0	3
Job Classification	0	1	2	2	1	1
Seniority	1	0	1	1	0	1
Intimidation/Reprisal	1	10	8	3	2	0
Exclusion	0	1	0	9	0	0
Drug Testing	0	0	0	1	0	0
Qualification/Testing	1	1	0	0	0	0
Advertising	0	0	0	0	0	0
Totals	4931	4667	4907	4646	4784	4826

Note: List arranged according to FY2005 figures.

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

TYPE OF CHARGES FILED BY COUNTY
FISCAL YEAR 2005

County	Employment	Public Accommodations	Housing	Financial Credit	Sexual Harassment Higher Education	Total
Adams	14		2			16
Alexander	3		1			4
Bond	2					2
Boone	2					2
Bureau	7					7
Cass	2		1			3
Champaign	59		7			66
Christian	2					2
Clay	3					3
Clinton	5					5
Coles	15		2			17
Cook	2144	63	145	1	6	2359
Crawford	1					1
Cumberland	1					1
DeKalb	13		2			15
DeWitt	6	1				7
DuPage	274	18	14			306
Edgar	4					4
Edwards	1					1
Effingham	1					1
Ford	2		1			3
Franklin	7					7
Fulton	3					3
Gallatin	1					1
Greene	6					6
Grundy	3		1			4
Hancock	1					1
Henry	3					3
Jackson	20		2			22
Jefferson	13		1			14
Jersey	1					1
Jo Daviess			2			2
Johnson	1					1
Kane	90	2	7			99
Kankakee	40	2	2			44
Kendall	6		1			7
Knox	11		1			12
Lake	131	3	6			140
LaSalle	15	1				16
Lawrence	1					1
Lee	5					5
Livingston	7		1			8
Logan	15		1			16

CHARGE PROCESSING DIVISION

TYPE OF CHARGES FILED BY COUNTY
FISCAL YEAR 2005

County	Employment	Public Accommodations	Housing	Financial Credit	Sexual Harassment Higher Education	Total
McDonough	2		1			3
McHenry	32		4			36
McLean	31	1	2			34
Macon	49	2				51
Macoupin			1			1
Madison	35	4	2			41
Marion	4	2				6
Marshall	1					1
Massac	2					2
Menard	7					7
Monroe	1					1
Montgomery	2					2
Morgan	19		1			20
Moultrie	2					2
Ogle	10					10
Peoria	48		3			51
Perry	5		1			6
Piatt	1					1
Pike	3					3
Pulaski	4					4
Putnam	1					1
Randolph	9		1			10
Richland	1					1
Rock Island	39		7			46
St. Clair	36	6	18			60
Saline	4					4
Sangamon	196	5	3			204
Schuyler	1					1
Stephenson	3		1			4
Tazewell	11		3			14
Union	1					1
Vermilion	28		2			30
Wabash	2					2
Warren	1		1			2
Washington	1					1
Whiteside	2					2
Will	64	2	7			73
Williamson	20					20
Winnebago	47		7			54
Woodford	5					5

MEDIATION PROGRAM

The Mediation Unit of the Charge Processing Division 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.

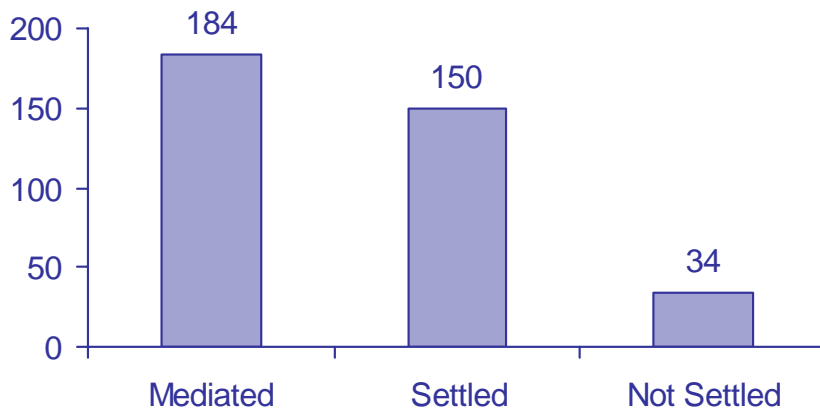
Since its inception as a pilot program in July 1994, mediation has afforded the parties to employment discrimination charges the opportunity to settle their cases prior to an investigation. The parties meet with an IDHR Human Rights Mediator in a confidential, non-confrontational atmosphere to discuss 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.

