



ILLINOIS DEPARTMENT OF
Human Rights

PAT QUINN, GOVERNOR
ROCCO J. CLAPS, DIRECTOR

2010

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 Executive Summary of the Fiscal Year 2010 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, 2009 and June 30, 2010. 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 4,274 charges, 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 82 percent, with known settlement amounts totaling over \$1.45 million;

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;

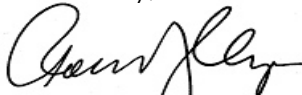
The Department maintained strong partnerships with the US Department of Housing and Urban Development (HUD) and the US Equal Employment Opportunity Commission (EEOC). Such partnerships allow us to bring much-needed federal support to Illinois and enhance our abilities in outreach, training and overall 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 "Respondent Guide" is now available in Spanish. All brochures are available in print and online;

The Department's outreach programming included events such as a celebration of Human Rights Day with a forum on Race and Public Policy, an annual Fair Housing Month celebration with a panel on housing issues affecting military veterans, and many additional activities related to educating Illinois residents on their rights in housing and the workplace.

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,

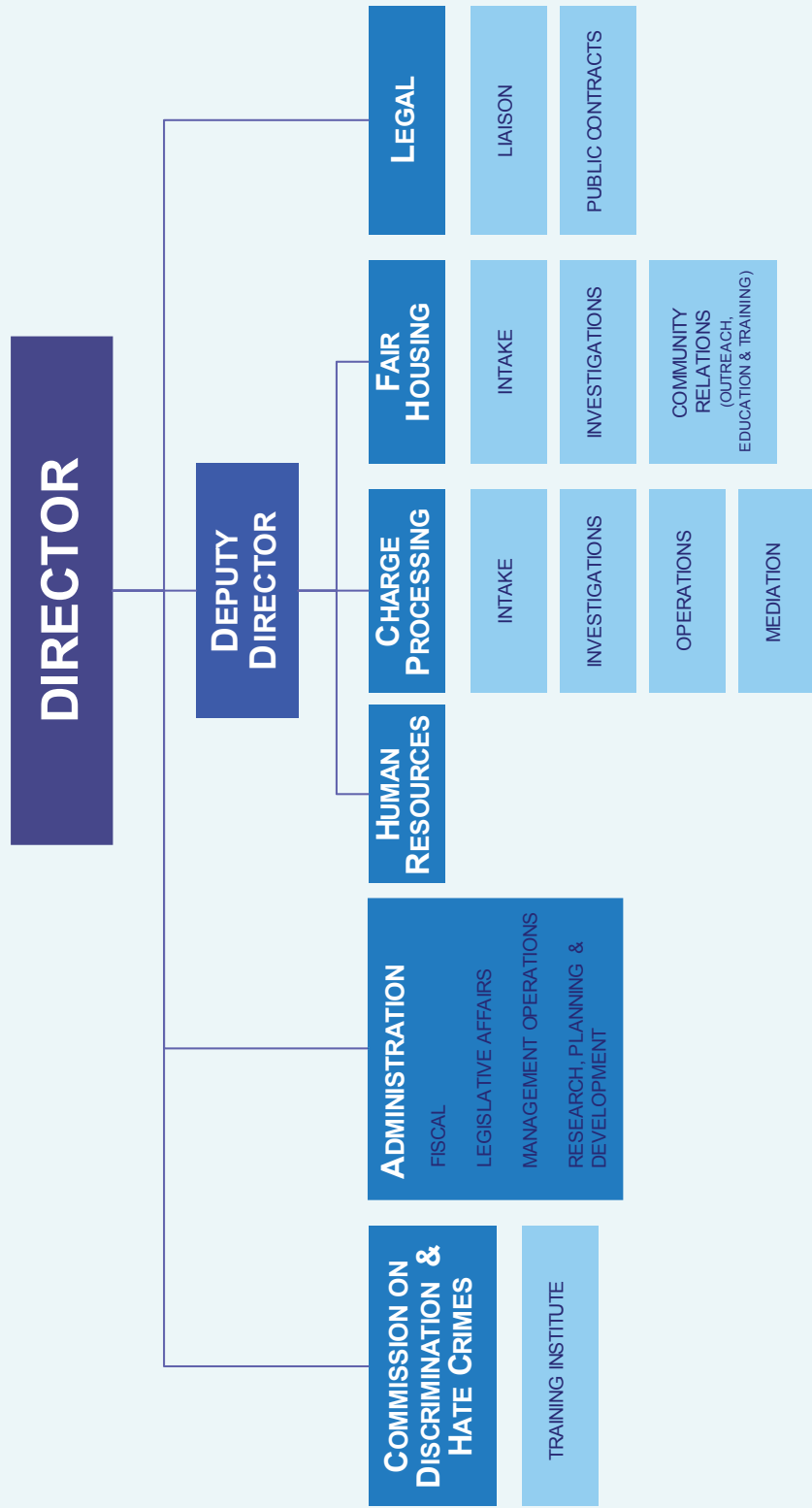


Rocco J. Claps
Director

CONTENTS

TABLE OF ORGANIZATION	vi
MISSION / VISION STATEMENT	vii
ADMINISTRATION	1
Fiscal	
Legislative Affairs	
Management Operations	
LEGAL DIVISION	4
Liaison Unit	
Public Contracts Unit	
CHARGE PROCESSING DIVISION	10
Mediation Program	
FAIR HOUSING DIVISION	22
Outreach Activities	
COMMISSION ON DISCRIMINATION & HATE CRIMES	31
Institute for Training and Development	

IDHR TABLE OF ORGANIZATION 2010



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 \$12,377,200 during fiscal year 2010 ("FY10"). General Revenue Funds totaled \$9,424,000 and Special Projects Funds or federal dollars totaled \$2,953,200 in contracts with:

