



State of Illinois Department of Human Rights

ILLINOIS DEPARTMENT OF
Human Rights

2009
ANNUAL REPORT



ILLINOIS DEPARTMENT OF
Human Rights

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

I am proud to present the Fiscal Year 2009 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, 2008 and June 30, 2009. I hope that you will 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:

We took in 4,491 charges-- the largest number of charges filed in 15 years, a clear indication that our services are sorely needed in these economic times. Our Investigators and mediators continued working to resolve cases through mediation or settlements, as a quicker and more effective alternative to the full investigation process. The success rate for mediations was 90 percent, with known settlement amounts totaling over \$1.7 million;

We successfully worked with legislators to pass an agency initiative to require institutions of higher education to post sexual harassment laws and policies, to help ensure that students are aware of their rights concerning sexual harassment;

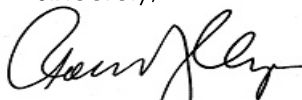
The Department's Institute for Training and Development continued to facilitate a record number of trainings, workshops, and programs designed to assist both private and public-sector institutions to create fair, diverse work environments throughout the state. Trainings covered a wide variety of subjects 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 Department maintained strong partnerships with the US Department of Housing and Urban Development (HUD) and the US Equal Employment Opportunity Commission (EEOC). Such partnerships allow us to bring much-needed federal support to Illinois and enhance our abilities in outreach, training and overall day-to-day work;

In an effort to communicate more effectively with ALL the people we serve, our brochure entitled "Filing a Charge of Discrimination" is now available in English, Spanish, Korean, Polish, Chinese, Bosnian, Italian, Hindi, Urdu, Arabic and French. 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,

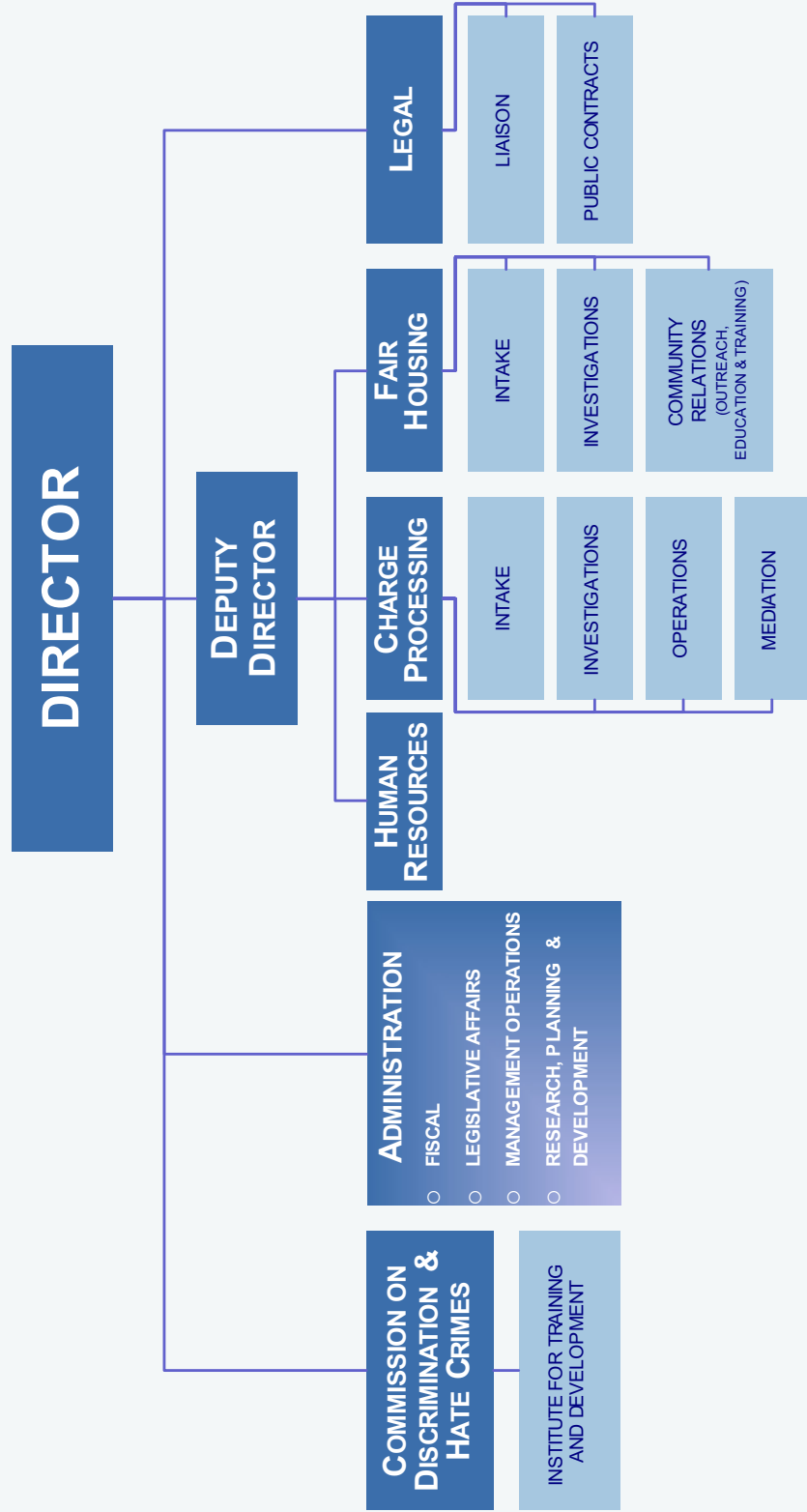


Rocco J. Claps
Director

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IDHR TABLE OF ORGANIZATION 2009



MISSION STATEMENT

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

VISION STATEMENT

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

FISCAL

Funds were appropriated for the Department of Human Rights in the amount of \$12,829,266 during fiscal year 2009 ("FY09"). General Revenue Funds totaled \$10,053,866 and Special Projects Funds or federal dollars totaled \$2,775,400 in contracts with:

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

to investigate dual-filed employment discrimination charges (\$1,190,200);

- o The U. S. Department of Housing and Urban Development ("HUD") to process dual-filed housing discrimination complaints (\$696,682);

Expenditures for FY09 totaled \$12,185,315, of which \$10,022,074 derived from General Revenue Funds and \$2,163,241 derived from Special Projects Funds.

INCOME AND EXPENDITURE STATEMENT		
FISCAL YEAR 2009		
	Appropriations	Expenditures
<u>Personal Services</u>	7,849,300	7,480,596
Retirement (PU)	0	0
Retirement	1,629,166	1,575,886
Social	585,915	555,274
Group Insurance	414,000	301,611
Contractual Services	388,510	315,580
Travel	148,100	147,297
Commodities	47,100	43,554
Printing	11,900	10,312
Equipment	1,975	1,972
Telecommunications	75,000	74,992
Operation Automotive Equipment	3,000	2,965
Commission on Discrimination and Hate Crimes	155,000	155,000
Lump Sums	1,520,300	1,520,276
<u>Total</u>	<u>12,829,266</u>	<u>12,185,315</u>

END OF YEAR HEADCOUNT						
	FY04	FY05	FY06	FY07	FY08	FY09
Administration	11	11	11	11	11	11
Charge Processing	126	116	111	135	136	136
Compliance	12	11	11	11	11	11
<u>Total</u>	<u>149</u>	<u>138</u>	<u>133</u>	<u>157</u>	<u>158</u>	<u>158</u>

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 2009.

Three agency bills were passed by both legislative houses in May 2009, sent to Governor Pat Quinn in June 2009, and approved by the Governor in August 2009.

HB 2302 (PA 96-0548) – Allows DHR to charge "for profit" companies tuition for training courses held on-site for their employees, providing a new revenue stream.

Amends the Illinois Human Rights Act and the State Finance Act. Authorizes the Department to charge tuition for training it furnishes to non-governmental entities, other than not for profit groups with less than 50 employees or organizations in Illinois with 50 employees or less. Authorizes the Department to provide its training at no cost to not for profit groups or organizations that have no more than 50 employees, Department employees, other State agencies and instrumentalities, and community organizations. Provides that the Department will make training available to any other non-governmental entities on a tuition basis. Provides that tuition received shall be paid into the Department of Human Rights Training

and Development Fund, a new special fund. Moneys in the Fund will be used to enhance the Department's training program and provide no-cost training to governmental entities and small non-profit groups.

Final Action: Governor approved 8/17/2009 as PA96-0548, effective January 1, 2010

HB 2573 (PA 96-0574) – Mandates that institutions of higher education post sexual harassment laws and policies, in paper or electronic format, better insuring that students are informed of their rights under the law, and avenues they may pursue if their rights are violated.

Provides that every institution of higher education shall post in a prominent and accessible location a poster stating sexual harassment laws and policies; that the poster shall be (i) posted and kept posted at each campus in common areas positions easily accessible to all students including, but not limited to residence halls, administration buildings, student unions, cafeterias, and libraries or (ii) posted annually in similar locations with an electronic copy of the sexual harassment laws and policies also sent to each student at the time that registration materials are emailed. Provides that a failure to post such materials may subject the institution to an investigation by the Department of Human Rights and a subsequent civil rights violation charge. Provides that college campuses with online student registration may opt to incorporate sexual harassment materials into the registration process in order to satisfy the State requirement that sexual harassment materials be posted in student-accessible areas.