The mediators facilitate communication and help ensure that both parties are satisfied with the resolution. Mediation has diverted a significant number of charges from the traditional investigation process, and participants have indicated they are very satisfied with all aspects of mediation.

In FY 2005, the Mediation Unit held 184 conferences, of which 150 cases were settled, or 82% of the cases that were mediated. Total known monetary recovery for charging parties for FY05 cases successfully mediated was \$333,643.00.

FY05 Mediation Program Totals



FAIR HOUSING DIVISION

Housing Charge Investigations

The Fair Housing Division added one investigator during FY05 to enable DHR to maintain timely investigations as the housing caseload increased, due to handling additional cases referred under the terms of the contract with the U.S. Department of Housing and Urban Development, Office of Fair Housing and Equal Opportunity. The Division now includes five Human Rights Investigators located in the Chicago office, who handle intake, conciliation (settlement), and investigations functions for all housing cases.

The IDHR takes and investigates charges involving real estate transactions (housing) on the bases of race, color, religion, sex, national origin, ancestry, age (40 and over), marital status, physical, mental and perceived handicap, familial status (children under 18), and unfavorable discharge from military service. An amendment to the Human Rights Act that adds sexual orientation (including gender identity) as a protected class becomes effective January 1, 2006.

Within one year of an occurrence of an alleged civil rights violation, the Complainant may file a charge of discrimination with the Fair Housing Division. Once a charge is docketed, an investigator conducts an investigation of the charge and discusses the possibility of a voluntary settlement with the parties. In many cases, the investigator conducts an on-site investigation to interview witnesses and obtain pertinent documentation. The Human Rights Act requires that charges involving real estate transactions be completed within 100 days of filing (unless it is impracticable to do so). If IDHR dismisses the case for lack of substantial evidence, the Complainant has 30 days to file a Request for Review (appeal) of that dismissal with the Department's Chief Legal Counsel. Where the IDHR's investigation leads to a substantial evidence finding of discrimination, and conciliation is not successful, the Complainant or Respondent (the party alleged to have discriminated) can elect to have the

case heard administratively before the Illinois Human Rights Commission or in circuit court, in which case the Illinois Attorney General's Office represents the Department.

Special Project

HUD awarded funds to DHR in a special project to address discrimination against Hispanic homebuyers and renters in the Chicago area. The need for the project was established as a result of HUD's Housing Discrimination Study in 2000 ("HDS 2000") where testing revealed statistically significant instances of discrimination against Hispanics in both rental and sales in the Chicago area. The study project consisted of two distinct parts: testing and education and outreach. DHR subcontracted the testing portion of the project to HOPE Fair Housing Center of Wheaton to conduct enforcement testing in selected parts of the Chicago metropolitan area with significant and/or rapidly growing Hispanic populations.

The education and outreach portion of the project involves conducting a focused education and outreach campaign to inform Hispanic residents of their fair housing rights and what they can do if those rights are violated. During 2005, DHR participated in several outreach events in various Hispanic communities, and worked with organizations serving Hispanic communities to reach Hispanic residents.

Fair Housing Outreach Activities

DHR conducts education and outreach efforts to disseminate information about DHR's fair housing enforcement activities. During Fair Housing Month in April 2005, DHR presented its Second Annual Fair Housing Month event, a fair housing and first-time homebuyer seminar held in Elgin. This event was underwritten by a grant from the League of United Latin American Citizens ("LULAC"), and included presentations by staff from DHR, HUD, LULAC, Latinos United, Access Living, and HOPE Fair Housing Center. A realtor and mortgage broker presented first-time homebuyer information to participants in

English and Spanish.

During FY05, DHR staff distributed information and gave presentations about fair housing in numerous venues across the state, including DuQuoin, Springfield, the Metro East Area of St. Louis, Rockford, Bloomington, Carbondale, and Peoria, as well as numerous communities in the Chicago area. DHR maintains informal relationships with numerous other organizations working to further fair housing for Illinois residents, including Interfaith Housing Center of the Northern Suburbs, Illinois Migrant Council, Leadership Council for Metropolitan Open Communities, Fair Housing Center of Lake County, Latinos United, and others.