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

to investigate dual-filed employment discrimination charges (\$1,441,550);

- o The U. S. Department of Housing and Urban Development ("HUD") to process dual-filed housing discrimination complaints (\$779,570);

Expenditures for FY10 totaled \$10,232,327, of which \$9,404,352 derived from General Revenue Funds and \$827,975 derived from Special Projects Funds.

INCOME AND EXPENDITURE STATEMENT		
FISCAL YEAR 2010		
	Appropriations	Expenditures
<u>Personal Services</u>	7,849,300	6,654,032
Retirement (PU)	0	0
Retirement	477,000	137,798
Social	600,600	488,908
Group Insurance	414,000	0
Contractual Services	341,720	263,538
Travel	90,141	88,992
Commodities	46,184	44,550
Printing	26,014	25,201
Equipment	3,005	2,873
Telecommunications	150,796	147,996
Operation Automotive Equipment	3,041	3,041
Commission on Discrimination and Hate Crimes	0	0
Lump Sums	2,375,400	2,375,400
<u>Total</u>	<u>12,377,200</u>	<u>10,232,327</u>

END OF YEAR HEADCOUNT						
	FY05	FY06	FY07	FY08	FY09	FY10
Administration	11	11	11	11	11	11
Charge Processing	116	111	135	136	136	123
Compliance	11	11	11	11	11	11
<u>Total</u>	<u>138</u>	<u>133</u>	<u>157</u>	<u>158</u>	<u>158</u>	<u>145</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.

Several bills impacting DHR were passed or took effect in FY2010. They include:

HB 721 (PA96-0447) Fortner - Adding persons under an order of protection to those covered by the Illinois Rights Act.

Amends the Illinois Human Rights Act. Defines "order of protection status" to mean a person's status as being a person protected under an order of protection issued under the Illinois Domestic Violence Act of 1986 or an order of protection issued by a court of another state. Provides that discrimination against a person because of his or her order of protection status constitutes unlawful discrimination under the Act.

Final Action: Governor approved 8/14/2009 as Public Act 96-0447 effective January 1, 2010.

HB 2547 (PA96-0814) Fritchey - Mandating that IDHR take charges of bullying and harassment in the classroom from children.