Final Action: Governor approved 8/18/2009 as PA96-0574, effective August 18, 2009

SB 1928 (PA 96-0786) – Allows DHR to charge a filing fee for processing the PC-1 application, which entities must complete before bidding on state contracts. The purpose for this application is to ensure that each of these entities is in compliance with the Illinois Human Rights Act (IHRA). This fee will provide a new revenue stream that will enable DHR to perform mandated audits of these entities, better ensuring that entities doing business with the state are in compliance with the IHRA.

Amends the State Finance Act. Creates the Department of Human Rights Special Fund. Provides that moneys in the Department of Human Rights Special Fund are not subject to transfer to the General Revenue Fund. Amends the Illinois Human Rights Act to provide that the registration fee for filing an Employer Report Form is \$75, and that the Department of Human Rights Special Fund is not subject to sweeps, administrative charges or charge-backs, or any other fiscal or budgetary maneuver that would in any way transfer any funds from the Fund into any other fund of the State.

Final Action: Governor approved 8/28/2009 as PA96-0786 , effective January 1, 2010

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, Management Operations' staff assisted approximately 17,600 visitors in the Chicago and Springfield Offices in fiscal year 2009.

During fiscal year 2009, the Department of Human Rights made interpretation services available to visitors in over 100 languages.

The Legal Division oversees the investigative work and ethics program 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 2009, it hears and decides Request for Review cases filed with the Department's Chief Legal Counsel; for charges filed on the 1st of January 2009 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 2009 ("FY09"), the Division conducted 227 substantial evidence reviews.

Complaints

During FY09, the Division filed 229 complaints with the Commission.

Freedom of Information Act Requests

During FY09, the Division responded to 73 Freedom of Information Act requests.

Requests for Review

For charges filed prior to the 1st of January 2009, the Department's Chief Legal Counsel continued to hear and decide Requests for Review as mandated by the Act, as amended.

During FY09, the Division completed 482 Request for Review cases.

The Division also completed 178 HB1509 Responses to Requests for Review which were filed with the Commission.

Direct Appeals

Since January 1, 1996, 420 appeals of Chief Legal Counsel decisions have been filed. Of these, 386 have been disposed, either by court decision or withdrawal by the petitioner/appellant. During FY09, the Division received 35 direct appeals; the Division disposed of 32 cases in FY09. The Appellate Court has sustained about 95% of the Chief Legal Counsel decisions.

Ethics

All available Department employees completed ethics training. The Chief Legal Counsel investigated seven matters referred to the Department by the Office of the Executive Inspector General.

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

- o Conducted a full-day training session for new EEO/AA Officers regarding development of effective affirmative action programs. Handouts were provided regarding the training sessions offered by the Department’s Institute for Training and Development, the Illinois Department of Human

Rights (“DHR”) sexual harassment in employment notice, and information on the CMS Hispanic Employment Plan; 28 people were in attendance.

- o Met with agency EEO/AA Officers regarding their agency’s affirmative action performance in meeting the minimum compliance criteria.
- o Met with the Department of Human Services and the Department of Veterans’ Affairs to review their EEO/AA performance and to discuss ways to improve the affirmative action performance of each agency.
- o Met with the Department of Central Management Services’ (“CMS”) staff to review the exit questionnaire that all agencies provide to employees upon termination.
- o Met and discussed with CMS’ Deputy General Counsel of Personnel the required information for the hire and promotion monitors. The Chief Legal Counsel sent to all agency EEO/AA Officers a survey to determine what documentation and information is necessary for the hire and promotion monitors. Staff reviewed the results and provided the information to the Chief Legal Counsel. The Unit then sent the results regarding what is needed for the hire and promotion monitors to agency EEO/AA Officers.
- o Met with the following three agencies to discuss discipline issues: Department of Human Rights, Department of Human Services, and Department of Transportation.
- o Provided agency EEO/AA Officers about the dissemination of EEO-related information. Also, advised the EEO/AA officers to check if all their

facilities has the required EEO/AA work posters that is to be displayed at agency work sites and include information about the agency EEO/AA Officer.

- Provided to all agency EEO/AA Officers and Americans with Disabilities Act ("ADA") Coordinators data on the Information Technology Accessibility Act, which requires state purchases of information technology to meet accessibility standards (for users with disabilities) set by the state.
- Provided the Procedures for Preparing Layoff Analysis Report to agency EEO/AA Officers.
- Revised the Guidebook for the Development of Affirmative Action Plans and Quarterly Reports for Illinois State Executive Agencies, reasonable accommodations forms, and the Frequently Asked Questions for the hire and promotion monitors and posted them on DHR website.
- Participated in the DHS disability hiring initiative meeting, the meeting to plan National Disability Employment Awareness month, and the ADA celebration event in Springfield.
- Assisted the ICED in conducting three seminars on disability-related topics.
- Met with the Department of Central Management Services to review the transaction summary report and the quarterly underutilization summary forms.
- The following agencies were notified that the Joint Committee on Administrative Rules' (JCAR) annual report listed them as not having an ADA grievance procedure:

Department of Children & Family Services, Historic Preservation Agency, Department of Military Affairs, Department of Healthcare & Family Services, and State Retirement Systems.

- Extensions for submitting their FY09 affirmative action plan were granted to: Department of Children & Family Services, Department of Commerce & Economic Opportunity, Emergency Management Agency, Fire Marshal's Office, Department of Human Rights, Department of Labor, Department of Military Affairs, Department of Public Health, Department of Transportation, and Workers' Compensation Commission.
- Issued late notices to the following agencies for failure to timely submit the agency's affirmative action plans: Department of Financial & Professional Regulation, Historic Preservation Agency, and Department of Transportation.
- Processed layoff reports during the fiscal year for: Department of Children & Family Services, Comptroller's Office, Department of Corrections, Historic Preservation Agency, Department of Human Services, Labor Relations Board, Department of Natural Resources, Department of Public Health, Student Assistance Commission, and State Treasurer's Office.
- Issued "Late Notices" to state entities that failed to timely submit quarterly reports during the fiscal year: Historic Preservation Agency and Workers' Compensation Commission.
- Worked with the ICED on

implementing its mission, which is to address the concerns of 3000 people with disabilities who work in state government. ICED sponsored its annual reception for employees with disabilities and members of the legislature, presenting the newly-created Carl Suter award to State Senator Susan Garrett for her advocacy in General Assembly for people with disabilities. Assisted ICED in administering its Internship Program for college students with disabilities.

- In FY09, the Unit's Disability Coordinator worked to ensure the Department's compliance with ADA, by updating and posting ADA notices to clients, arranging for accommodations for clients with disabilities, and educating staff about reasonable accommodation issues. In addition, the Disability Coordinator advised people with disabilities, state agency staff, and Department staff about disability issues on 120 occasions during the year.
- In FY09, 61 agencies submitted affirmative action plans and all were approved. In FY09, 92% of agencies met the Department of Human Rights' standard for affirmative action performance. Agencies that did not meet the Department's standard must either establish or continue training with the Department of Central Management Services in accordance with Section 7-105 (H) of the Human Rights Act. Two agencies that must establish training are: Department of Juvenile Justice and Department of Revenue. Three agencies that must continue training are: Department of Central Management Services, Department of Human Services, and

Secretary of State's Office.

- In FY09, the unit responded to 889 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 FY09 PCU Actions

- Created DHR's public contracts "Debarred Companies" web page, containing the names of companies that have been barred from participating in public contracts with the State of Illinois, any of its political subdivisions, or any municipal corporation, for a period not to exceed three (3) years, pursuant to Section 8-109(A)(2) of the Illinois Human Rights Act. Two companies' names were posted, by order of the

Human Rights Commission, due to violations of the Human Rights Act.

- Compiled and prepared 149 eligibility status reports for state agencies verifying vendor's eligibility status.
- Registered potential public contractors and eligible bidders seeking to establish status for competitively-bid state contracts through the Department's Public Contracts Program.
- Received 4,805 PC-1 forms from prospective bidders and current eligible bidders.
- Processed 4,735 PC-1 forms for initial registrants and eligible bidders renewing their status. Out of these, 2,006 entities were initial registrants.
- **Mailed** 2,307 renewal notices to eligible bidders and public contractors notifying them of renewal registration procedures.
- **Responded** to 6,731 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.

- Conducted two public contracts registration workshops for vendors seeking to establish state eligible bidder status through DHR's Public Contracts Program. Through the registration process, 15 vendors were issued DHR numbers, allowing them to competitively bid on state contracts.
- Granted five eligibility waiver requests to Central Management Services (CMS). These requests were granted as being in the best interest of the State of Illinois.
- Researched and prepared EEO compliance presentations and conducted workshops for The City of Decatur, and the Illinois Municipal Human Relations Association (IMHRA). The focus of the presentations was on EEO responsibilities, labor force availability statistics, Decatur's Affirmative Action City Ordinance, DHR's Act and Rules, and public contracts registration procedures.
- Completed yearly analyses of the Public Contracts Information System (PCIS). Statistics as of June 30, 2009:

Number of Current Records	30,356
Number of Expired Records	11,063
Number of Deleted/Defunct Records	1,579



CHARGE PROCESSING DIVISION

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 and arrest record in employment, and discrimination based on familial status in real estate transactions.

