



ILLINOIS DEPARTMENT OF
Human Rights

2008
ANNUAL REPORT

ILLINOIS DEPARTMENT OF
Human Rights

TO: MEMBERS OF THE GENERAL ASSEMBLY AND
ALL FRIENDS OF HUMAN RIGHTS:

Dear Friends,

I am proud to present the Fiscal Year 2008 Annual Report of the Illinois Department of Human Rights. On behalf of the Department's hard-working staff members and the many individuals who benefit from our programs and services, thank you for your continued support and interest.

The information contained in this report reflects our Department's work and related data for the period between July 1, 2007 and June 30, 2008. I hope that will you find this material helpful and that it gives you a thorough overview of our day-to-day efforts to protect the human and civil rights of all Illinoisans.

Our major accomplishments this year included the following:

The Department maintained strong relationships with our federal partners: the US Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC);

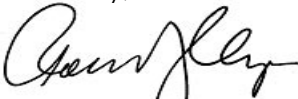
The Department's Institute for Training and Development continued to facilitate a record number of trainings, workshops, and programs designed to assist both private and public-sector institutions to create fair, diverse work environments throughout the state. Trainings included a wide variety of subjects including Diversity Awareness, Interpersonal Skills, Avoiding Sexual Harassment, Multiple Generations in the Workplace, the Law and Sexual Orientation and Gender Identity, and many other topics;

The Mediation Unit continued working to resolve cases immediately after a charge is filed, as a quicker and more effective alternative to the full investigation process. The Unit had an impressive 76 percent success rate, with settlements totaling over \$1 million;

Our brochure entitled "Filing a Charge of Discrimination" is available in English, Spanish, Korean, Polish, Chinese, Bosnian and Italian, with more languages slated for production in FY 2009. The brochure is available in print and online.

Again, thank you for your interest and support toward accomplishing our ultimate mission and vision—to secure for all individuals within the State of Illinois freedom from unlawful discrimination.

Sincerely,

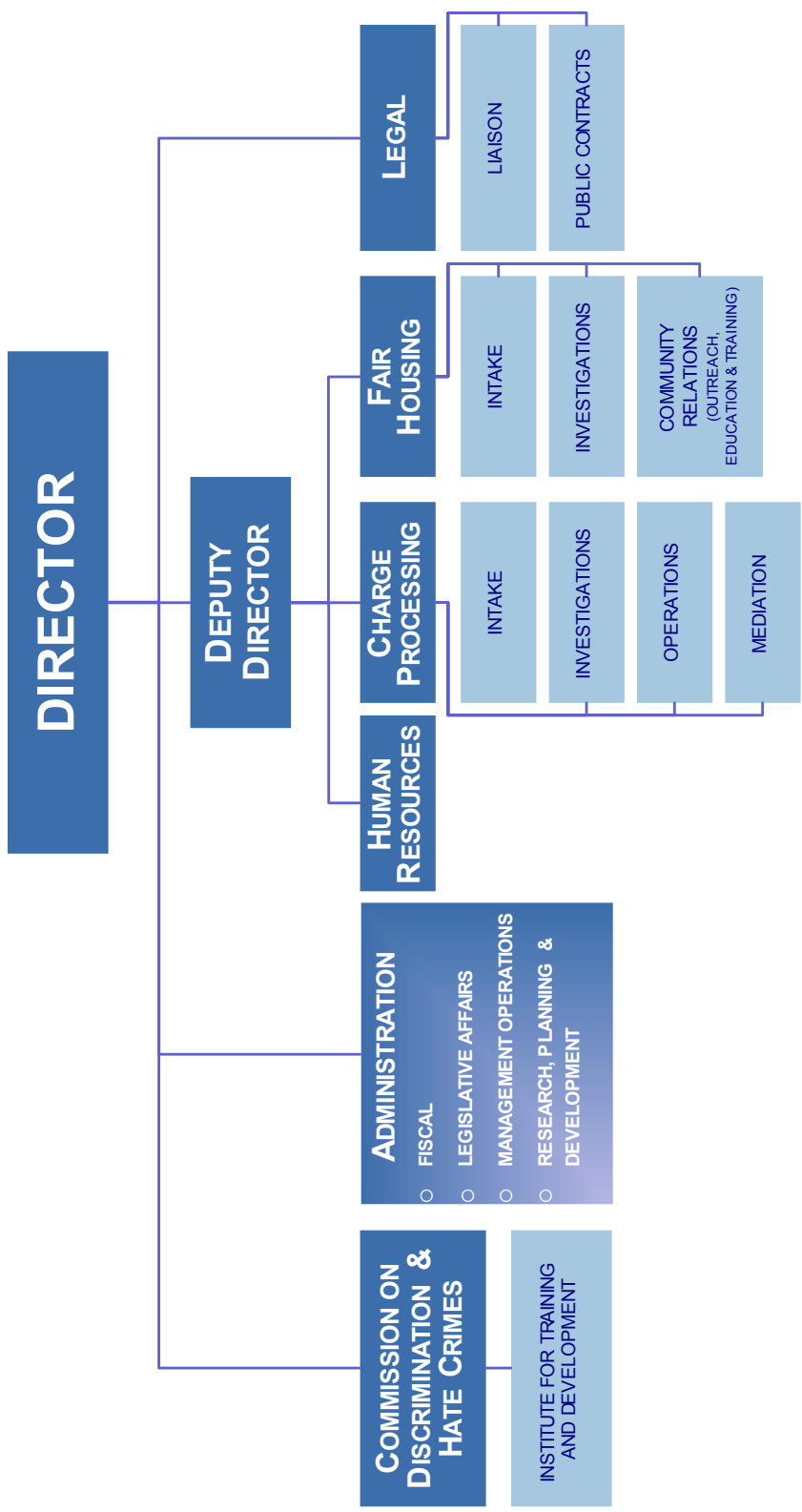


Rocco J. Claps
Director

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IDHR TABLE OF ORGANIZATION 2008



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 \$12,503,000 during fiscal year 2008 ("FY08"). General Revenue Funds totaled \$9,747,800 and Special Projects Funds or federal dollars totaled \$2,755,200 in contracts with:

- o The U.S. Equal Employment Opportunity Commission ("EEOC")

to investigate dual-filed employment discrimination charges (\$1,513,600);

- o The U. S. Department of Housing and Urban Development ("HUD") to process dual-filed housing discrimination complaints (\$773,430);

Expenditures for FY08 totaled \$11,744,738, of which \$9,730,614 derived from General Revenue Funds and \$2,014,124 derived from Special Projects Funds.

INCOME AND EXPENDITURE STATEMENT		
FISCAL YEAR 2008		
	Appropriations	Expenditures
Personal Services	7,847,300	7,375,832
Retirement (PU)	0	0
Retirement-	1,302,900	1,222,117
Social 33	600,600	548,309
Group Insurance	414,000	273,917
Contractual Services	439,388	428,529
Travel	96,700	96,677
Commodities	37,600	37,522
Printing	8,300	7,989
Equipment	912	574
Telecommunications	75,000	74,973
Operation Automotive Equipment	3,000	2,999
Commission on Discrimination and Hate Crimes	155,000	155,000
Lump Sums	1,520,300	1,520,300
Total	12,503,000	11,744,738

END OF YEAR HEADCOUNT						
	FY03	FY04	FY05	FY06	FY07	FY08
Administration	11	11	11	11	11	11
Charge Processing	136	126	116	111	135	136
Compliance	18	12	11	11	11	11
Total	165	149	138	133	157	158

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 2008.

HB166 HUMAN RIGHTS - (Civil Rights-Pregnant Peace Officer): Amends the Employment Article of the Illinois Human Rights Act. Provides that it is a civil rights violation for a public employer to refuse to temporarily transfer a pregnant female peace officer or firefighter to a less strenuous or hazardous position for the duration of her pregnancy if she so requests, with the advice of her physician, where that transfer can be reasonably accommodated.

Sponsor: Representative JoAnn D. Osmond
Final Action: passed 5/22/07 as PA95-0025, effective 1/1/08

HB257 HUMAN RIGHTS - (Exemptions Apts): Amends the Illinois Human Rights Act. Provides that the limitation under the housing exemptions apply to buildings of 4 or fewer units occupied by the owner (at present, a building with accommodations for not more than 5 families living independently of each other if the lessor or a member of his or her family resides in one dwelling unit). Provides that the listed exemptions for private sales of single family homes and for apartments do not apply to

the publication of intent to engage in unlawful discrimination.

Sponsor: Representative Karen A. Yarbrough

Final Action: passed 5/15/07 as PA 95-0042, effective 8/10/07

HB 1509 HUMAN RIGHTS - (Review, Civil Action): Amends the Illinois Human Rights Act. Provides that review of certain decisions of the Director of Human Rights regarding charges shall be conducted by the Human Rights Commission, rather than the Chief Legal Counsel of the Department of Human Rights. Makes corresponding changes elsewhere in the Act. Authorizes complainants to commence a civil action in the appropriate circuit court instead of filing a complaint with the Human Rights Commission. Provides that, if complaint is filed with the Commission, a complainant may not later commence a civil action in a circuit court. Contains applicability provisions.

Sponsor: Representative Barbara Flynn Currie
Final Action: passed 5/22/07 as PA95-0243, effective 1/1/08

HB1743 HUMAN RIGHTS - (Documents): Provides that it is a civil rights violation for an employer participating in the Basic Pilot Program for employment eligibility confirmation to refuse to hire, to segregate, or to act with respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure or terms, privileges or conditions of employment without following the procedures under the Basic Pilot Program.