Amends the Illinois Human Rights Act. Provides that with respect to a non-sectarian nursery, day care center, school, or other place of education that is a place of public accommodation, as defined in the Act: (a) the exercise of free speech, free expression, free exercise of religion or expression of religiously based views by any individual or group of individuals that

is protected under the First Amendment to the United States Constitution or under Article I of the Illinois Constitution, shall not be a civil rights violation; and (b) the jurisdiction of the Department is limited to: (1) the failure to enroll an individual; (2) the denial of access to facilities, goods, or services; (3) severe or pervasive harassment of an individual when the covered entity fails to take corrective action to stop the severe or pervasive harassment.

Final Action: Effective January 1, 2010.

HB 59 (PA96-0876) Currie - Changing time allowed to file a request for review from 30 to 90 days.

Amends the Illinois Human Rights Act. Makes various changes regarding: the contents of a notice of dismissal or notice of default issued by the Department of Human Rights; filing a request for review or a complaint with the Human Rights Commission; filing deadlines; notice and procedure upon entry of a default order by the Human Rights Commission; and other matters. Contains applicability provisions, including provisions regarding the applicability of a Section repealed by Public Act 95-243. Recommends the removal of language that imposes conditions on any rulemaking authority.

Final Action: Both Houses Accepted Amendatory Veto 10/30/2009; Governor Certifies Changes 2/2/2010 as Public Act 96-0876 Effective February 2, 2010.

HB 5234 (PA96-1319) Bellock - "Sexual Harassment in Higher Education" changed to all education levels

Amends provisions of the Illinois Human Rights Act prohibiting sexual harassment in higher education so that they also apply to sexual harassment in elementary and secondary schools.

Final Action: Effective July 27, 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 18,470 visitors in the Chicago and Springfield Office's in fiscal year 2010.

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 2010, it hears and decides Request for Review cases filed with the Department's Chief Legal Counsel; for charges filed on the 1st of January 2010 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 2010 ("FY10"), the Division conducted 245 substantial evidence reviews.

Complaints

During FY10, the Division filed 188 complaints with the Commission.

Freedom of Information Act Requests

During FY10, the Division responded to 98 Freedom of Information Act requests.

Requests for Review

For charges filed prior to the 1st of January 2010, the Department's Chief Legal Counsel continued to hear and decide Requests for Review as mandated by the Act, as amended.

During FY10, the Division completed 158 Request for Review cases.

The Division also completed 244 HB1509 Responses to Requests for Review which were filed with the Commission.

Direct Appeals

The amended Act provides that the Chief Legal Counsel's final decision on a Request for Review may be appealed to the Illinois Appellate Court. Since January 1, 1996, 432 appeals of Chief Legal Counsel decisions have been filed. Of these, 414 have been disposed, either by court decision or withdrawal by the petitioner/appellant. During FY10, the Division received 10 direct appeals. The Appellate Court has sustained about 98% 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.

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

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

- Provided individual training sessions

for new EEO/AA Officers regarding development of effective affirmative action programs.

- Met with EEO/AA Officers regarding their agency's affirmative action performance in meeting the minimum compliance criteria.
- Provided to all agency EEO/AA Officers a synopsis of the African American Employment Plan Act.
- Revised and posted documents on the agency website: *The Guidebook for the Development of Affirmative Action Plans and Quarterly Reports for Illinois State Executive Agencies*; Layoff Procedures; Promotion monitor; reasonable accommodation forms for applicants and employees, and frequently asked questions for the hire and promotion monitors.
- Provided to all agency EEO/AA Officers updates on the ADA distance learning session and legal and legislative developments; and advised them to display the voluntary IDHR sexual harassment notice.
- Participated in the DHS disability hiring initiative meeting, the meeting to plan National Disability Employment Awareness month, and the ADA celebration event in Springfield.
- Conducted an analysis on executive state agencies' underutilization and hires for each of the affirmative action groups.
- Advised the following agencies to develop an ADA grievance procedure as required by federal law, since the annual report of the Joint Committee on Administrative Rules ("JCAR") indicated that