Within 180 days (one year for real estate transactions) of the occurrence of an alleged civil rights violation, 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.

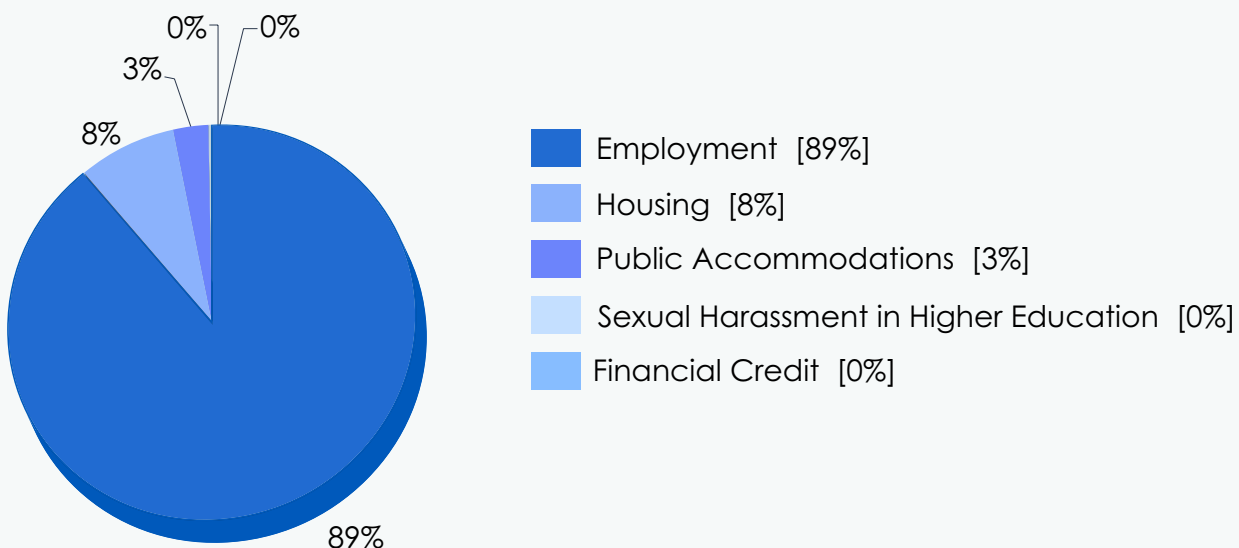
If the Department finds a lack of substantial evidence of discrimination, the charge is dismissed and the Complainant has 30 days to file a Request for Review (appeal) of that dismissal with the Chief Legal Counsel. If the Chief Legal Counsel denies the appeal, the Complainant may appeal to the appropriate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

The following pages offer a graphic summary of the activities of the Charge Processing Division during FY09.

** 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 2009	
Employment	4007
Housing	355
Public Accommodations	127
Sexual Harassment in Higher Education	2
Financial Credit	0
TOTAL	4,491

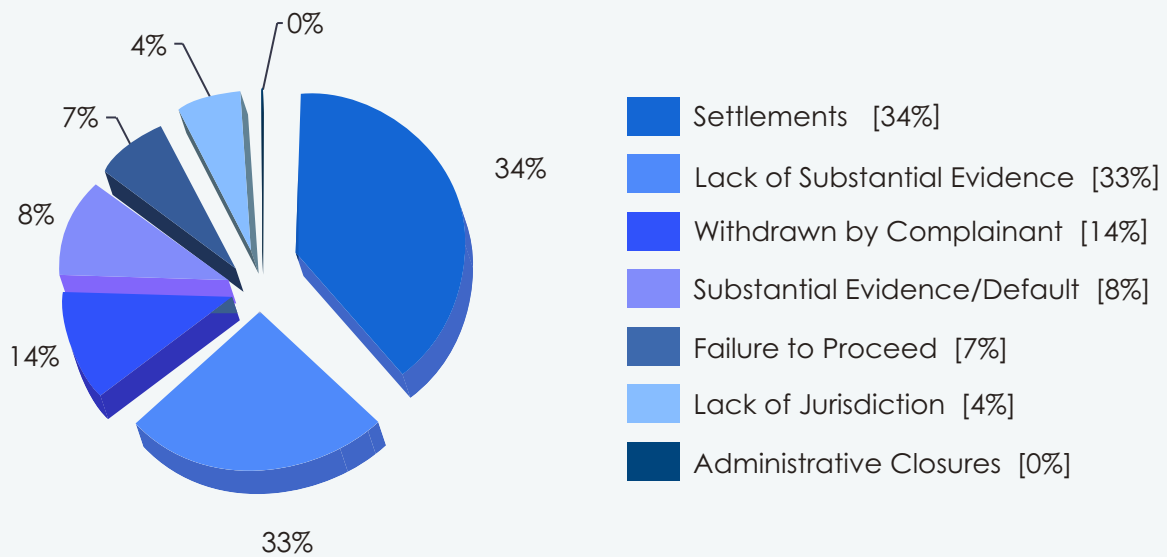
CHARGES DOCKETED BY JURISDICTION
FISCAL YEAR 2009



DISPOSITION OF COMPLETED INVESTIGATIONS*	
FISCAL YEAR 2009	
Inquiries Received	12,832
Charges Filed	4,136
Completed Investigations	3,498
COMPLETED INVESTIGATIONS	
Settlements	1,194
Lack of Substantial Evidence	1,163
Withdrawn by Complainant	481
Failure to Proceed	229
Substantial Evidence/Default	275
Lack of Jurisdiction	144
Administrative Closures	12
<u>Completed Investigations</u>	<u>3,498</u>

*Excludes housing cases; see housing section for numbers

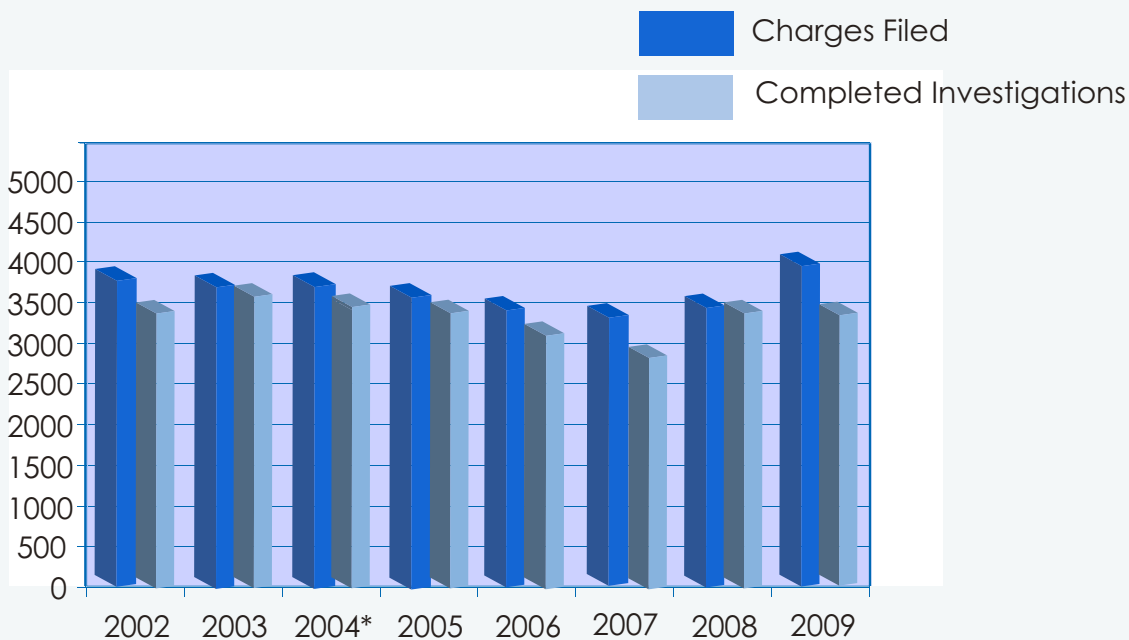
DISPOSITION OF COMPLETED INVESTIGATIONS FISCAL YEAR 2009



CHARGES FILED AND COMPLETED INVESTIGATIONS								
Fiscal Year 2009 (Excluding Housing starting 2004)								
	2002	2003	2004*	2005	2006	2007	2008	2009
Charges Filed	3918	3876	3809	3791	3555	3385	3640	4136
Completed Investigations	3530	3733	3566	3567	3240	2897	3552	3498