Sponsor: Representative Cynthia Soto
Final Action: passed 5/16/07 as PA95-0137, effective 1/1/08

SB593 HUMAN RIGHTS - (Person With Disability):

Creates the Commission on Discrimination and Hate Crimes Act. Contains findings. Establishes the Commission on Discrimination and Hate Crimes, consisting of a chairperson and 20 additional members appointed by the Governor with the advice and consent of the Senate. Provides that the membership may include, but is not limited to, persons who are active in and knowledgeable about the areas of law enforcement, the criminal and civil justice systems, education, human rights, business and industry, arts and culture, social services, and religion. Sets forth the purposes of the Commission. Provides that the Commission shall submit a report to the Governor and the General Assembly by March 30 of each year. Provides that nothing in the Act shall be construed to contravene any federal law or any other State law. Provides that the Act supersedes Executive Order No. 8 (2005).

Sponsor: Senator John J. Cullerton

Final Action: passed 5/31/07 as PA95-0668, effective 10/17/07

SB1047 HUMAN RIGHTS - (Tech):

(95-0425) Creates the Commission on Discrimination and Hate Crimes Act. Contains findings. Establishes the Commission on Discrimination and Hate Crimes, consisting of a chairperson and 20 additional members appointed by the Governor with the advice and consent of the Senate. Provides that the membership may include, but is not limited to, persons who are active in and knowledgeable about the areas of law enforcement, the criminal and civil justice systems, education, human rights, business and industry, arts and culture, social services, and religion. Sets forth the purposes of the Commission. Provides

that the Commission shall submit a report to the Governor and the General Assembly by March 30 of each year. Provides that nothing in the Act shall be construed to contravene any federal law or any other State law. Provides that the Act supersedes Executive Order No. 8 (2005).

Sponsor: Senator Iran I. Silverstein

Final Action: passed 5/29/07 as PA95-0425, effective 8/24/07

SB1099 (Amends the Military Property Act. Makes a technical change in a Section concerning the conveyance and use of military property):

Amends the Military Leave of Absence Act, the Public Employee Armed Services Rights Act, the Illinois Municipal Code, the Illinois Insurance Code, the Public Utilities Act, the Code of Civil Procedure, the Illinois Human Rights Act, the Interest Act, the Military Personnel Cellular Phone Contract Termination Act, and the Motor Vehicle Leasing Act to provide that a violation of specified provisions regarding legal protections for military personnel constitutes a civil rights violation under the Illinois Human Rights Act. Deletes provisions imposing a civil penalty of \$1,000 for a violation of specified provisions regarding legal protections for military personnel.

Sponsor: Senator Deanna Demuzio

Final Action: passed 5/29/07 as PA95-0392, effective 8/23/07

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 (averaging 158 in FY08), Management Operations staff assisted approximately 18,800 visitors in the Chicago and Springfield Offices in fiscal year 2008.



LEGAL DIVISION

ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS

The Legal Division oversees the investigative works of the Department and manages the Liaison unit and the Public Contracts unit. 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. For charges filed prior to the 1st of January 2008, it hears and decides Request for Review cases filed with the Department's Chief Legal Counsel; for charges filed on the 1st of January 2008 and after, it files responses with the Commission on Requests for Review filed with the Commission. It 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.

Substantial Evidence Reviews

During fiscal year 2008 ("FY08"), the Division conducted 319 substantial evidence reviews.

Complaints

During FY08, the Division filed 330 complaints with the Commission.

Freedom of Information Act Requests

During FY08, the Division responded to 75 Freedom of Information Act requests.

Requests for Review

For charges filed prior to the 1st of January 2008, the Department's Chief Legal Counsel continued to hear and decide Requests for Review as mandated by the Act, as amended.

During FY08, the Division completed 685 Request for Review cases.

Direct Appeals

Since January 1, 1996, 394 appeals of Chief Legal Counsel decisions have been filed. Of these, 360 have been disposed, either by court decision or withdrawal by the petitioner/appellant. During FY08, the Division received 33 direct appeals; the Division disposed of 21 cases in FY08. The Appellate Court has sustained about 95% of the Chief Legal Counsel decisions.

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.

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").

Unit Activities

- Conducted a full-day training session for new EEO/AA Officers regarding development of effective affirmative action programs. Speakers from the Department of Central Management Services and the Department of Employment Security spoke about recruitment. Handouts were provided regarding the training sessions offered by the Department's Institute for Training and Development. Staff updated agency EEO/AA Officers on the amendments to the Family Medical Leave Act ("FMLA"); 19 people were in attendance.
- Conducted a training session for agency EEO/AA Officers on the quarterly report and on the Americans with Disabilities Act ("ADA"); 46 people were in attendance.
- Provided an orientation on affirmative action requirements for state executive agencies for members of the Governor's Office of New Americans Policy & Advocacy.
- Made a presentation at a conference sponsored by the Department of Commerce & Economic Opportunity to community block grant recipients concerning requirements of the Human Rights Act.
- Provided a revised DHR disability survey form to all agency EEO/AA Officers to use when hiring new employees or resurveying current employees.
- Amended DHR rules at Section 2520.770(c)(d) and 2520.795 concerning state entity requirements for Equal Employment Opportunity and Affirmative Action.
- Processed layoff reports during the fiscal year for: **Environmental Protection Agency, Medical District Commission, Department of Military Affairs, and the State Treasurer's Office.**
- Issued "Late Notices" to agencies who failed to timely submit quarterly reports during the fiscal year: **Department of Financial & Professional Regulation, Secretary of State's Office, State Police Merit Board, and Worker's Compensation Commission.**
- Worked with the ICED on its Internship Program for College Students with Disabilities. ICED sponsored its annual reception for employees with disabilities and members of the legislature.

- o In FY08, the Department's Disability Coordinator provided advice and made presentations on disability issues on 150 occasions.
- o In FY08, 60 agencies submitted affirmative action plans and all were approved. In FY08, 74% of agencies met the Department of Human Rights' standard for affirmative action performance, which is that 25% of an agency's hires and promotions in underutilized areas must address established goals. Agencies that did not meet the Department's standard must either establish or continue training with the Department of Central Management Services. Eight agencies that must *establish* training are: **Department of Agriculture, Department of Central Management Services, Department of Commerce & Economic Opportunity, Executive Inspector General's Office, Department of Healthcare & Family Services, Department of Human Services, Department of Public Health, and Secretary of State's Office.** Two agencies that must *continue* training are: **Department of Children & Family Services** and **Department of Veterans' Affairs.**
- o In FY08, the unit responded to 799 technical assistance requests 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 FY08 PCU Actions

- o 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 procedures, and the development of equal employment opportunity statements.
- o Initiated and developed, in conjunction with the Business Enterprise Program, a training program for vendors seeking to establish eligibility for state contracts, and minority and female certification.
- o Registered potential bidders seeking to establish eligibility status for competitively-bid state contracts.
 - **Received** 4,038 PC-1 forms from prospective bidders and current eligible bidders.
 - **Processed** 4,403 PC-1 forms for initial registrants and eligible bidders

renewing their status. Out of these, 1,794 entities were initial registrants.

- **Mailed** 4,490 renewal notices to eligible bidders and public contractors notifying them of renewal registration procedures.
- Responded to 5,578 inquiries from current and prospective contractors, government contracting agencies, business groups, and other interested parties. Answered questions regarding the state's registration process, contractors' EEO/AA requirements, compliance methods, workforce utilization calculations, and sexual harassment policy requirements.
- 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 obligations to refrain from unlawful discrimination. Of 100 audits initiated, 73 entities responded, 20 did not respond, and 7 are no longer in business. Completed audits of all 73 entities which responded: 50 (68%) were found in compliance; one (1%) found in non-compliance; and 22 (30%) are pending determination.
- Maintained statewide eligibility status records consisting of approximately 28,700 bidders. In FY08, registration expired for 10,928 entities and records were deleted for 1,374 defunct entities.
- Conducted six (6) public contracts registration workshops for vendors seeking to establish state eligibility status through the Illinois Department of Human Rights-Public Contracts

Program. Through the registration process, 48 vendors were issued DHR numbers and obtained eligibility status, allowing them to competitively bid on state contracts.

- Granted eight (8) eligibility waiver requests to Central Management Services (CMS). These requests were granted as being in the best interest of the State of Illinois.



CHARGE PROCESSING DIVISION

ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS

The Human Rights Act ("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 (40 and over), marital status, sexual orientation (which includes gender-related identity), unfavorable military discharge and physical and mental disability*. 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 (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 Department 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.**

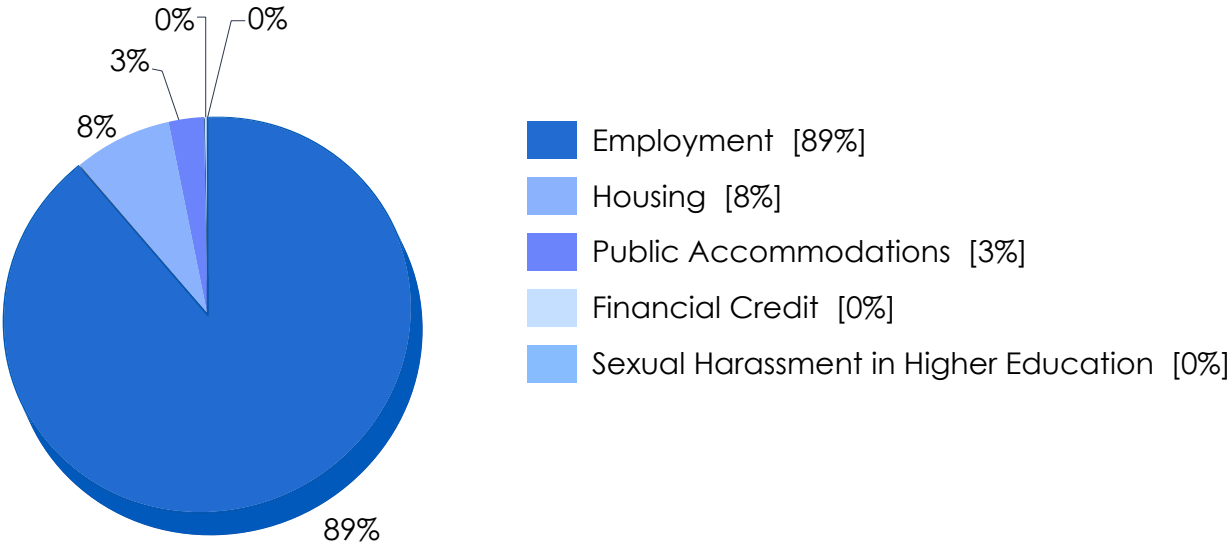
The following pages offer a graphic summary of the activities of the Charge Processing Division during FY08.