- they did not have this procedure: **Department of Children & Family Services, Governor's Office (Office of Management and Budget), Historic Preservation Agency, Department of Military Affairs, Department of Healthcare & Family Services, and State Retirement Services.**
- Granted extensions for submitting the FY10 affirmative action plan to: **Criminal Justice Information Authority, Department of Financial & Professional Regulation, Fire Marshal's Office, Gaming Board, Governor's Office, Historic Preservation Agency, Department of Human Rights, Department of Insurance, Department of Military Affairs, Racing Board, Department of Revenue, Department of Transportation, and Workers' Compensation Commission.**
 - Processed layoff reports during the fiscal year for: **Department on Aging, Arts Council, Department of Central Management Services, Department of Children & Family Services, Department of Commerce & Economic Opportunity, Comptroller's Office, Department of Corrections, Environmental Protection Agency, Finance Authority, Guardianship & Advocacy Commission, Department of Healthcare & Family Services, Historic Preservation Agency, Department of Human Services, Labor Relations Board, Department of Natural Resources, Department of Public Health, Racing Board, Department of Revenue, Student Assistance Commission, and Treasurer's Office.**
 - Granted extension for submitting the quarterly report to: **Department of Central Management Services and Finance Authority.**
 - In FY10, the Disability Coordinator represented the Department as co-chair of the State Interagency Committee on Employees with Disabilities ("ICED"). The Committee addresses the concerns of 3,000 people with disabilities who work in state government. The Committee maintains a website, www.state.il.us/iced, and issues a newsletter, which contains information about state programs for employees with disabilities, Committee activities, and developments in state/federal civil rights laws. In FY10, the Committee continued its Internship Program for College Students with Disabilities. During the year, the Committee held an Awards Ceremony to honor individuals and organizations that have contributed to improved access and opportunity for people with disabilities. The award winners were Larry Stockdale, the State Employee of the year, and The Heart of a Marine Foundation, the Organization of the Year. At the end of the year, ICED sponsored a reception for employees with disabilities and members of the legislature, presenting the Carl Suter award to Representative Esther Golar and special awards to Representative Sara Feigenholtz and former Representative Kathleen Ryg.
 - In FY10, the Disability Coordinator worked to ensure the Department's compliance with the Americans with Disabilities Act ("ADA"), by arranging for accommodations for customers with disabilities, and educating staff about reasonable accommodation issues. In addition, the Disability Coordinator advised people with disabilities, state agency staff, and Departmental staff about disability

issues on 60 occasions during the year.

- o In FY10, 63 agencies submitted affirmative action plans and all were approved. In FY10, 87% of agencies met the Department of Human Rights' standard for affirmative action performance, which is that 13% 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. Five agencies that must establish training are: **Attorney General's Office, Department of Corrections, Department of Healthcare & Family Services, Department of Military Affairs, and Department of Natural Resources**. Three agencies that must continue training are: **Department of Central Management Services, Department of Human Services, and Department of Revenue**.
- o Responded to 825 technical assistance inquiries of 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 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 status for competitively bidding on state contracts. The PCU provides technical assistance and training on how to develop equal opportunity policies and procedures. Additionally, the PCU reviews entities' affirmative action plans to ensure compliance with established equal employment opportunity laws and guidelines. The PCU conducts audits to examine policies, procedures, and efforts expanded by the contractor toward meeting its EEO/AA obligations.

In accordance with Department Rule, 44 Ill. Code, Section 750.140, the PCU reviews relevant information, reports, facilities, and personnel practices to determine compliance with the Act. In accordance with Department Rule, 44 Ill. Code, Section 750.210, prospective bidders are required to submit a properly completed and signed Employer Report Form ("PC-1"). Prospective bidders are to register with the Department prior to bid opening.

Major FY10 PCU Actions

- o Completed revision of Public Contracts Processing Procedures which included new fiscal procedures to comply with legislation that became effective January 1, 2010. The new law instituted a \$75.00 registration fee for vendors applying for an IDHR registration number.
- o Conducted two public contracts registration workshops for vendors seeking to establish eligible bidder status. Twenty-four (24) vendors became eligible bidders.