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

CHARGES FILED AND COMPLETED INVESTIGATIONS
FISCAL YEAR 2009

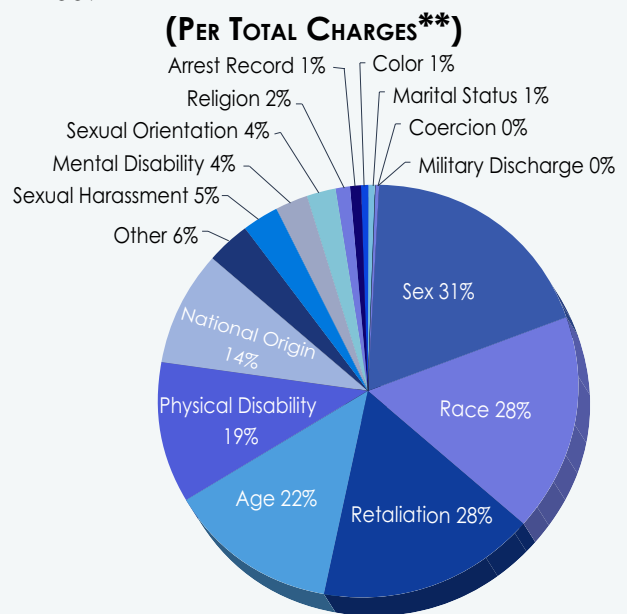
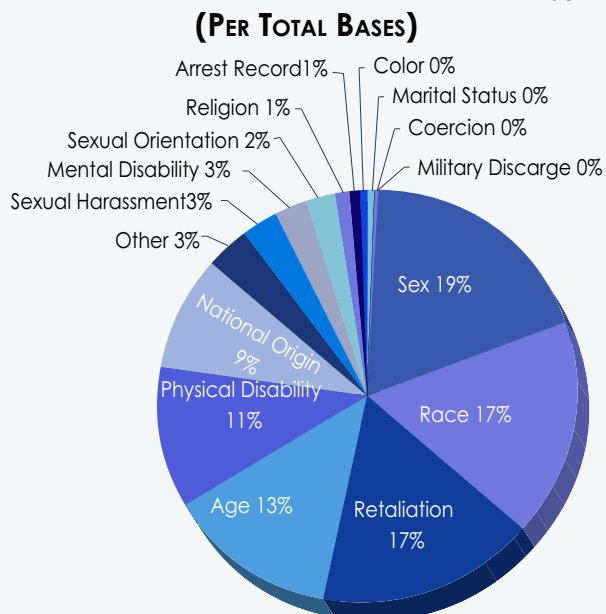


EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2009	
BASIS OF DISCRIMINATION	
Sex	1259
Race	1138
Retaliation	1108
Age	879
Physical Disability	747
National Origin	579
Other*	232
Sexual Harassment	183
Mental Disability	169
Sexual Orientation	143
Religion	84
Arrest Record	56
Color	31
Marital Status	28
Coercion	13
Military Discharge	2
Total Bases	6,651
Total Charges Filed	4,007

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

EMPLOYMENT CHARGES BY BASIS

FISCAL YEAR 2009



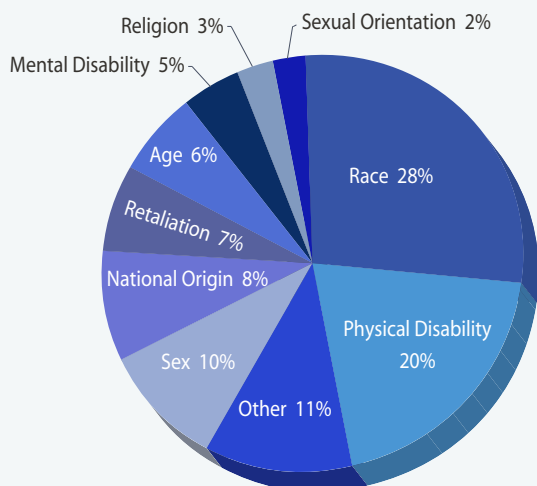
**Percent of total charges filed is greater than 100% because charges can be filed on more than one basis

PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2009	
Race	49
Physical Disability	35
Other	20
Sex	17
National Origin	15
Retaliation	12
Age	11
Mental Disability	8
Religion	5
Sexual Orientation	4
<u>Total Bases</u>	<u>176</u>
<u>Total Charges Filed</u>	<u>127</u>

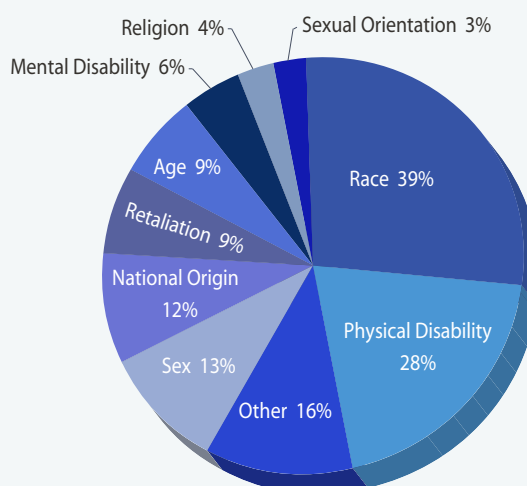
PUBLIC ACCOMMODATIONS CHARGES BY BASIS

FISCAL YEAR 2009

(PER TOTAL BASES)



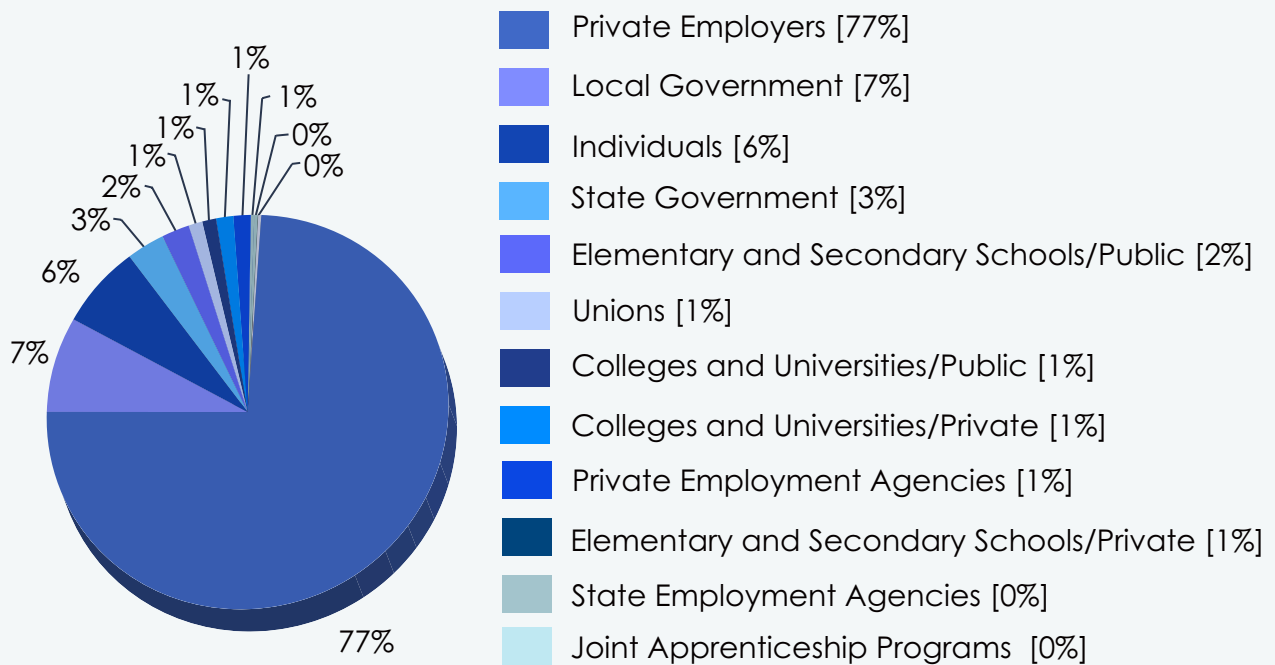
(PER TOTAL CHARGES*)



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

EMPLOYMENT CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2009	
Private Employers	3095
Local Government	284
Individuals	256
State Government	119
Elementary and Secondary Schools/Public	70
Unions	45
Colleges and Universities/Public	44
Colleges and Universities/Private	44
Private Employment Agencies	27
Elementary and Secondary Schools/Private	17
State Employment Agencies	5
Joint Apprenticeship Programs	1
TOTALS	4007