** Effective October 17, 2007, Public Act 95-0668 changed the term "handicap" in the Human Rights Act to "disability."*

*** For all charges filed after January 1, 2008, Public Act 95-0243 provides that where the Department finds substantial evidence of discrimination, complainant has 14 days to request that the Legal Division file a complaint with the HRC, or complainant has 90 days to file a complaint with the appropriate circuit court. Alternatively, where the Department dismisses for lack of substantial evidence a charge filed after January 1, 2008, P.A. 95-0243 allows a complainant 30 days to file a Request for Review with the HRC or 90 days to file a complaint with the appropriate circuit court.*

CHARGES DOCKETED BY JURISDICTION	
FISCAL YEAR 2008	
Employment	3522
Housing	309
Public Accommodations	116
Financial Credit	2
Sexual Harassment in Higher Education	0
TOTAL	3,949

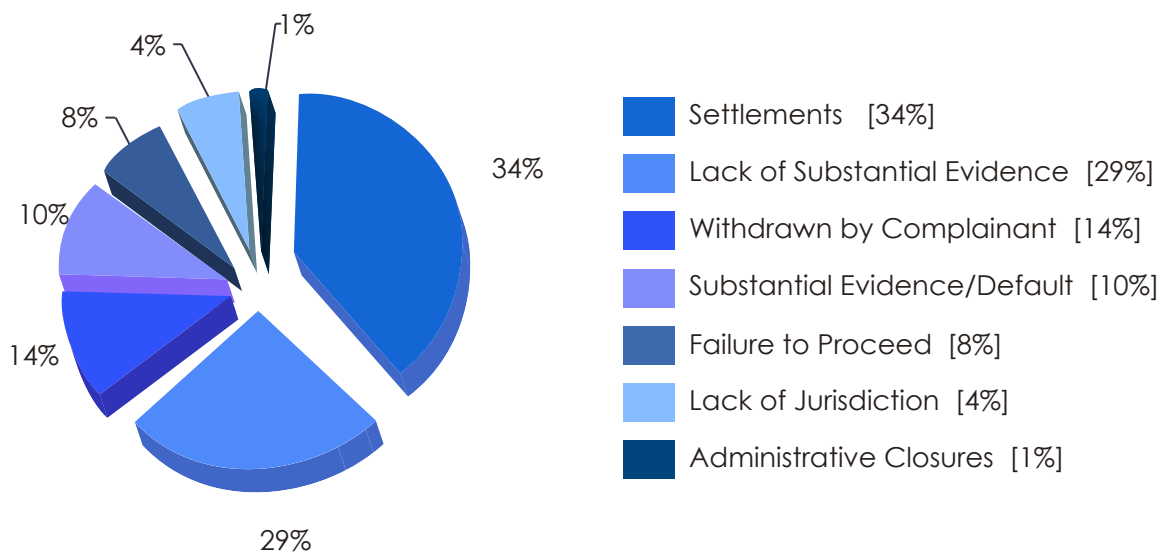
CHARGES DOCKETED BY JURISDICTION
FISCAL YEAR 2008



DISPOSITION OF COMPLETED INVESTIGATIONS*	
FISCAL YEAR 2008	
Inquiries Received*	12,173
Charges Filed	3,640
Completed Investigations	3,552
COMPLETED INVESTIGATIONS	
Settlements	1,206
Lack of Substantial Evidence	1,017
Withdrawn by Complainant	517
Failure to Proceed	290
Substantial Evidence/Default	344
Lack of Jurisdiction	153
Administrative Closures	25
<u>Completed Investigations</u>	<u>3,552</u>

*Excludes housing cases; see housing section for numbers

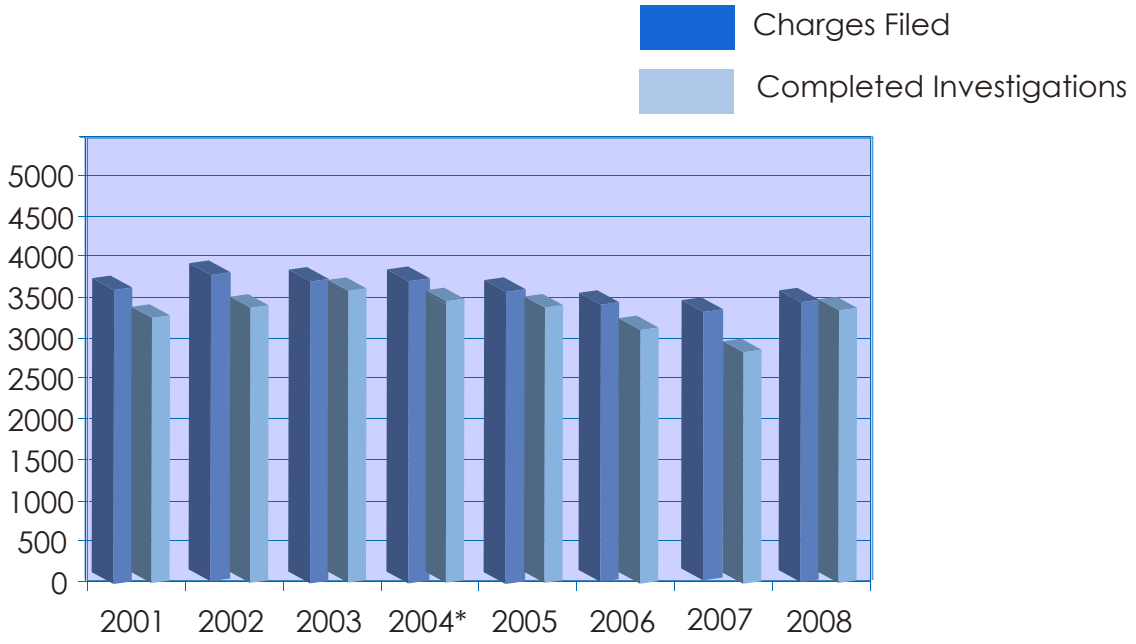
DISPOSITION OF COMPLETED INVESTIGATIONS
FISCAL YEAR 2008



CHARGES FILED AND COMPLETED INVESTIGATIONS Fiscal Year 2008 <i>(Excluding Housing starting 2004)</i>							
	2002	2003	2004*	2005	2006	2007	2008
Charges Filed	3918	3876	3809	3791	3555	3385	3640
Completed Investigations	3530	3733	3566	3567	3240	2897	3552

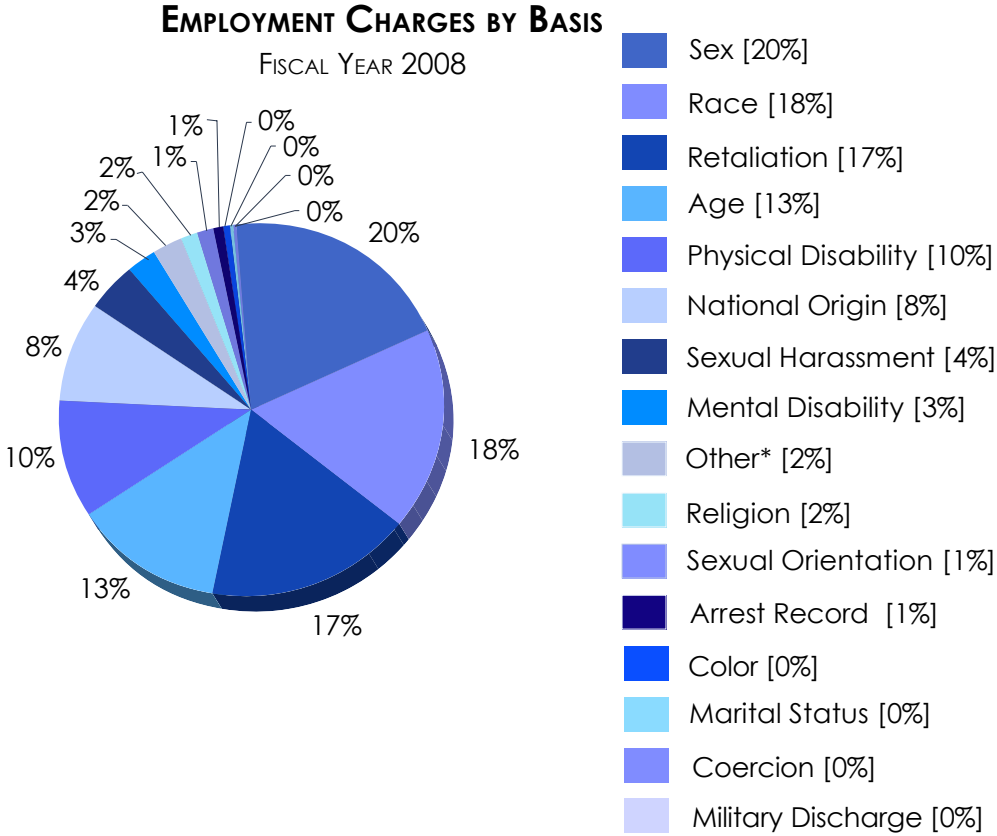
*In 2004 Fair Housing Division was created; see housing section for numbers.