- Registered potential public contractors seeking to establish state bidder status through the Department's Public Contracts Program.
- **Received** 3,984 PC-1 forms from prospective bidders, public contractors and current eligible bidders.
- **Processed** 5,000 PC-1 forms from initial registrants and eligible bidders renewing their status. Out of these, 2,246 entities were initial registrants.
- **Responded** to 5,352 inquiries from current and prospective contractors, government contracting agencies, business groups, and other interested parties. Additionally, addressed EEO/AA questions relating to requirements for sexual harassment policies, contractor's EEO/AA obligations, PCU registration process, internal procedures for monitoring workforce, as well as filled numerous requests for how to obtain an Employer Report Form (PC-1).
- Compiled and presented a historical outline of Public Contracts Desk Auditing Process for Director and Chief Legal Counsel. Additionally, prepared an overview of the Public Contracts Audit Selection Criteria for fiscal years 2009 and 2010.
- Finalized the "Ineligible Bidders List" consisting of six hundred eighty-two (682) entities. The list contains vendors who are ineligible to bid or be awarded state contracts. The list is posted on DHR's website for viewing by the general public and contracting agencies statewide.
- Granted six (6) registration waiver requests to Central Management Services (CMS). These requests were granted in the interests of the State of Illinois.
- Completed backlog project: cleared up unprocessed properly completed Employer Report Registration Forms (PC-I's). A total of eight hundred and four (804) forms were successfully processed.
- Completed archiving project for fiscal years 2002, 2003, 2004 and 2005. Twenty (20) boxes or approximately twenty-one thousand four hundred twenty (21,420) Employer Report Forms (PC-1) were prepared for archiving.
- Completed filing project: filed Employer Report (PC-1) forms for fiscal years 2008 and 2009, totaling approximately four thousand (4000) forms filed.
- Responded to seventy-two (72) email and web mail inquiries. These inquiries covered a broad range of questions e.g., how to obtain an IDHR number, how to verify an existing number, how to develop a sexual harassment policy, and how to obtain duplicate eligibility confirmation notices.
- Compiled and prepared eligibility status reports totaling sixty (60) for State Board of Education, Public Health and Business Enterprise Program, seeking verification regarding vendor's eligibility bidder status.
- Provided Technical assistance to 353 employers.
- Completed yearly analysis of the Public Contracts Information System

(PCIS). Statistics on June 30, 2010:

Number of Current Records	20,288
Number of Expired Records	7,116
Number of Deleted/Defunct Records	73

- o Established the following information on the Department's website (www.state.il.us/dhr) under Public Contracts Assistance Program:
 - New legislation alert effective January 1, 2010: \$75.00 PCU Registration Fee
 - PCU General Information
 - Employer Report Form (PC-1)
 - Model Sexual Harassment Policy
 - Ineligible Bidders List

2010 Desk Audit

Developed, coordinated and implemented the Department's Desk Audit. Desk audits allow for examination of employer procedures, rules, forms, policies, practices, and efforts expended by employers regarding their commitment and obligation to refrain from unlawful discriminatory practices.

The Unit uses a systematic process by which to select entities statewide. One hundred (100) were selected for audit.

Completed and closed auditing analyses for the 2010 audit period.

Below are the final statistics:

2010 Audit Results:

Total Selected	100
Notified	66
Expired	25
Previously Audited	9

Sixty-six (66) entities were notified of the Department's Information Request. Additionally, two entities from a previous audit responded to the Information Request, increasing the 2010 notified count to sixty-eight (68).

Final Breakdown Results:

Total Notified	68
Responded	52
No Response	10
No Longer in Existence	6

The chart below shows the final analysis of the information received from eligible bidders for the 2010 audit period.

Final Analysis Results

Total Received	52
Total Reviewed	52
Total in Compliance	50 (96%)
Total Pending (too little information)	2

Summary

Of the 52 companies reviewed, 50 (96%) were found in compliance with Department Rules.