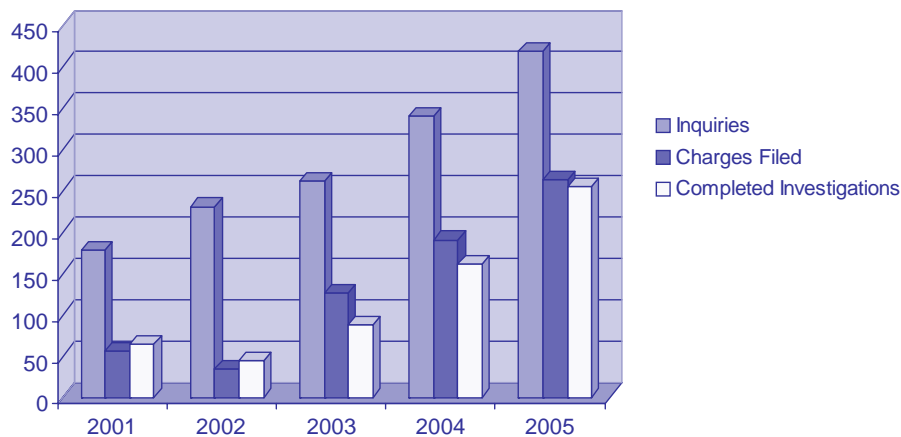
DHR networks with private fair housing organizations, municipalities, and other organizations working on fair housing issues in the Chicago area through the Chicago Area Fair Housing Alliance (“CAFHA”). Marian Honel, Manager of the Fair Housing Division, served as CAFHA’s Secretary during 2000-2002, Treasurer from 2002-2004, and Vice

President beginning in 2005. DHR networks with other state agencies and non-profit advocacy organizations through participation in the state agency meetings coordinated by the Office of Housing Coordination Services at the Illinois Housing Development Authority (“IHDA”).

DHR served on the Community and Regional Strategies and Issues Working Group of the Illinois Housing Task Force and worked to ensure that fair housing issues were considered in the solutions recommended by the Task Force. Upon publication of Building for Success: Illinois’ Comprehensive Housing Plan, DHR continued to work with IHDA to coordinate strategies to meet the goals and objectives identified in the plan, chiefly by increasing fair housing outreach efforts.

DHR works with the Illinois Municipal Human Relations Agencies (“IMHRA”) to coordinate programs of mutual benefit for the education of municipal officials and staff.

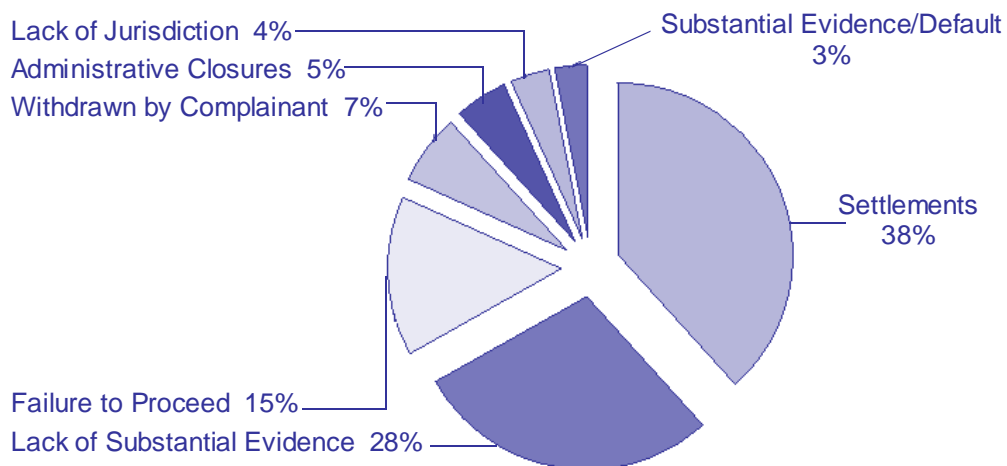
Housing Inquiries, Charges Filed and Completed Investigations					
<i>Fiscal Year</i>	2001	2002	2003	2004	2005
<i>Inquiries</i>	178	231	262	340	419
<i>Charges Filed</i>	56	34	126	191	264
<i>Completed Investigations</i>	65	44	88	161	255



Disposition of Completed Housing Investigations FY 2005

<i>Inquiries Received</i>	419	
<i>Charges Filed</i>	264	
<i>Completed Investigations</i>	255	
Completed Investigations:		
<i>Settlements</i>	98	38%
<i>Lack of Substantial Evidence</i>	72	28%
<i>Failure to Proceed</i>	38	15%
<i>Withdrawn by Complainant</i>	17	7%
<i>Administrative Closures</i>	13	5%
<i>Lack of Jurisdiction</i>	9	4%
<i>Substantial Evidence/Default</i>	8	3%
Total:	255	