EMPLOYMENT CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2009



EMPLOYMENT DISCRIMINATION
ISSUES ALLEGED AS ACTS OF DISCRIMINATION*
FISCAL YEARS 2004 - 2009

ISSUE	2004	2005	2006	2007	2008	2009
DISCHARGE	1978	1983	1810	1689	1756	2049
HARASSMENT	747	756	826	777	836	922
TERMS AND CONDITIONS	298	240	324	242	197	238
SUSPENSION	237	276	246	233	216	207
HIRING	163	170	163	164	171	172
PROMOTION	160	147	143	140	110	159
WRITTEN REPRIMAND	213	207	181	187	186	157
LAYOFF	105	98	88	72	96	136
FAILURE TO ACCOMMODATE	135	146	158	120	114	129
OTHERS	69	57	64	103	110	117
UNEQUAL PAY	77	95	106	78	68	69
DEMOTION	95	79	103	70	71	67
REDUCTION IN HOURS	33	46	32	30	29	61
WAGES	80	113	77	51	46	58
RACIAL HARASSMENT	19	27	28	31	41	42
TRANSFER	51	46	40	37	39	38
UNION REPRESENTATION	13	24	24	34	28	37
ORAL REPRIMAND	24	23	30	25	28	35
UNEQUAL JOB ASSIGNMENTS	26	20	16	11	23	32
FAILURE TO RETURN/MEDICAL LEAVE	23	28	17	22	20	27
CONSTRUCTIVE DISCHARGE	55	33	25	19	40	26
TENURE	12	6	16	17	8	24
PERFORMANCE EVALUATION	26	21	14	19	27	21
PROBATION	5	19	14	15	12	19
BENEFITS	23	12	16	9	19	17
RECALL	0	24	9	8	8	16
TRAINING/APPRENTICESHIP	3	20	16	20	7	15
POSITION ELIMINATION	24	36	29	21	27	14
FORCED RESIGNATION	5	9	15	13	15	12
SEVERANCE PAY	5	5	4	3	16	10
FORCED MEDICAL LEAVE	21	9	14	7	9	10
EMPLOYMENT REFERENCE	3	7	4	1	3	9
OVERTIME	1	8	7	14	1	9
AIDING AND ABETTING	12	5	0	3	1	5
FAILURE TO REASSIGN	29	12	5	4	8	3
FORCED RETIREMENT	7	5	2	3	3	2
VACATION	2	3	1	1	1	1
REFERRAL	5	9	8	2	8	0
JOB CLASSIFICATION	5	1	0	2	2	0
INTIMIDATION/REPRISAL	0	0	0	2	1	0
SENIORITY	0	1	1	0	0	0
DRUG TESTING	0	0	1	0	0	0
EXCLUSION	0	0	0	0	0	0
QUALIFICATION/TESTING	0	0	0	0	0	0
ADVERTISING	0	0	0	0	0	0
TOTALS	4784	4826	4677	4299	4401	4965

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 2009

COUNTY	EMPLOYMENT	PUBLIC ACCOMMODATIONS	HOUSING	FINANCIAL CREDIT	SEXUAL HARASSMENT IN HIGHER EDUCATION	TOTAL
ADAMS	12		3			15
ALEXANDER	3					3
BOND	4		1			5
BOONE	9					9
BROWN						0
BUREAU	7					7
CALHOUN						0
CARROLL						0
CASS						0
CHAMPAIGN	56	1	1			58
CHRISTIAN	10					10
CLARK	1		1			2
CLINTON	1					1
COLES	10		1			11
COOK	2291	82	220			2593
CRAWFORD	2					2
CUMBERLAND	1					1
DEKALB	8					8
DEWITT	3					3
DOUGLAS	5		1			6
DUPAGE	319	6	28		2	355
EDGAR	4					4
EDWARDS						0
EFFINGHAM	10					10
FAYETTE	1					1
FORD						0
FRANKLIN	2					2
FULTON	1		1			2
GALLATIN						0
GREENE						0
GRUNDY	7					7
HAMILTON						0
HANCOCK						0
HARDIN						0
HENRY	2		1			3
IROQUOIS	1					1
JACKSON	17		1			18
JASPER						0
JEFFERSON	7	2	2			11
JERSEY						0
JO DAVIESS	7		1			8
KANE	128	1	5			134
KANKAKEE	16		2			18
KENDALL	13					13
KNOX	3		1			4
LAKE	178	3	23			204
LA SALLE	20		1			21
LAWRENCE						0
LEE	3					3
LIVINGSTON	4					4

TYPE OF DISCRIMINATION BY COUNTY

FISCAL YEAR 2009

COUNTY	EMPLOYMENT	PUBLIC ACCOMMODATIONS	HOUSING	FINANCIAL CREDIT	SEXUAL HARASSMENT IN HIGHER EDUCATION	TOTAL
LOGAN	3					3
MCDONOUGH	5		1			6
McHENRY	25		1			26
McLEAN	24	1	3			28
MACON	57	1	1			59
MACOUPIN	4					4
MADISON	51	2				53
MARION	3		1			4
MARSHALL	1		1			2
MASON						0
MASSAC	1					1
MENARD	2					2
MERCER	1		1			2
MONROE	11					11
MONTGOMERY	5	1				6
MORGAN	1	1				2
MOULTRIE	12					12
OGLE	9					9
PEORIA	77	3	3			83
PERRY	3					3
PIATT	3					3
PIKE	1					1
PULASKI	2					2
PUTNAM						0
RANDOLPH	8	1				9
RICHLAND						0
ROCK ISLAND	30	4	5			39
ST. CLAIR	70	5	4			79
SALINE	3		1			4
SANGAMON	205	6	1			212
SCHUYLER						0
SCOTT	1					1
SHELBY	4					4
STARK						0
STEPHENSON	2					2
TAEWELL	11		1			12
UNION	1					1
VERMILION	20		1			21
WABASH	1					1
WARREN	1					1
WASHINGTON	5					5
WAYNE	1					1
WHITE						0
WHITESIDE	12					12
WILL	90	3	25			118
WILLIAMSON	17		1			18
WINNEBAGO	54	3	5			62
WOODFORD	3		1			4

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 FY09, the Mediation Unit held 182 conferences, of which 197 cases were settled, which was 108% of the cases that were mediated. The total known monetary recovery for charging parties for FY09 cases successfully mediated was \$1,700,349.

MEDIATION UNIT ACTIVITY			
FISCAL YEAR 2009			
Mediation Conferences and Resolutions	FY07	FY08	FY09
Number of Mediation Conferences Held	229	173	182
Number of Conference with Resolutions	193	131	164
Percent of Conferences with Resolutions	84%	76%	90%
Number of Additional Cases Resolved at Same Conference	20	27	33
Total Number of Cases Resolved Via Mediation	213	158	197
Total Number of Cases Completed*	2897	3552	3498
Percent of Completed Cases Resolved Via Mediation	7.4%	4.4%	5.6%
Known Monetary Amounts (frequently kept confidential)	<u>\$1,361,656</u>	<u>\$1,053,692</u>	<u>\$1,700,349</u>

*excluding housing cases



OUTREACH ACTIVITIES

During FY09, DHR staff participated in 173 outreach events, and distributed over 22,000 pieces of information to nearly 30,000 people. The following are highlights of the year's fair housing and community relations outreach activities.

Highlights of DHR's General Outreach and Community Relations Efforts

DHR's community relations staff works to help distribute information about DHR's programs to communities in Illinois, especially to targeted groups who may particularly need DHR's services, including persons of color (African Americans, Latinos and Asian Americans), women, persons with disabilities, veterans, and low income persons. To accomplish this goal, the staff networks with numerous community, municipal, and governmental organizations, and conducts outreach at various events.

The staff also cooperates in statewide outreach efforts, including working with the Illinois Department of Central Management Services to recruit a diverse group of applicants for State of Illinois positions, especially underrepresented minorities, veterans, and persons with disabilities, via attendance at job fairs in conjunction with CMS, the Illinois Treasurer's office, various universities, and the West Side Ministers' Coalition. The staff also works 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.

Some of the events in which DHR participated to conduct outreach about DHR's programs included:

- 1st Quarter FY09: Illinois' annual Americans with Disabilities celebration, McCormick Chamber of Commerce Networking Reception, Chicago's Disability Pride Parade, Progress Center for Independent Living Open House, Senator Iris Martinez' Annual Health Fair, Illinois Hispanic Chamber of Commerce, "Semana Laboral" – a "Know Your Rights" event sponsored by the Mexican Consulate of Chicago and others, Mexican Independence Day Parades, 8th Ward Back to School Fair, UNITY Month Luncheon, Rep. William Davis' Town Hall Meetings, and a New Americans Initiative Event in Rockford.
- 2nd Quarter FY09: Association of Hispanic State Employees Conference, Mayor Daley Immigrant and Refugee Rights and United Nations Day Reception, Latin American Chamber of Commerce and Puerto Rican Chamber of Commerce events, and the Illinois Latino Legislative Caucus.
- 3rd Quarter FY09: career fairs at Salem Baptist Church, Rainbow Push Coalition, and Hubbard High School; receptions honoring African American History Month and Women's History Month sponsored by Chicago's Mayor Daley; Chicago Chinatown Chamber of Commerce Reception; United States Hispanic Leadership Institute Resource Fair; Latino Book and Family Festival in Cicero; TEAM Illinois Aurora meetings; and an employment services forum sponsored by Chicago's Office for People with Disabilities.
- 4th Quarter FY09: a presentation on employment rights at the Mexican Consulate, the Illinois Hispanic State Employees Association Latino Legislative Networking Reception in Springfield, Illinois State Treasurer's Office Metro East

Smart Women/Smart Money Conference in Collinsville, Sudanese Freedom Day celebration, Lech Walesa Event at Northeastern University, CEDA Community Outreach Forum, the PUSH/Rainbow Conference, and the annual conference of the Illinois Municipal Human Relations Association.