CHARGES FILED AND COMPLETED INVESTIGATIONS
 FISCAL YEAR 2008



EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2008	
BASIS OF DISCRIMINATION	
Sex	1145
Race	1008
Retaliation	978
Age	744
Physical Disability	590
National Origin	488
Sexual Harassment	246
Mental Disability	148
Other*	134
Religion	89
Sexual Orientation	80
Arrest Record	49
Color	20
Marital Status	18
Coercion	10
Military Discharge	2

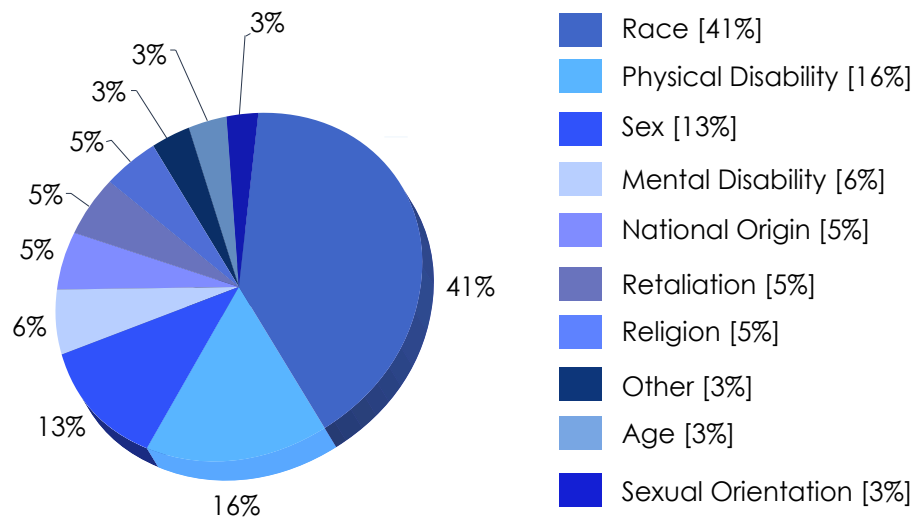
Note: Percent of total charges filed is greater than 100% because charges can be filed on more than one basis
 *Includes non-jurisdictional bases, such as personality conflict.



PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2008	
Race	61
Physical Disability	24
Sex	19
Mental Disability	9
National Origin	8
Retaliation	8
Religion	7
Other	5
Age	5
Sexual Orientation	4

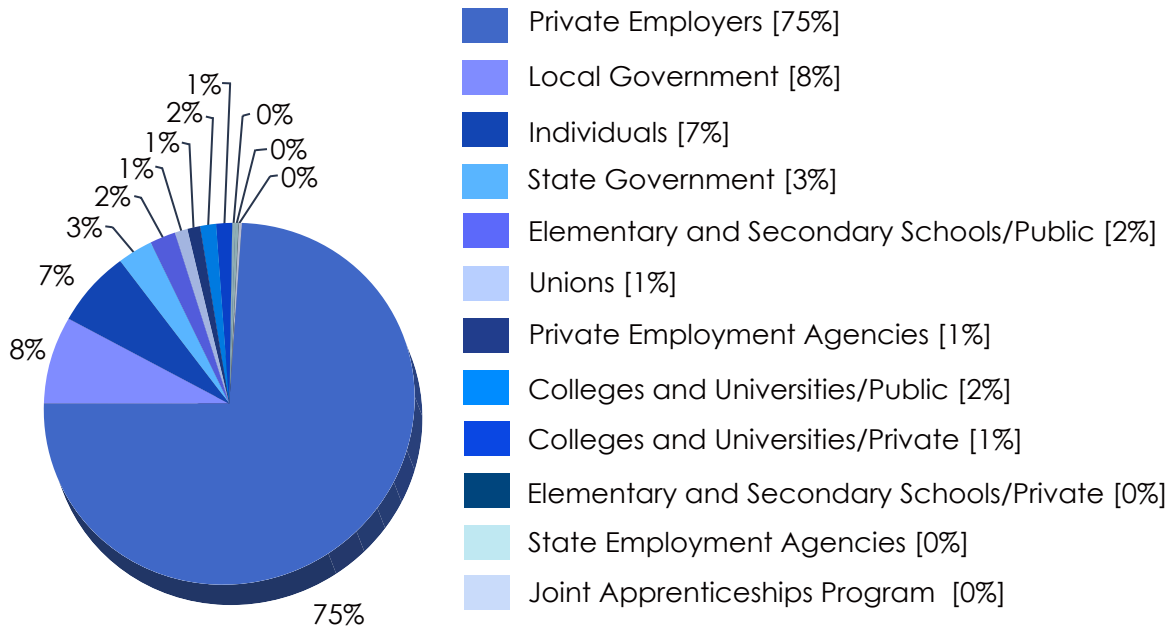
Note: Percent of total charges filed is greater than 100% because charges can be filed on more than one basis.

PUBLIC ACCOMMODATIONS CHARGES BY BASIS
FISCAL YEAR 2008



EMPLOYMENT CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2008	
Private Employers	2622
Local Government	274
Individuals	239
State Government	111
Elementary and Secondary Schools/Public	75
Unions	44
Private Employment Agencies	31
Colleges and Universities/Public	57
Colleges and Universities/Private	44
Elementary and Secondary Schools/Private	21
State Employment Agencies	3
Joint Apprenticeships Program	1
TOTALS	3522

EMPLOYMENT CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2008



EMPLOYMENT DISCRIMINATION

ISSUES ALLEGED AS ACTS OF DISCRIMINATION*

FISCAL YEARS 2003 - 2008

ISSUE	2003	2004	2005	2006	2007	2008
DISCHARGE	1968	1978	1983	1810	1689	1756
HARASSMENT	579	747	756	826	777	836
SUSPENSION	218	237	276	246	233	216
TERMS AND CONDITIONS	250	298	240	324	242	197
WRITTEN REPRIMAND	216	213	207	181	187	186
HIRING	129	163	170	163	164	171
FAILURE TO ACCOMMODATE	133	135	146	158	120	114
PROMOTION	171	160	147	143	140	110
OTHERS	69	69	57	64	103	110
LAYOFF	172	105	98	88	72	96
DEMOTION	105	95	79	103	70	71
UNEQUAL PAY	74	77	95	106	78	68
WAGES	60	80	113	77	51	46
RACIAL HARASSMENT	39	19	27	28	31	41
CONSTRUCTIVE DISCHARGE	54	55	33	25	19	40
TRANSFER	59	51	46	40	37	39
REDUCTION IN HOURS	40	33	46	32	30	29
UNION REPRESENTATION	12	13	24	24	34	28
ORAL REPRIMAND	30	24	23	30	25	28
POSITION ELIMINATION	31	24	36	29	21	27
PERFORMANCE EVALUATION	28	26	21	14	19	27
UNEQUAL JOB ASSIGNMENTS	20	26	20	16	11	23
FAILURE TO RETURN/MEDICAL LEAVE	24	23	28	17	22	20
BENEFITS	11	23	12	16	9	19
SEVERANCE PAY	2	5	5	4	3	16
FORCED RESIGNATION	23	5	9	15	13	15
PROBATION	20	5	19	14	15	12
FORCED MEDICAL LEAVE	6	21	9	14	7	9
TENURE	15	12	6	16	17	8
RECALL	36	0	24	9	8	8
FAILURE TO REASSIGN	6	29	12	5	4	8
REFERRAL	5	5	9	8	2	8
TRAINING/APPRENTICESHIP	72	3	20	16	20	7
FORCED RETIREMENT	4	7	5	2	3	3
EMPLOYMENT REFERENCE	2	3	7	4	1	3
JOB CLASSIFICATION	2	5	1	0	2	2
OVERTIME	10	1	8	7	14	1
AIDING AND ABETTING	2	12	5	0	3	1
INTIMIDATION/REPRISAL	3	0	0	0	2	1
VACATION	0	2	3	1	1	1
SENIORITY	1	0	1	1	0	0
DRUG TESTING	1	0	0	1	0	0
EXCLUSION	9	0	0	0	0	0
QUALIFICATION/TESTING	0	0	0	0	0	0
ADVERTISING	0	0	0	0	0	0
TOTALS	4646	4784	4826	4677	4299	4401

Note: List arranged according to FY2007 figures.