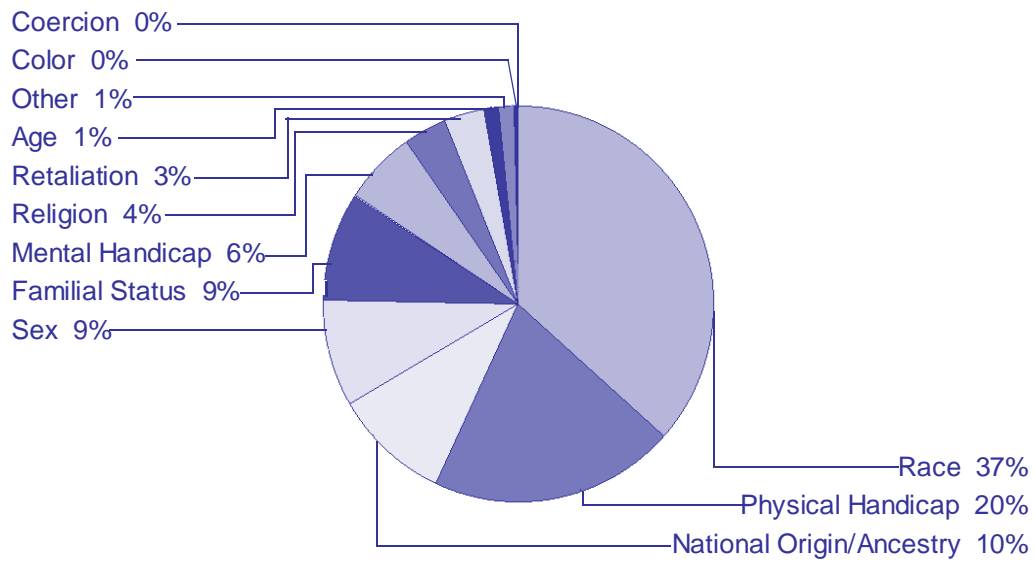
Disposition of Completed Housing Investigations FY 2005



FY05 Housing Charges by Basis <i>Basis of Discrimination</i>	
Race	110
Physical Handicap	61
National Origin/Ancestry	30
Sex	26
Familial Status	26
Mental Handicap	19
Religion	11
Retaliation	10
Age	3
Other	3
Color	1
Coercion	1

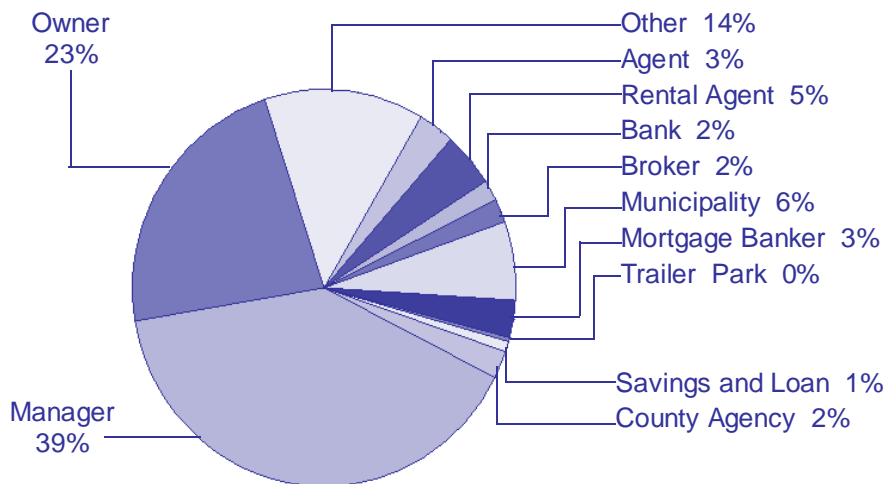
Note: Percent of total charges filed is greater than 100% because charges can be filed on more than one basis

FY05 Housing Charges by Basis



Housing Charges by Respondent Type Fiscal Year 2005		
	<i>Number of Charges</i>	<i>Percentage</i>
<i>Manager</i>	105	40%
<i>Owner</i>	60	23%
<i>Other</i>	36	14%
<i>Municipality</i>	17	6%
<i>Rental Agent</i>	12	5%
<i>Agent</i>	8	3%
<i>Mortgage Banker</i>	8	3%
<i>County Agency</i>	6	2%
<i>Broker</i>	5	2%
<i>Bank</i>	4	2%
<i>Savings and Loan</i>	2	1%
<i>Trailer Park</i>	1	0%
TOTAL	264	

Housing Charges by Respondent Type FY 2005



**Housing Charges
Filed in FY05**



GOVERNOR'S COMMISSION ON DISCRIMINATION AND HATE CRIMES

The Governor's Commission on Discrimination and Hate Crimes ("Commission") helps to ensure that state and local governments effectively respond to incidents of discrimination and hate crimes in a swift and appropriate manner. During Fiscal Year 2005, Governor Blagojevich appointed 26 new Commissioners to the Commission. Prior to those appointments, Commission staff continued to serve Illinois residents who may have fallen victim to acts of discrimination and hate.