Highlights of DHR's Fair Housing Outreach Efforts

- A foreclosure seminar at Hispanic Housing in Humboldt Park on November 22, 2008 was attended by over 100 members of the public as well as several housing counseling agencies and other community organizations, and the event was covered by Chicago's Streetwise Newspaper. This event was coordinated through DHR's participation on the Housing Action Team of the Humboldt Park Empowerment Partnership and the Near Northwest Neighborhood Network.
- In conjunction with DHR's celebration of Human Rights Week, and the 60th Anniversary of the Universal Declaration of Human Rights, DHR presented a housing event titled "A Sense of Place: Community Integration, Gentrification and Diversity" on December 9, 2008.
- DHR conducted its annual April Fair Housing Month Event in Chicago on April 22, 2009 about issues faced by the Polish, Latino and African migrant communities, especially in the wake of the housing crisis. Other topics covered by presenters included the concept of racial equity as it pertains to public policy, and the promise of the fair housing act to affirmatively further fair housing in a way that is inclusive of all communities. In a first, the event was covered by CAN-TV's Community Partners Program and a blog of the conference was made available

on the website movesmart.org.

- DHR worked with the Governor's press office to issue a press release on the Governor's signing of a proclamation recognizing April as fair housing month in Illinois.
- Other events DHR helped coordinate included a fair housing seminar in Peoria, and the 4th Annual Healing the Hood Conference and Community Festival in Chicago.

Some of the organizations or events where DHR conducted outreach about DHR's fair housing program included:

- 1st Quarter FY09: 4th Annual Rantoul Harvest Festival, LULAC Rockford Human Rights Forum, Prisoner Re-Entry Summit in Decatur, Humboldt Park HOPEFEST, and Hispanic Heritage Month Resource Fair.
- 2nd Quarter FY09: Community Economic Development Corporation (CEDA) Training, Illinois Housing Development Authority (IHDA) Training, John Marshall Law School Fair Housing Legal Clinic, NAACP State Convention, DHS Disability Job Fair, Latino Policy Forum, Illinois Municipal Human Relations Association (IMHRA), and the International Migrants' Day Resource Fair sponsored by the Coalition of Arab, Asian, African, and European Immigrants of Illinois (CAAAELII)
- 3rd Quarter FY09: Access Living for Metropolitan Chicago, the City of Champaign, Chicago Area Fair Housing Alliance (CAFHA), the Community Economic Development Corporation (CEDA), Doolittle West School, DuPage Homeownership Center, and Latino Policy Forum.
- 4th Quarter FY09: Know Your Rights at Wright College in Chicago, City of Chicago

Department of Community Development Neighborhood Expo, John Marshall Law School Fair Housing Enforcement Conference, State Representative Tony Berrios' Women's Health Care Resource Fair, State Representative Golar's Resource Fair, City of Naperville Open Doors Accessibility Fair, Governor's Office Illinois Welcoming Day Resource Fairs (in Glen Ellyn, Melrose Park and Chicago), United African Organization Summit on African Immigrants and Refugees, Illinois Municipal Human Relations Association (IMHRA) Conference, IAACOMA (Illinois Association of Agencies and Community Organizations for Migrant Advocacy) Conference in Springfield, and Visually Impaired Awareness Day at College of DuPage.

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 FY09 included:

- Gay Pride/Sexual Orientation and Gender Identity (July 2008)
- Seniors and Fair Housing (August 2008)
- Protections for Renters (September 2008)
- Sexual Harassment in Housing (October 2008)
- Renters Rights When a Landlord is in Foreclosure Crisis (November 2008)
- Integration and Immigrants and Fair Housing (December 2008 - January 2009)
- Accessible Design (February 2009)
- Promoting Fair Housing in Your Community (March 2009)

- Housing Crisis and Immigrant Communities (April 2009)
- Historical Perspective on Integration (May 2009)
- Fair Housing Protection for Families with Children (June 2009)

In order to further coordinate fair housing activities, DHR is a member of several organizations.

- Through its affiliation with the Chicago Area Fair Housing Alliance ("CAFHA"), DHR networks with private fair housing organizations, municipalities, and other organizations to advance fair housing issues in the Chicago area.
- DHR networks with non-profit organizations through participation in the housing meetings sponsored by the Office of Housing Coordination Services at the Illinois Housing Development Authority ("IHDA"). DHR also submits information to IHDA for annual reports submitted to the US Department of Housing and Urban Development ("HUD") to report on housing activities in the state of Illinois.
- DHR is a member of the Intergovernmental Subcommittee of the Illinois Housing Task Force, which coordinates state agencies' strategies to meet the goals and objectives identified to increase affordable housing for Illinois residents.
- DHR works with the Illinois Municipal Human Relations Association ("IMHRA") to coordinate programs of mutual benefit for the education of municipal officials and staff.
- DHR joined Housing Action Illinois ("HAI") to network with housing organizations statewide, learn about housing issues being advocated by HAI, and increase fair housing information disseminated to

other members of HAI.

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, and unfavorable discharge from military service. The Human Rights Act ("HRA") also prohibits discrimination based on retaliation, and intimidation, interference or coercion in connection with a person's enjoyment of any of the protected housing rights.

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 (based on lack of substantial evidence, lack of jurisdiction, or failure to proceed) 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 responded to 975 housing inquiries in FY09, an increase of 14% over FY08. Charges filed also increased 14% over FY08, from 309 charges in FY08 to 355 charges filed in FY09. Of the housing charges filed, 136 (38%) included race as a basis, 124 (35%) included physical or mental disability, 58 (16%) included familial status as a basis, 21 (6%) included sex, 7 cases (2%) included religion, 5 (1%) included sexual orientation, 11 (3%) included "other" bases, 4 cases included marital status as a basis, and 1 charge was filed based on age. The most notable trend in filings was a large increase in charges filed based on familial status (families with children), which increased from 7% of charges in FY08 to 16% of charges in FY09.

DHR housing investigators completed 342 investigations during FY09, including 137 cases (40%) with a finding of lack of substantial evidence, 110 cases (32%) resolved via settlements (either adjusted with terms or adjusted and withdrawn), 44 (13%) dismissed for failure to proceed, 14 (4%) withdrawn by Complainant, and 12 (3%) dismissed for lack of jurisdiction. In addition, 19 cases (6%) were completed with findings of substantial evidence or default.

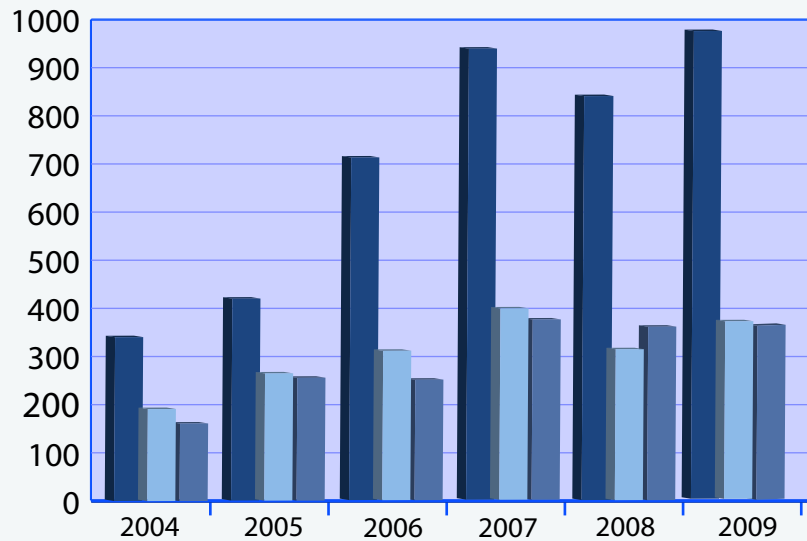
The following pages offer a graphic summary of fair housing charge activity.

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

<i>Fiscal Year</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>
Inquiries	340	419	711	936	853	975
Charges Filed	191	264	310	397	309	355
Completed Investigations	161	255	250	374	363	342

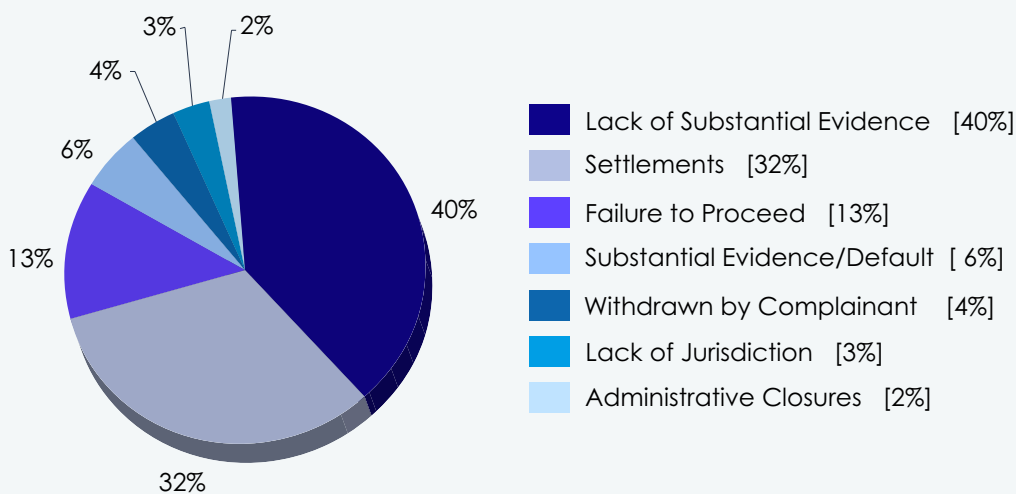
HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