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

TYPE OF DISCRIMINATION BY COUNTY

FISCAL YEAR 2008

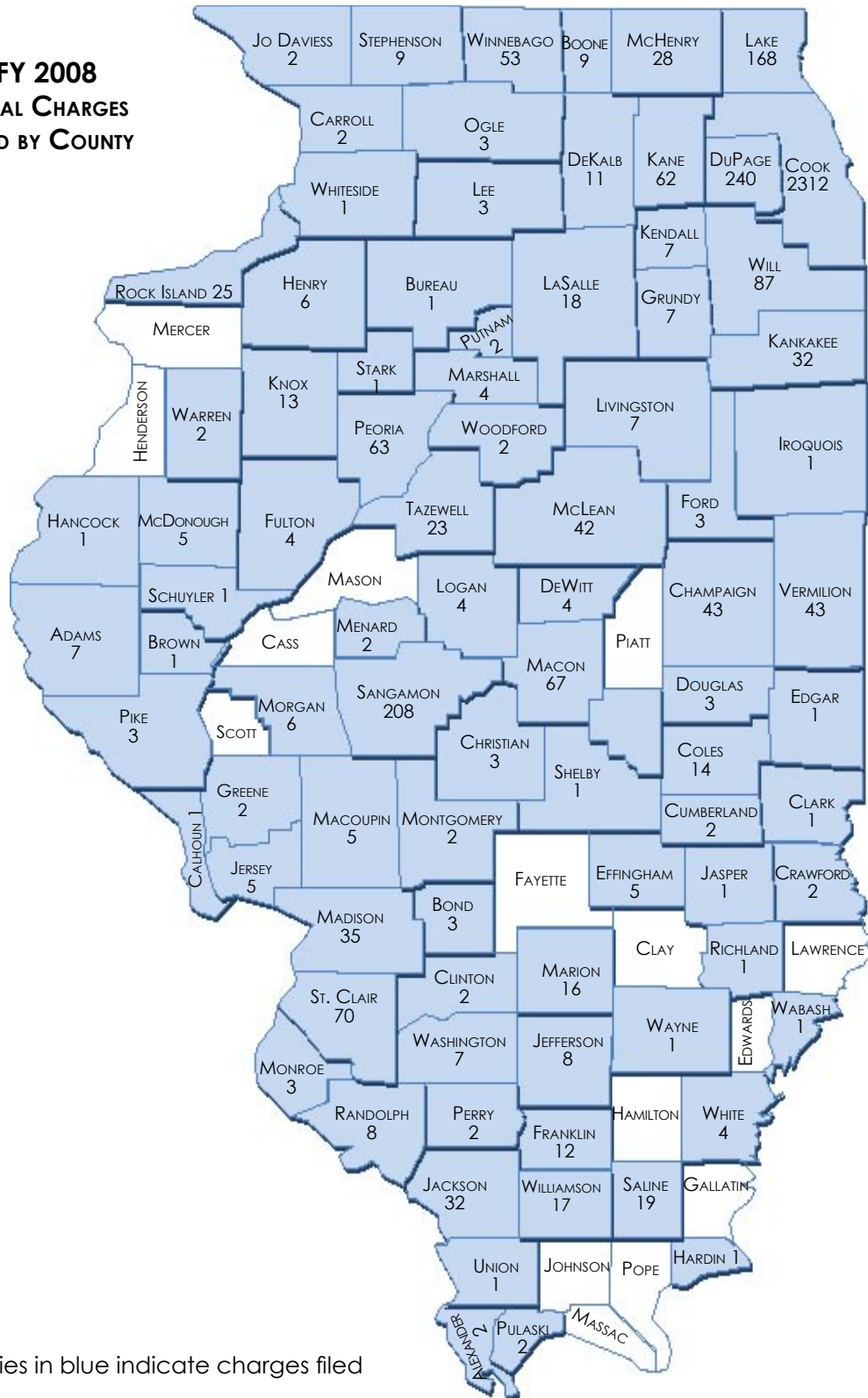
COUNTY	EMPLOYMENT	PUBLIC ACCOMMODATIONS	HOUSING	FINANCIAL CREDIT	SEXUAL HARASSMENT IN HIGHER EDUCATION	TOTAL
ADAMS	6		1			7
ALEXANDER	2					2
BOND	3					3
BOONE	9					9
BROWN	0		1			1
BUREAU	1					1
CALHOUN	1					1
CARROLL	2					2
CASS						0
CHAMPAIGN	41	1	1			43
CHRISTIAN	3					3
CLARK	1					1
CLINTON	1		1			2
COLES	11		3			14
COOK	2067	60	183	2		2312
CRAWFORD	2					2
CUMBERLAND	2					2
DEKALB	7		4			11
DEWITT	4					4
DOUGLAS	2	1				3
DUPAGE	222	3	15			240
EDGAR	1					1
EDWARDS						0
EFFINGHAM	4		1			5
FAYETTE						0
FORD	3					3
FRANKLIN	8		4			12
FULTON	4					4
GALLATIN						0
GREENE	2					2
GRUNDY	7					7
HAMILTON						0
HANCOCK	1					1
HARDIN			1			1
HENRY	5		1			6
IROQUOIS	1					1
JACKSON	31		1			32
JASPER	1					1
JEFFERSON	7		1			8
JERSEY	3	1				4
JO DAVIESS	1		1			2
KANE	57	2	3			62
KANKAKEE	30	1	1			32
KENDALL	5		2			7
KNOX	11		2			13
LAKE	147	3	18			168
LA SALLE	15		3			18
LAWRENCE						0
LEE	2		1			3
LIVINGSTON	7					7

TYPE OF DISCRIMINATION BY COUNTY

FISCAL YEAR 2008

COUNTY	EMPLOYMENT	PUBLIC ACCOMMODATIONS	HOUSING	FINANCIAL CREDIT	SEXUAL HARASSMENT IN HIGHER EDUCATION	TOTAL
LOGAN	6					6
MACON	65	1	1			67
MACOUPIN	5					5
MADISON	27		8			35
MARION	16					16
MARSHALL	4					4
MASON						0
MASSAC						0
McDONOUGH	4		1			5
MCHENRY	27		1			28
MCLEAN	35	3	4			42
MENARD	2					2
MERCER						0
MONROE	3					3
MONTGOMERY	1		1			2
MORGAN	5		1			6
MOULTRIE	5					5
OGLE	3					3
PEORIA	60	1	2			63
PERRY	2					2
PIATT						0
PIKE	1		2			3
PULASKI	2					2
PUTNAM	2					2
RANDOLPH	8	1				8
RICHLAND	1					1
ROCK ISLAND	20		5			25
ST. CLAIR	41	16	13			70
SALINE	19					19
SANGAMON	202	6				208
SCHUYLER	1					1
SHELBY			1			1
STARK	1					1
STEPHENSON	9					9
TAZEWELL	21	1	1			23
UNION	1					1
VERMILION	39	2	2			43
WABASH	1					1
WARREN	2					2
WASHINGTON	6		1			7
WAYNE	1					1
WHITE	4					4
WHITESIDE	3					4
WILL	76	3	8			87
WILLIAMSON	16		1			17
WINNEBAGO	36	10	7			53
WOODFORD	1		1			2

**FY 2008
TOTAL CHARGES
FILED BY COUNTY**



Note: counties in blue indicate charges filed

MEDIATION PROGRAM

The Charge Processing Division's Mediation Program offers parties the opportunity to negotiate a settlement of the 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 cases prior to an investigation. The parties meet with a DHR Human Rights Mediator in a confidential, nonconfrontational 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 FY08, the Mediation Unit held 173 conferences, of which 131 cases were settled, which was 76% of the cases that were mediated. The total known monetary recovery for charging parties for FY08 cases successfully mediated was \$1,053,692.00.

MEDIATION UNIT ACTIVITY	
FISCAL YEAR 2008	
Number of Mediation Conferences Held	173
Number of Resolutions at Conference	131
Percent of Resolutions to Conferences Held	76%
Percent of completed investigations (excluding housing) that were settled through mediation	5%
<u>Total Reported Monetary Portion of Settlements</u>	<u>\$1,053,692</u>

(The monetary portion of settlements are frequently kept confidential.)



Housing Charge Investigations

The Illinois Department of Human Rights ("DHR") takes and investigates charges involving real estate transactions (housing) on the bases of race, color, religion, sex (including sexual harassment), national origin, familial status (children under 18), ancestry, age (40 and over), marital status, physical, mental and perceived disability,* sexual orientation (including gender-related identity), military status, retaliation, and unfavorable discharge from military service.

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 DHR 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 Human Rights Commission. (Cases filed before January 1, 2008 may be appealed to the Department's Chief Legal Counsel.) Where the DHR'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.

DHR handled 853 housing inquiries and docketed 309 housing charges during FY08. Of the housing charges, 131 (42%) included race as a basis; 108 (35%) included physical or mental disability; 23 (7%) included familial status as a basis, 16 (5%) included sex, 14 cases (4.5%) included religion, five (1.6%) included sexual orientation, five other bases, two age, and one case included marital status as a basis.

DHR housing investigators completed 363 investigations during FY08, including 139 cases (39%) with a finding of lack of substantial evidence, 96 cases (26%) resolved via settlements (either adjusted with terms or adjusted and withdrawn), 61 (17%) dismissed for failure to proceed, 35 (10%) withdrawn by Complainant, and eight (2%) dismissed for lack of jurisdiction. In addition, 16 cases (4%) were completed with findings of substantial evidence or default.

Special Project

During FY08, DHR completed the major portion of a special project with funding from the US Department of Housing and Urban Development (HUD) to conduct testing for disability and race-based discrimination against homebuyers and renters. The disability testing focused on discrimination against wheelchair users and users of TTY machines seeking housing in the Chicago metropolitan area. The race-based testing targeted cities and towns that were historically considered "sundown towns," meaning that African Americans were not safe in these towns after sundown. Testing was subcontracted to fair housing organizations that hired

* Effective October 17, 2007, Public Act 95-0668 changed the term "handicap" in the Human Rights Act to "disability."

testers and analyzed the results of the testing. Where the testing resulted in evidence of disparate treatment against disabled persons or African Americans, the results were turned over to HUD for enforcement.

OUTREACH ACTIVITIES

DHR's fair housing outreach events during FY08 included the following:

- o November 2007: Co-sponsored a speaking engagement with Sundown Towns author James Loewen with the Equal Housing Opportunity Council of Metropolitan St. Louis, and Southern Illinois University in Edwardsville;
- o December 2007: Presented, in conjunction with IDHR's Human Rights Week celebration, the Chicago Native Community Experience, featuring representatives from the American Indian Center on Chicago's North Side, speaking about issues of concern to the urban Native American;
- o January 2008: Helped coordinate the agency's photography exhibit to commemorate Martin Luther King's birthday;
- o April 2008: Conducted a public event in the State Capitol Rotunda in Springfield featuring a display about the Springfield riot of 1908 borrowed from the Abraham Lincoln Presidential Library and Museum.
- o May 2008: Commemorated the 40th anniversary of the signing of the federal fair housing law by hosting a fair housing month event featuring author James W. Loewen discussing his book Sundown Towns: A Hidden Dimension of American Racism. This event drew attention to the

issue of Illinois' history of racially restrictive practices, and patterns of racial and ethnic segregation and discrimination in housing. The Governor's Proclamation recognizing April as Fair Housing Month was touted, along with municipalities around the state that also issued such proclamations this year.

DHR coordinated educational events to inform Illinois residents about DHR's programs by working with companies, community-based organizations, colleges, and local governments. During FY08, DHR fair housing and community relations staff participated in 74 outreach events, and distributed over 30,000 pieces of information to nearly 15,000 people. Some of the organizations worked with included the Chicago Area Fair Housing Alliance, Chicago Rents Right Committee, Committee for the Integration of Latinos with Disabilities (CILD), DuPage Homeownership Center, Equal Housing Opportunity Council of Metropolitan St. Louis, Illinois Migrant Council, Illinois Association of Agencies and Community Organizations for Migrant Advocacy (IAACOMA), Illinois Hispanic Chamber of Commerce, Interfaith Housing Center of the Northern Suburbs, League of United Latin American Citizens (LULAC) of Cicero, Mainstreet Organization of REALTORS, Mexican Consulate of Chicago, Midwest Hispanic Association of Colleges and Universities, REALTOR Association of North West Chicagoland, Spanish Coalition for Housing, and the United African Organization. In addition, IDHR continued to work with other government agencies to coordinate presentations and provide program information to Illinois residents. This list included state agencies, municipalities, and elected officials, both local and state legislators.