During Fiscal Year 2005, the Commission focused a major part of its resources on training and organizing outreach events. Our efforts resulted in about 190 law enforcement personnel and prosecutors trained and more than 11,500 people impacted by our outreach activities. In addition, our Training Institute trained more than 1,000 Illinois workers in areas including Diversity Awareness, Sexual Harassment Prevention, and Hate Crimes Law Enforcement.

Whether participating in a community event or training law enforcement personnel, we are working towards a society that is respectful of all people regardless of their race, religion, sexual orientation, national origin, gender, disability or ethnicity.

In an average year, the Commission receives a few thousand hits to its website resulting in over 100 emails and phone calls from citizens who need help because they believe an act of discrimination or a hate crime has been committed against them. Our goal simply is to connect people in ways that allow individuals to celebrate their differences rather than foster hate.

Working with law enforcement, the courts, religious leaders, schools, community organizations and social service agencies to educate and initiate positive change remains a priority. The Commission may also make statutory and programmatic recommendations designed to address current issues and trends in the pursuit of eliminating discrimination and hate-based violence across the state.

While the Commission has made a significant impact in educating law enforcement agents and prosecutors, more work is needed at the grassroots level. In the future, the Commission members and staff will continue to focus on expanding current outreach methods and encouraging education and training opportunities in non-traditional formats and venues.

The following page offers a summary of the training provided during Fiscal Year 2005.

To see the Commission's complete annual report for Fiscal Year 2005, go to website:

www.state.il.us/cdhc/

TRAINING INSTITUTE

The Governor's Commission on Discrimination and Hate Crimes ("GCDHC") manages the Training Institute, which conducts training for both the Illinois Department of Human Rights and the GCDHC. The Training Institute conducted 41 training sessions, which trained 1020 participants on various training modules. Ninety-nine percent of the participants were satisfied or very satisfied with the training received. The Institute continues to provide internal training to Department staff relative to computer application and new employee orientation and testing. The Training Institute offers nine training modules on topics of relevance to the mission of IDHR and GCDHC:

- EEO Law
(state and federal Equal Employment Opportunity laws)
- ADA (Americans with Disabilities Act)
- Diversity Awareness
- Sexual Harassment Prevention
- Combating Intolerance and Bias
- Interpersonal Skills
- Immigration Outreach
- Law Enforcement
- Prosecutor Training

Agencies and Companies Trained in FY 2005

Company Name	Type of Training	Participant Total
Aronson Furniture, Chicago	Sexual Harassment Prevention Interpersonal Skills Conflict Resolution	37
The Blue Gargoyle Youth Service	Sexual Harassment Prevention	27
Calumet City Police	Sexual Harassment Prevention	81
CAP Medical Programs, Downers Grove	Sexual Harassment Prevention Diversity Awareness	10
U.S. Department of Agriculture	Sexual Harassment Prevention	11
Illinois Department of Children and Family Services	Diversity Awareness	35
First Northern Credit Union, Rockford, Chicago	Sexual Harassment Prevention	44
Four Seasons	Sexual Harassment Prevention	172
Illinois State Toll Highway Authority	Interpersonal Skills Conflict Resolution Train the Trainer	58
Illinois Department of Transportation	Diversity Awareness	17
Kankakee Community College	Sexual Harassment Prevention	13
Lincoln National Home	Diversity Awareness Immigration Outreach	26
Loyola Wellness Center	Combating Intolerance and Bias Interpersonal Skills	10
Metropolitan Pier and Exposition Authority	Interpersonal Skills Conflict Resolution Sexual Harassment Prevention Diversity Awareness	197
Peerless Manufacturing, Effingham	Sexual Harassment Prevention	26
Wessels & Pautsch, Lisle	EEO Law	50
Department of Justice Law Enforcement Training Partnership	Law Enforcement Training	166
National Black Police Association	Law Enforcement Training	40
	Total FY05	1,020

ILLINOIS DEPARTMENT OF
 **Human Rights**

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Chicago, Illinois 60601
(312) 814-6200 or (800) 662-3942 (Voice)
(312) 263-1579 (TDD)

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222 South College Street, Room 101A
Springfield, Illinois 62704
(217) 785-5100 (Voice)
(217) 785-5125 (TDD)

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