Inquiries
 Charges Filed
 Completed Investigations



Disposition of Completed Housing Investigations FISCAL YEAR 2009	
Inquiries Received	975
Charges Filed	355
Completed Investigations	342
Completed Investigations:	
Lack of Substantial Evidence	137
Settlements	110
Failure to Proceed	44
Substantial Evidence/Default	19
Withdrawn by Complainant	14
Lack of Jurisdiction	12
Administrative Closures	6
Total:	342

DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS
FISCAL YEAR 2009



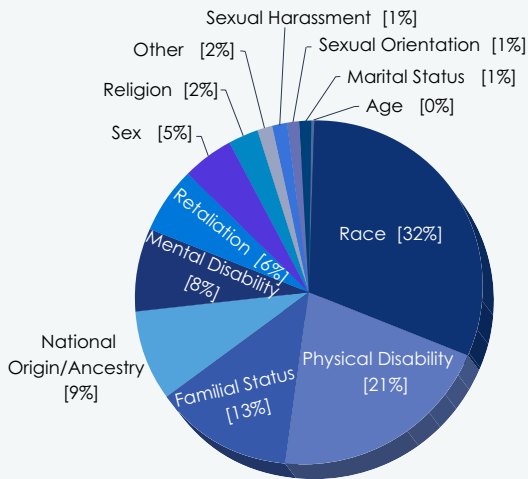
HOUSING CHARGES BY BASIS	
FISCAL YEAR 2009	
<i>Basis of Discrimination</i>	
Race	136
Physical Disability*	90
Familial Status	58
National Origin/Ancestry	37
Mental Disability*	34
Retaliation	27
Sex	21
Other	11
Religion	7
Sexual Harassment	6
Sexual Orientation	5
Marital Status	4
Age	1
Total Bases	437
Total Charges Filed	355

*Altogether, there were 124 charges filed based on physical and/or mental disability, which was 35% of all charges.

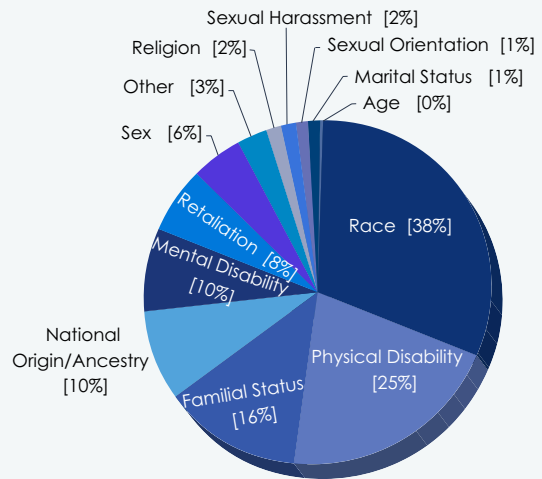
HOUSING CHARGES BY BASIS

FISCAL YEAR 2009

(PER TOTAL BASES)



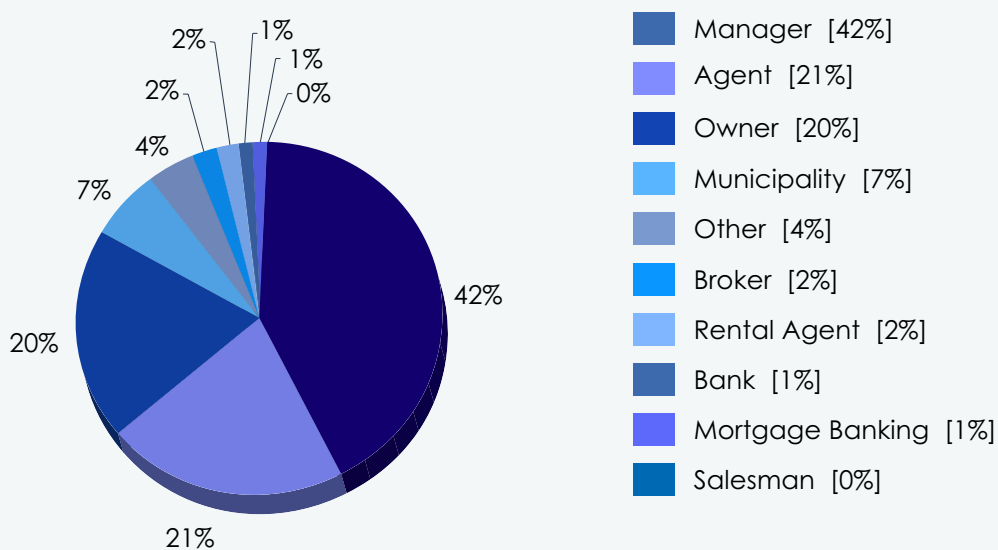
(PER TOTAL CHARGES*)



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

HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2009	
	<i>Number of Charges</i>
Manager	149
Agent	76
Owner	69
Municipality	23
Other	15
Rental Agent	8
Broker	7
Bank	4
Mortgage Banking	4
Salesman	0
Total	355

HOUSING CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2009



The Commission on Discrimination and Hate Crimes ensures that state and local governments effectively respond to incidents of discrimination and hate crimes in a swift and appropriate manner. Upon appointment of members by the Governor, the Commission will continue to address the issues of hate and discrimination in a way that has a positive impact on how we interact with diverse cultures.

In the absence of a full Commission, staff continues to focus on the management of the Department of Human Rights' Institute for Training and Development. The Commission staff has been largely successful in bringing its message of acceptance to a broader audience.

Since the Commission staff took over the day-to-day operations and management of the Illinois Department of Human Rights Institute for Training and Development, the number of training participants has doubled and the number of training offerings has tripled. Trainings conducted included Diversity Awareness, Conflict Resolution, Sexual Harassment Prevention for both management and employees, Managing Four Generations in the Workplace, Harassment in the Workplace, Intercultural Communication Skills, Emotional Intelligence, Legal and Effective Interviewing and Americans with Disabilities Act. In FY09, the Institute trained over 6,700 people (that's more than twice the people trained in FY08), held 219 training sessions, and maintained a 91% customer satisfaction rating. Since FY05 the Illinois Department of Human Rights' Institute for Training and Development has trained more than 20,000 people.

The Commission staff continues to receive a few thousand hits to its website resulting

in 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. Staff continues to partner with IDHR and other agencies and organizations to provide assistance to citizens in need.

In FY10 and FY11 the Commission staff will continue to focus on expanding its current outreach methods and encouraging education and training opportunities in non-traditional formats and venues.

For more information about the Commission go to our website:

www.state.il.us/cdhc/

2008* Bias Motivation Totals

Bias Motivation					
Bias Nature	Group Percent	Bias Type	# of Offenses	Percent of Category	Percent of Total
Racial	55.0%	Anti-American Indian/Alaskan Native	1	1.0%	0.6%
		Asian/Pacific Islander	4	4.0%	2.2%
		Anti-Black	81	81.8%	45.0%
		Anti-Multi-Racial Group	4	4.0%	2.2%
		Anti-White	9	9.1%	5.0%
Sexual Orientation	18.3%	Anti-Female Homosexual (Lesbian)	1	3.0%	0.6%
		Anti-Heterosexual	1	3.0%	0.6%
		Anti-Homosexual (Gay & Lesbian)	9	27.3%	5.0%
		Anti-Male Homosexual (Gay)	22	66.7%	12.2%
Ethnicity/ National Origin	9.4%	Anti-Hispanic	13	76.5%	7.2%
		Anti-Other Ethnicity/Nat'l Origin	4	23.5%	2.2%
Religious	15.6%	Anti-Islamic (Muslim)	1	3.6%	0.6%
		Anti-Jewish	25	89.3%	13.9%
		Anti-Other Religion	2	7.1%	1.1%
Gender/Age Disability	1.7%	Anti-Female	2	66.7%	1.1%
		Anti-Mental Disability	1	33.3%	0.6%
TOTAL	100.0%	TOTAL	180	100.0%	100.0%

Hate Crime Incidents by Location

Location	# of Incidents	Percent of Total
Air/Bus/Train Terminal	2	1.1%
Bar/Night Club	8	4.4%
Church/Synagogue/Temple	6	3.3%
Commercial/Office Building	7	3.9%
Construction Site	1	0.6%
Department/Discount Store	1	0.6%
Field/Woods	1	0.6%
Government/Public Building	2	1.1%
Grocery/Supermarket	1	0.6%
Highway/Road/Alley/Street	29	16.1%
Hotel/Motel/Etc.	1	0.6%
Other/Unknown	23	12.8%
Parking Lot/Garage	13	7.2%
Residence/Home	50	27.8%
Restaurant	2	1.1%
School/College	30	16.7%
Service/Gas Station	3	1.7%
TOTAL	180	100.0%

Hate Crime Offenses by Offender Race

Offender's Race	# of Offenders	Percent of Total
Asian/Pacific Islander	2	0.8%
Black	45	17.9%
Multi-Racial Group	3	1.2%
Unknown	69	27.4%
White	133	52.8%
TOTAL	252	100.0%

Hate Crimes Offenses by Type of Victim

Type of Victim	# of Offenses	Percent of Total
Business	6	3.3%
Government	4	2.2%
Individual	152	84.4%
Other	12	6.7%
Religious Organization	5	2.8%
Unknown	1	0.6%
TOTAL	191	100.0%

Percentages will not sum to 100% due to rounding.