Some of the major events in which DHR participated this year were the State Fair in downstate DuQuoin, the Rantoul Harvest Festival, the CILD Building Bridges to Independence Conference, the Humboldt Park Housing Summit, the DCFS Latino Family Institute Day in Lisle, Prisoner Reentry Summits in Pontiac and Decatur, the Latino Book and Family Festival in Cicero, the Columbus Day Parade in Chicago, and the Illinois Association of Hispanic State Employees Annual Conference.

DHR occasionally runs print fair housing ads to publicize IDHR's fair housing program to the public. For example, one ad ran in the paper "*La Voz del Paseo Boricua*" in celebration of the Puerto Rican Day parade, and one ad was placed in the *Chicago Defender* for the occasion of the Bud Billiken Day parade.

Since March 2007, DHR's Fair Housing Manager has written a monthly column in the free Polish-language housing newspaper *Wlasny Kat* ("Your Own Place"). This newspaper circulates approximately 10,000 copies to over 200 locations in the City of Chicago and a number of suburbs. Topics for this column in FY08 included:

- Sexual harassment/domestic violence (July 2007)
- Home purchasing/racial and ethnic steering (August 2007)
- Disability rights in renting or purchasing (September 2007)
- Foreclosure/rescue fraud (October 2007)
- Affordable Housing Month (November 2007)

- Human Rights Week Training/fair housing events (December 2007)
- Martin Luther King, Jr. and the Chicago Freedom Movement (January 2008)
- Homeowners' associations and fair housing law (February 2008)
- Women and fair housing (March 2008)
- Fair Housing Month and DHR's fair housing events (April 2008)
- Conducting your own fair housing test (May 2008)
- Familial Status (June 2008)

DHR is a member of the Chicago Area Fair Housing Alliance ("CAFHA"), and through this affiliation, networks with private fair housing organizations, municipalities, and other organizations working on fair housing issues in the Chicago area. DHR also networks with non-profit advocacy organizations through participation in the housing meetings coordinated by the Office of Housing Coordination Services at the Illinois Housing Development Authority ("IHDA"). DHR is a member of the Intergovernmental Subcommittee of the Illinois Housing Task Force, which coordinates strategies to meet the goals and objectives identified to increase affordable housing for Illinois residents. This year, DHR helped to train staff of DCFS's Extended Families program on fair housing issues. DHR works with the Illinois Municipal Human Relations Association ("IMHRA") to coordinate programs of mutual benefit for the education of municipal officials and staff.

COMMUNITY RELATIONS

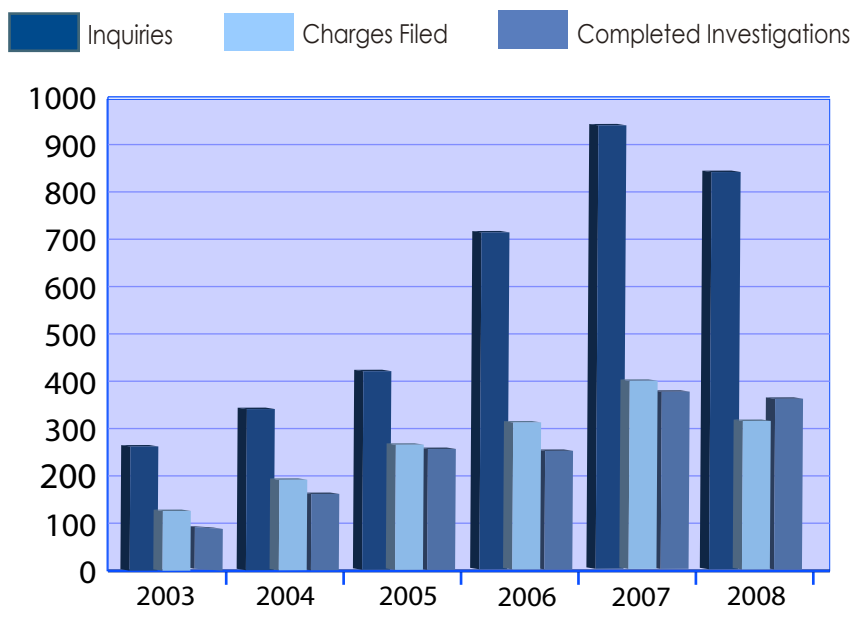
DHR's Community Relations staff works with other DHR and Commission on Discrimination and Hate Crimes staff to ensure that DHR's programs are well known to all communities of Illinois, especially those in particular need of DHR's services. To accomplish this goal, the staff networks with numerous community, municipal, and governmental organizations, and conducts outreach at various events as indicated above. The Community

Relations staff also cooperates in statewide efforts, including working with the Illinois Department of Central Management Services to recruit a diverse group of applicants for State of Illinois positions and with the Governor's statewide TEAM Illinois program to bring information and resources to underserved areas in Illinois, specifically, Venice, East Aurora, Englewood, Pembroke (Township), Savanna, and Alexander County.

The following pages offer a graphic summary of fair housing charge activity.

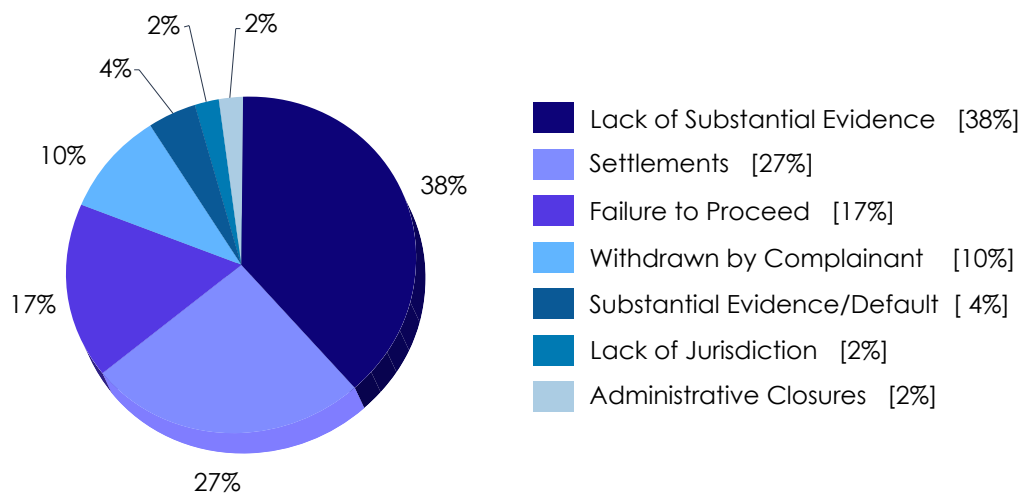
HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS						
Fiscal Year	2003	2004	2005	2006	2007	2008
Inquiries	262	340	419	711	936	853
Charges Filed	126	191	264	310	397	309
Completed Investigations	88	161	255	250	374	363

HOUSING INQUIRIES, CHARGE FILED AND COMPLETED INVESTIGATIONS



Disposition of Completed Housing Investigations FISCAL YEAR 2008	
Inquiries Received	853
Charges Filed	309
Completed Investigations	363
Completed Investigations:	
Lack of Substantial Evidence	139
Settlements	93
Failure to Proceed	61
Withdrawn by Complainant	35
Substantial Evidence/Default	16
Lack of Jurisdiction	8
Administrative Closures	8
Total:	363

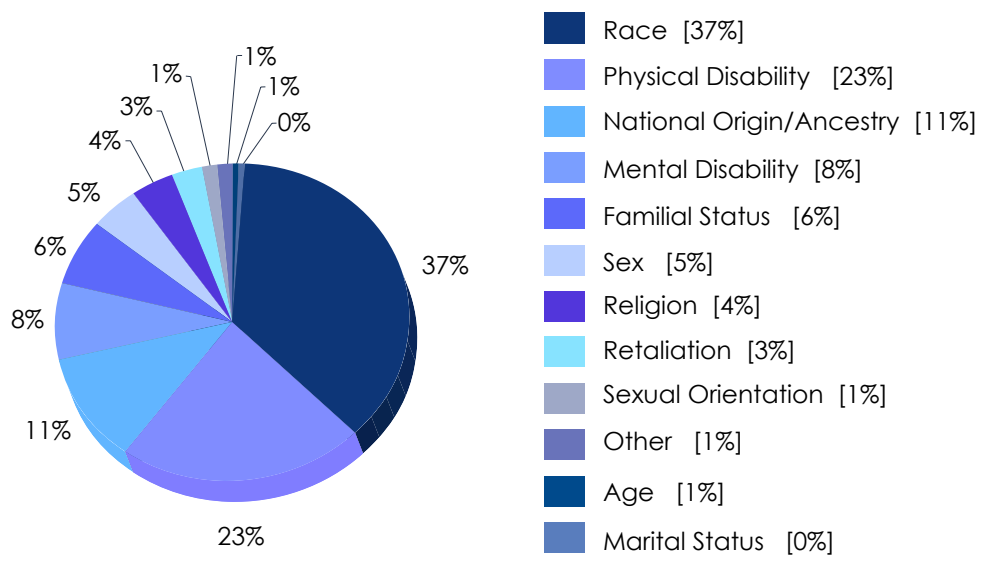
DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS
FISCAL YEAR 2008



HOUSING CHARGES BY BASIS	
FISCAL YEAR 2008	
<i>Basis of Discrimination</i>	
Race	131
Physical Disability	80
National Origin/Ancstry	40
Mental Disability	28
Familial Status	23
Sex	16
Religion	14
Retaliation	10
Sexual Orientation	5
Other	5
Age	2
Marital Status	1