2008 Hate/Bias Crimes Percentages

Motivation	Aggravated Assault	Aggravated Battery	Assault	Battery	Disorderly Conduct	Mob Action	Robbery
Anti-American Indian/Alaskan Native	--	--	0.6	--	--	--	--
Anti-Asian/Pacific Islander	--	0.6	0.6	--	0.6	--	--
Anti-Black	6.7	1.1	16.1	3.9	3.9	--	--
Anti-Female	--	--	--	--	1.1	--	--
Anti-Female Homosexual (Lesbian)	--	--	0.6	--	--	--	--
Anti-Homosexual	--	--	--	--	--	0.6	--
Anti-Hispanic	1.7	0.6	3.3	0.6	--	0.6	--
Anti Homosexual (Gay & Lesbian)	--	--	1.1	--	0.6	--	--
Anti-Islamic (Moslem)	--	--	--	--	--	--	--
Anti-Jewish	1.7	--	3.3	0.6	1.7	--	--
Anti-Male Homosexual (Gay)	0.6	0.6	3.3	2.8	0.6	--	--
Anti-Mental Disability	0.6	--	--	--	--	--	--
Anti-Multi-Racial Group	--	--	1.1	--	--	--	--
Anti-Other-Ethnicity/Nat'l Origin	1.7	--	--	0.6	--	--	--
Anti-Other-Religious	--	--	--	--	--	--	--
Anti-White	0.6	1.1	1.1	--	0.6	--	0.6
TOTAL	13.6	4.0	31.1	8.5	9.1	1.2	0.6

Motivation	Arson	Burglary	Criminal Damage to Property	Criminal Trespass
Anti-American Indian/Alaskan Native	--	--	--	--
Anti-Asian/Pacific Islander	--	--	0.6	--
Anti-Black	0.6	1.7	11.1	--
Anti-Female	--	--	--	--
Anti-Female Homosexual (Lesbian)	--	--	--	--
Anti-Homosexual	--	--	--	--
Anti-Hispanic	--	--	0.6	--
Anti Homosexual (Gay & Lesbian)	--	--	3.3	--
Anti-Islamic (Moslem)	--	--	0.6	--
Anti-Jewish	0.6	--	6.1	--
Anti-Male Homosexual (Gay)	--	--	4.4	--
Anti-Mental Disability	--	--	--	--
Anti-Multi-Racial Group	0.6	--	0.6	--
Anti-Other-Ethnicity/Nat'l Origin	--	--	0.6	0.6
Anti-Other-Religious	--	--	--	--
Anti-White	0.6	1.1	1.1	--
TOTAL	1.8	1.7	29.0	0.6

Percentages will not sum to 100% due to rounding.

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 FY09 the Institute trained more than 6,700 people in 219 training sessions, which adds up to nearly 600 hours of training provided. Our overall customer satisfaction rating remains high at 91 percent.

Since the Institute's reorganization in FY05, the Institute has trained more than 20,000 people. Beginning January 1, 2010 the Illinois Department of Human Rights' Institute for Training and Development is authorized by law (PA-96-0548) to charge tuition for training it

furnishes to for-profit entities and not-for-profit organizations with 50 or more employees. The tuition received shall be paid into the Department of Human Rights Training and Development Fund, a new special fund.

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 stay apprised of changes in the law and 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.*
- *Interpersonal Skills: Harnessing the Power of Emotional Intelligence*
- *Legal and Effective Interviewing: To Ask or Not to Ask*
- *Sexual Harassment Prevention: Is It or Isn't It?*
- *Sexual Harassment Prevention: What Every Manager Should Know*

PARTIAL LIST OF AGENCIES AND COMPANIES TRAINED IN FISCAL YEAR 2009	
<i>Company Name</i>	<i>Type of Training</i>
Academy of General Dentistry	Sexual Harassment Prevention for Managers Sexual Harassment Prevention Training for Employees
Adler Planetarium	Sexual Harassment Prevention Training for Managers and Supervisors Sexual Harassment Prevention Training for Employees
APICS	Sexual Harassment Prevention
Association House of Chicago	Intercultural Communications
Bobak Sausage Company	Diversity Awareness
Burger King Management Team	Intercultural Communications
Cassiday Schade LLP	Awareness Training (Harassment & Diversity) Diversity Awareness Harassment
Catholic Charities	Diversity Awareness Interpersonal Skills: Harnessing the Power of Emotional Intelligence Sexual Harassment Prevention Sexual Harassment Prevention Training for Employees
Catholic Charities - Waukegan	Intercultural Communication: Interacting Effectively Across Cultures
Center For New Horizons	Intercultural Communications
Chicago Lake Shore Chapter of Association of Administrative Professionals	Diversity Awareness
City of North Chicago	Sexual Harassment Prevention Training for Managers and Supervisors Sexual Harassment Prevention Training for Employees
Cook County Recorder of Deeds	Sexual Harassment Prevention Training for Employees
DCFS	Conflict Resolution Diversity Awareness
DuPage County Forest Preserve District	Sexual Harassment Prevention Training for Managers and Supervisors Sexual Harassment Prevention Training for Employees
EEO Day For Federal Employees	Intercultural Communications
Elgin Mental Health Facility	Diversity Awareness
Elgin School District Unit #46	Intercultural Communications
Elysian Hotel	Sexual Harassment Prevention for Managers
Forest Preserve of DuPage County	Sexual Harassment Prevention Training

**PARTIAL LIST OF
AGENCIES AND COMPANIES TRAINED IN
FISCAL YEAR 2009**

<i>Company Name</i>	<i>Type of Training</i>
Four Seasons	Sexual Harassment Prevention Training for Managers and Supervisors
General Growth Properties, Inc.	Interpersonal Skills: Harnessing the Power of Emotional Intelligence
Great Lakes Credit Union	Sexual Harassment Prevention for Managers
Haymarket Center	Sexual Harassment Prevention Training for Employees
IL Auditor General	Intercultural Communications Managing Four Generations in the Workplace
IL Dept of Revenue	Sexual Harassment Prevention
Illinois Comptroller's Office	Sexual Harassment Prevention Training for Employees
Illinois Medical Distric Commission	Conflict Resolution Diversity Awareness
Illinois State Treasurer's Office	Conflict Resolution Sexual Harassment Prevention Sexual Harassment Prevention Training for Employees
Inner Voice	Conflict Resolution Diversity Awareness Sexual Harassment Prevention Training for Employees
Kaleidoscope	Conflict Resolution Diversity Awareness IPHA, Americorps Program Sexual Harassment Prevention Training for Employees
Kankakee County	Sexual Harassment Prevention for Managers Sexual Harassment Prevention Training for Employees
Madden Mental Health Center	Conflict Resolution
Marion Veterans Hospital Management Team Committee	Diversity Awareness Managing Four Generations in the Workplace
McFarland Mental Health Center	Conflict Resolution
Moline Human Rights Commission	Americans with Disabilities Act (ADA) Diversity Awareness
National Labor Relations Board	Diversity Awareness Training
Office of the Executive Inspector General	Conflict Resolution Diversity Awareness Interpersonal Skills: Harnessing the Power of Emotional Intelligence
Ritz Carlton	Sexual Harassment Prevention Training for Managers and Supervisors

PARTIAL LIST OF AGENCIES AND COMPANIES TRAINED IN FISCAL YEAR 2009	
<i>Company Name</i>	<i>Type of Training</i>
Sangamon County Juvenile Detention Center	Diversity Awareness Sexual Harassment Prevention Training for Employees
Swiss Hotel	Diversity Awareness
The Talbott Hotel	Diversity Awareness
Tinley Park Mental Health Center	Conflict Resolution Diversity Awareness Interpersonal Skills: Harnessing the Power of Emotional Intelligence
Triangle Center	Diversity Awareness
United Way	Sexual Harassment Prevention Training for Employees
UPS Ground Freight	Diversity Awareness
Village of Lombard	A Manager's Guide to Preventing Sexual Harassment in the Workplace Sexual Harassment: Is It or Isn't It? Sexual Harassment Prevention Training for Managers and Supervisors Sexual Harassment Prevention Training for Employees
Village of River Forest	Diversity Awareness Sexual Harassment Prevention Training for Managers and Supervisors
Will County Medical Associates	Sexual Harassment Prevention Training for Managers and Supervisors Sexual Harassment Prevention Training for Employees
Youth Outreach Services	Conflict Resolution Diversity Awareness Training Sexual Harassment Prevention

ILLINOIS DEPARTMENT OF
 **Human Rights**

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