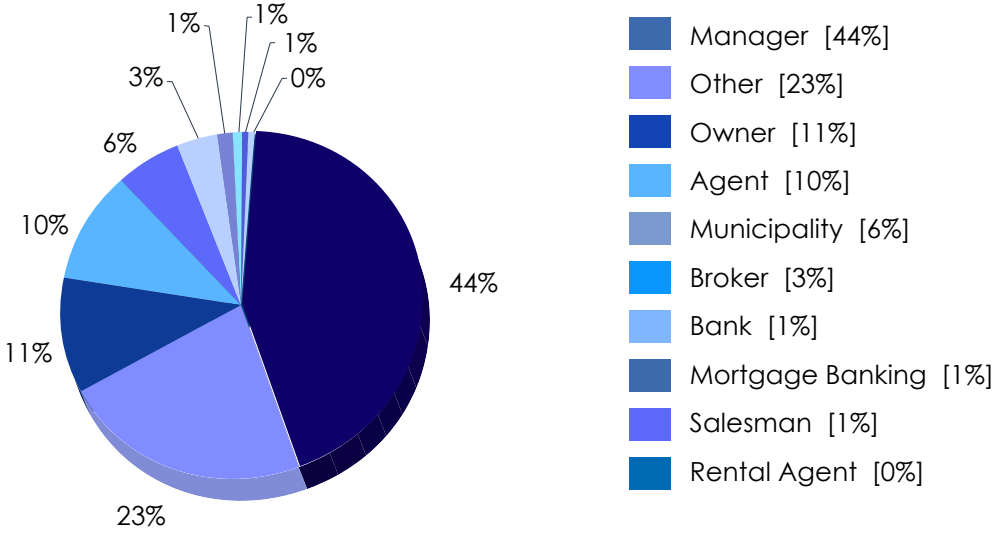
Note: Number of charges by basis is greater than number of charges filed because charges can be filed on more than one basis.

HOUSING CHARGES BY BASIS
FISCAL YEAR 2008



HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2008	
	<i>Number of Charges</i>
Manager	135
Other	70
Owner	33
Agent	32
Municipality	18
Broker	11
Bank	4
Mortgage Banking	3
Salesman	2
Rental Agent	1
Total	309

HOUSING CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2008



**FY 2008
HOUSING CHARGES
FILED BY COUNTY**



Note: counties in blue indicate charges filed



COMMISSION ON DISCRIMINATION AND HATE CRIMES

ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS ILLINOIS DEPARTMENT OF HUMAN RIGHTS

The Commission on Discrimination and Hate Crimes ("Commission") was created to ensure that state and local governments respond to incidents of discrimination and hate in a manner that is swift and appropriate. In fiscal year 2005, the Commission staff expanded its focus to include management of the Department of Human Rights' Institute for Training and Development (Institute). The new training focus has allowed the Commission staff to bring its message of respect to a broader audience.

Since the Commission staff took over management of the Institute, the curriculum has been expanded and the number of training sessions has increased significantly. The Institute offers a wide range of human rights training courses including but not limited to Diversity Awareness, Sexual Harassment Prevention, Conflict Resolution, and Emotional Intelligence. In FY08, the Institute trained more than 3000 people in 125 training sessions while maintaining a customer satisfaction rating of 95 percent.

The Commission staff utilizes training as the catalyst to help bridge the gap between tolerance and respect. Working to build a society that is respectful of all people regardless of race, color, religion, sex, national origin, ancestry, citizenship status (with regard to employment), marital status, familial status (with regard to housing), arrest record, physical and mental disability, military status, sexual orientation and unfavorable discharge from military service is important to the overall health and welfare of Illinois.

Through FY08, the Commission staff received several thousand hits on its website, resulting in numerous emails and phone calls requesting assistance or inquiring about training offered by the Institute. The following are statewide statistics on hate crimes in Illinois as reported by the Illinois State Police.

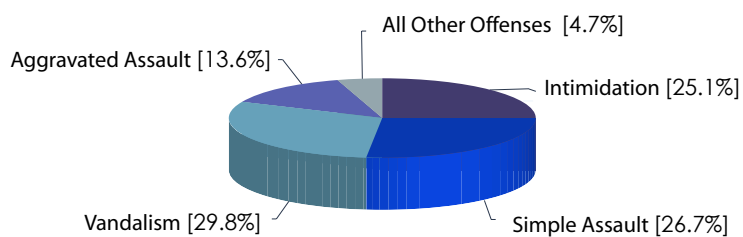
For more information about the Commission go to our website:

www.state.il.us/cdhc/

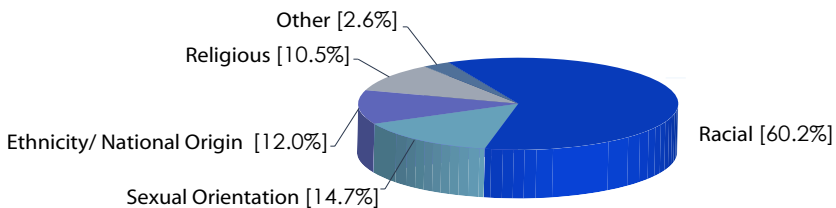
2007* Bias Motivation Totals

Bias Motivation					
Bias Nature	Group Percent	Bias Type	# of Offenses	Percent of Category	Percent of Total
Racial	60.2%	Asian/Pacific Islander	1	0.9%	0.5%
		Anti-Black	86	74.8%	45.0%
		Anti-Multi-Racial Group	2	1.7%	1.0%
		Anti-White	26	22.6%	13.6%
Sexual Orientation	14.7%	Anti- Bisexual	1	3.6%	0.5%
		Anti-Female Homosexual (Lesbian)	4	14.3%	2.1%
		Anti-Homosexual (Gay & Lesbian)	6	21.4%	3.1%
		Anti-Male Homosexual (Gay)	17	60.7%	8.9%
Ethnicity/ National Origin	12.0%	Anti-Arab	1	4.3%	0.5%
		Anti-Hispanic	13	56.5%	6.8%
		Anti-Other Ethnicity/Nat'l Origin	9	39.1%	4.7%
Religious	10.5%	Anti-Atheism/Agnosticism/Etc	1	5.0%	0.5%
		Anti-Islamic (Muslim)	1	5.0%	0.5%
		Anti-Jewish	16	80.0%	8.4%
		Anti-Other Religion	2	10.0%	1.0%
Gender/Age Disability	2.6%	Anti-Female	2	40.0%	1.0%
		Anti-Elderly	1	20.0%	0.5%
		Anti-Mental Disability	2	40.0%	1.0%
TOTAL	100.0%	TOTAL	191	100.0%	100.0%

Hate Crime Offenses



Bias Motivation



*The last year for which information is available from the Illinois State Police.

2007 Hate/Bias Crimes Percentages

Motivation	Aggravated Assault	Simple Assault	Robbery	Burglary	Theft	Intimidation	Destruction/ Damage/ Vandalism	Arson	TOTAL
Anti-Arab	--	0.5	--	--	--	--	--	--	0.5
Anti-Asian/Islander Pacific	--	--	--	--	--	--	0.5	--	0.5
Anti-Atheism/Agnostism/Etc	--	--	--	--	--	--	0.5	--	0.5
Anti-Bisexual	--	0.5	--	--	--	--	--	--	0.5
Anti-Black	6.3	12.0	--	0.5	0.5	12.6	13.1	--	45.0
Anti-Catholic	--	--	--	--	--	--	--	0.5	0.5
Anti-Elderly	--	--	--	0.5	--	--	--	--	0.5
Anti-Female	0.5	--	--	--	--	0.5	--	--	1.0
Anti-Female Homosexual (Lesbian)	0.5	1.0	--	--	--	--	0.5	--	2.1
Anti-Hispanic	2.6	2.1	--	--	--	1.0	1.0	--	6.8
Anti Homosexual (Gay & Lesbian)	--	--	--	--	--	2.1	1.0	--	3.1
Anti-Jewish	--	--	--	--	--	--	8.4	--	8.4
Anti-Male Homosexual (Gay)	1.6	2.6	1.6	--	--	2.1	1.0	--	8.9
Anti-Mental	1.0	--	--	--	--	--	--	--	1.0
Anti-Multi-Racial Group	--	--	--	--	--	--	1.0	--	1.0
Anti-Multi-Religious	--	--	--	--	--	--	1.0	--	1.0
Anti-Other-Ethnicity/Nat'l Origin	1.0	2.6	--	--	--	0.5	0.5	--	4.7
Anti-White	5.8	5.2	0.5	--	--	2.1	--	--	13.6
TOTAL	19.4	26.7	2.1	1.0	0.5	20.9	28.8	0.5	100

Hate Crime Incidents by Location

Location	# of Incidents	Percent of Total
Air/Bus/Train Terminal	3	1.6%
Bar/Night Club	5	2.6%
Church/Synagogue/Temple	7	3.7%
Commercial/Office Building	3	1.6%
Field/Woods	4	2.1%
Government/Public Building	2	1.0%
Grocery/Supermarket	1	0.5%
Highway/Road/Alley/Street	40	20.9%
Hotel/Motel/Etc.	1	0.5%
Other/Unknown	32	16.8%
Parking Lot/Garage	13	6.8%
Residence/Home	56	29.3%
Restaurant	5	2.6%
School/College	16	8.4%
Service/Gas Station	3	1.6%
TOTAL	191	100.0%

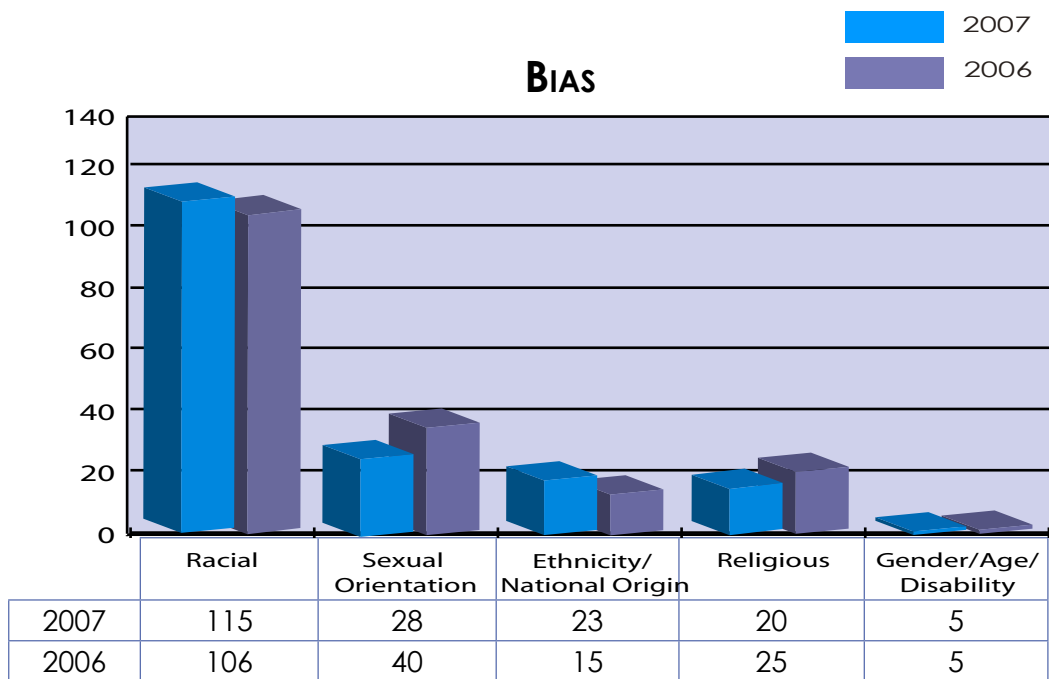
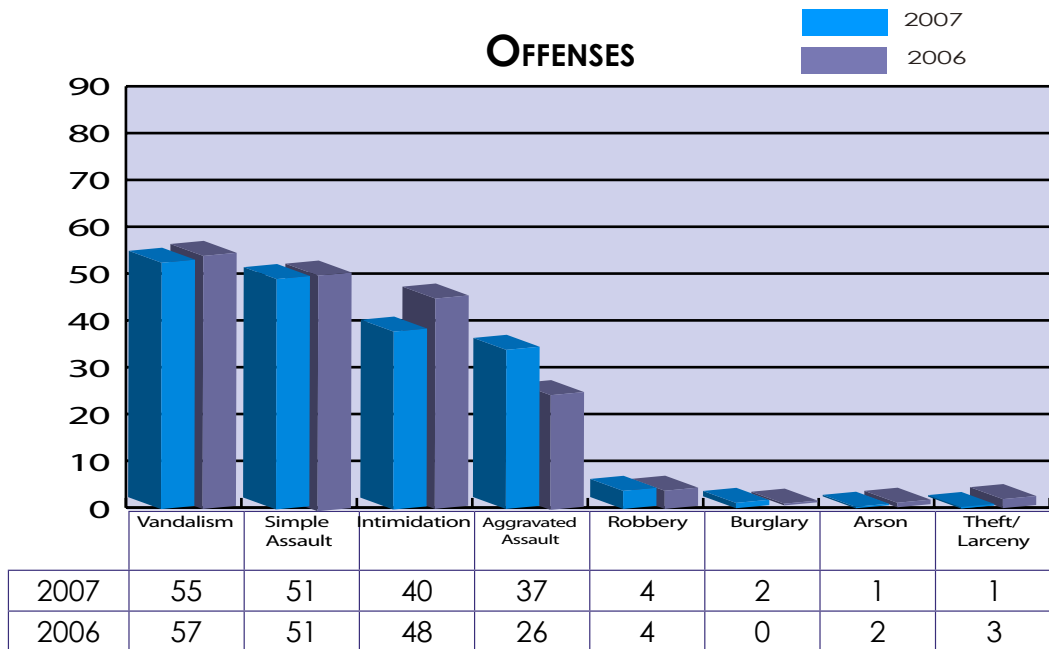
Hate Crime Offenses by Offender Race

Offender's Race	# of Offenders	Percent of Total
Asian/Pacific Islander	1	0.4%
Black	125	48.4%
Multi-Racial Group	0	0.0%
Unknown	1	0.4%
White	131	50.8%
TOTAL	258	100.0%

Hate Crimes Offenses by Type of Victim

Type of Victim	# of Offenses	Percent of Total
Business	6	3.1%
Government	2	1.0%
Individual	168	88.0%
Other	8	4.2%
Religious Organization	7	3.7%
TOTAL	191	100.0%

Hate Crimes Comparison 2007/2006



INSTITUTE FOR TRAINING AND DEVELOPMENT

The Illinois Department of Human Rights' Institute for Training and Development ("Institute") was established in fiscal year 1999 ("FY99"). In its first full year of operation, FY00, the Institute trained 750 people in the areas of Diversity Awareness, Sexual Harassment Prevention, Americans with Disabilities Act Laws, Conflict Resolution and Interpersonal Communication Skills.

Today, the Institute offers eleven different training modules to public and private organizations and companies throughout Illinois. These training courses are designed to increase respect among diverse cultures both in the workplace and at home.

The life and self-assessment skills taught by the Institute provide accurate and timely information with respect to federal and state laws regarding fair employment practices; ways to resolve conflict; and requirements for non-discrimination. Much, if not all, that is learned in the courses can be utilized in the workplace as well as in personal settings.

During FY08 the Institute trained more than 3000 people in 125 training sessions. That adds up to nearly 400 hours of training. Our overall customer satisfaction rating remains high at 95 percent.

Since the Institute's reorganization in FY05, the Institute has trained more than 16,000 people and added six (6) new training courses to the curriculum - Managing Four Generations in the Workplace, Harnessing the Power of Emotional Intelligence, Harassment in the Workplace, Legal Guidelines for

Effective Interviewing, Sexual Orientation and Gender Identity and Intercultural Communications.

The Institute continues to provide in-house training for new human rights investigators and other staff on an as-needed basis. Staff members are strongly encouraged to participate in training on an annual basis to keep up with changes in the law or for professional growth and development.

Courses offered by the Institute include:

- *Americans with Disabilities Act: How to comply with Federal and State Disability Laws*
- *Conflict Resolution: Take the Win/Win Approach*
- *Diversity Awareness: It's About Respect*
- *Gender Identity and Sexual Orientation in the Workplace: Can't We All Just Get Along?*
- *Harassment in the Workplace: What Every Employee Should Know*
- *Intercultural Communication: How to Overcome Cultural Barriers and Avoid Translation Disasters.*

**PARTIAL LIST OF
AGENCIES AND COMPANIES TRAINED IN
FISCAL YEAR 2008**

<i>Company Name</i>	<i>Type of Training</i>
Academy of General Dentistry	Sexual Harassment Prevention
Beatrice Caffrey Youth Services	Sexual Harassment Prevention
Bridgeview Chamber of Commerce	Conflict Resolution Diversity Awareness
Broadview Fire Department	Sexual Harassment Prevention
Cassiday Schade LLP	Sexual Harassment Prevention Training for Employees
Catholic Charities	Conflict Resolution Diversity Awareness Interpersonal Skills: Harnessing the Power of Emotional Intelligence Sexual Harassment Prevention Sexual Harassment Prevention for Managers
Center For New Horizons	Conflict Resolution Diversity Awareness Sexual Harassment Prevention Training for Employees
Chicago Public Schools	Diversity Awareness
City & County of Peoria	Americans with Disabilities Act (ADA) Sexual Harassment Prevention for Managers
DeKalb County/Rochelle Area Human Resources Joint Seminar	Sexual Harassment Prevention Training for Employees
Education Service Network	Sexual Harassment Prevention
F.I.M. Store	Sexual Harassment Prevention Training for Employees
Family Focus Aurora	Conflict Resolution
First Northern Credit Union	Diversity Awareness
Four Seasons	Sexual Harassment Prevention
Giordano's	Sexual Harassment Prevention
Illinois Department of Transportation	Americans with Disabilities Act (ADA) Diversity Awareness
Illinois Environmental Protection Agency	Diversity Awareness
Illinois Department of Children & Family Services	Conflict Resolution Diversity Awareness
Illinois Department of Commerce and Economic Opportunity	Sexual Harassment Prevention for Managers
Illinois Department of Human Services-Division of Rehabilitation Services	Diversity Awareness Sexual Harassment Prevention

**PARTIAL LIST OF
AGENCIES AND COMPANIES TRAINED IN
FISCAL YEAR 2008**

<i>Company Name</i>	<i>Type of Training</i>
Illinois Medical District Commission	Diversity Awareness Sexual Harassment Prevention Training for Employees
Illinois State Board of Education	Sexual Harassment Prevention
Interfaith House	Diversity Awareness Sexual Harassment Prevention
Morton Grove Public Library Staff	Sexual Harassment Prevention
National Able Network	Sexual Harassment Prevention
National Collegiate Scouting Assoc.	Sexual Harassment Prevention
Naval Department of Public Safety	Diversity Awareness
Ritz-Carlton (A Four Seasons Hotel)	Sexual Harassment Prevention
River Forest Police Dept.	Diversity Awareness Harassment
Sangamon County	Diversity Awareness Sexual Harassment Prevention
United Center	Sexual Harassment Prevention
United Way	Sexual Harassment Prevention
Will County Medical Associates	Conflict Resolution
Youth Outreach Services	Conflict Resolution Sexual Harassment Prevention Training for Employees

ILLINOIS DEPARTMENT OF
 **Human Rights**

IN CHICAGO:

100 WEST RANDOLPH STREET
JAMES R. THOMPSON CENTER, SUITE 10-100
CHICAGO, ILLINOIS 60601
(312) 814-6200 OR (800) 662-3942 (VOICE)
(217) 785-5125 (TTY)

IN SPRINGFIELD:

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