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 (including sexual harassment), national origin, ancestry, military status, age (40 and over), order of protection status, marital status, sexual orientation (which includes gender-related identity), unfavorable military discharge and physical and mental disability. The Act also prohibits sexual harassment in education, discrimination because of citizenship status and arrest record in employment, and discrimination based on familial status in real estate transactions.¹

A prospective complainant may file a charge of discrimination with the Department of Human Rights ("DHR") within 180 days (one year for real estate transactions) of the occurrence of an alleged civil rights violation. 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.

Where the Department's investigation finds substantial evidence of discrimination for charges filed after February 2, 2010, Complainant has the option of 1) requesting within 30 days the Department's Legal Division to file a complaint on Complainant's behalf with the Human Rights Commission ("HRC"), a separate adjudicatory agency; 2) filing a complaint with HRC within 90 days; or 3) commencing within 90 days a civil action in a state circuit court of appropriate venue.

Alternatively, if the Department finds a lack of substantial evidence of discrimination, the charge is dismissed and the Complainant has 90 days to either 1) file a Request for Review (appeal) of that dismissal with the HRC, or 2) commence a civil action in a state circuit court of appropriate venue. *

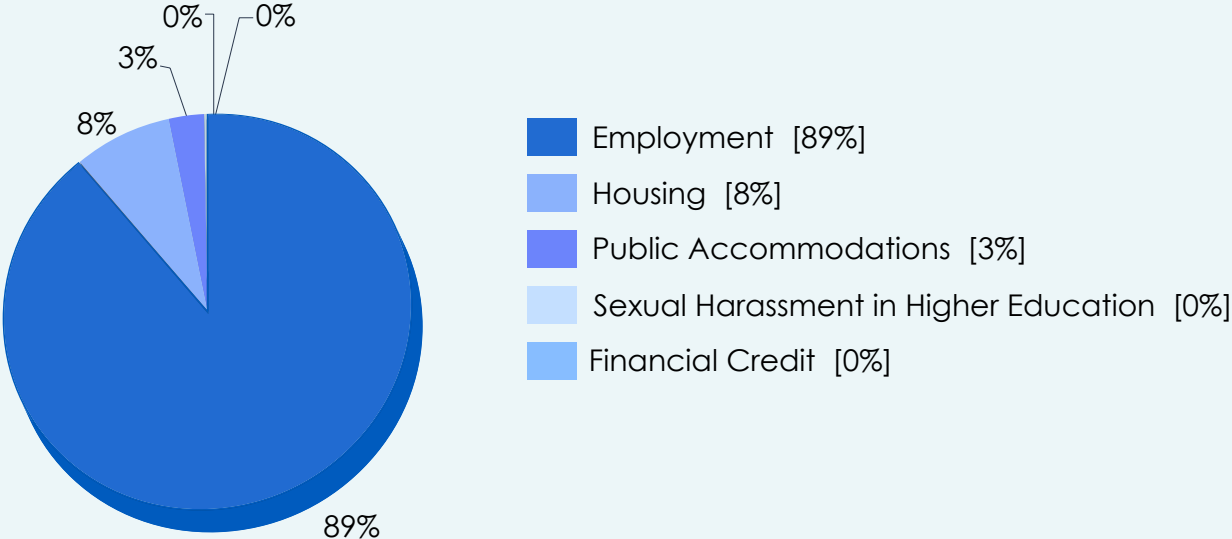
The following pages offer a graphic summary of the activities of the Charge Processing Division during FY10.

** Public Act 96-0876 mandated the procedures stated above. Previously, for charges filed before January 1, 2008, where substantial evidence is found, the Department's Legal Division will file a complaint with HRC on Complainant's behalf. Where the Department dismisses such charges for lack of substantial evidence, a Request for Review must be filed with the Department's Chief Legal Counsel within 30 days. For all charges filed after January 1, 2008, Public Act 95-0243 provided 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 allowed 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.*

¹ See Fair Housing Division pages for procedures relating to cases involving real estate transactions.

CHARGES DOCKETED BY JURISDICTION	
FISCAL YEAR 2010	
Employment	3779
Housing	347
Public Accommodations	130
Sexual Harassment in Higher Education	13
Financial Credit	5
TOTAL	4,274

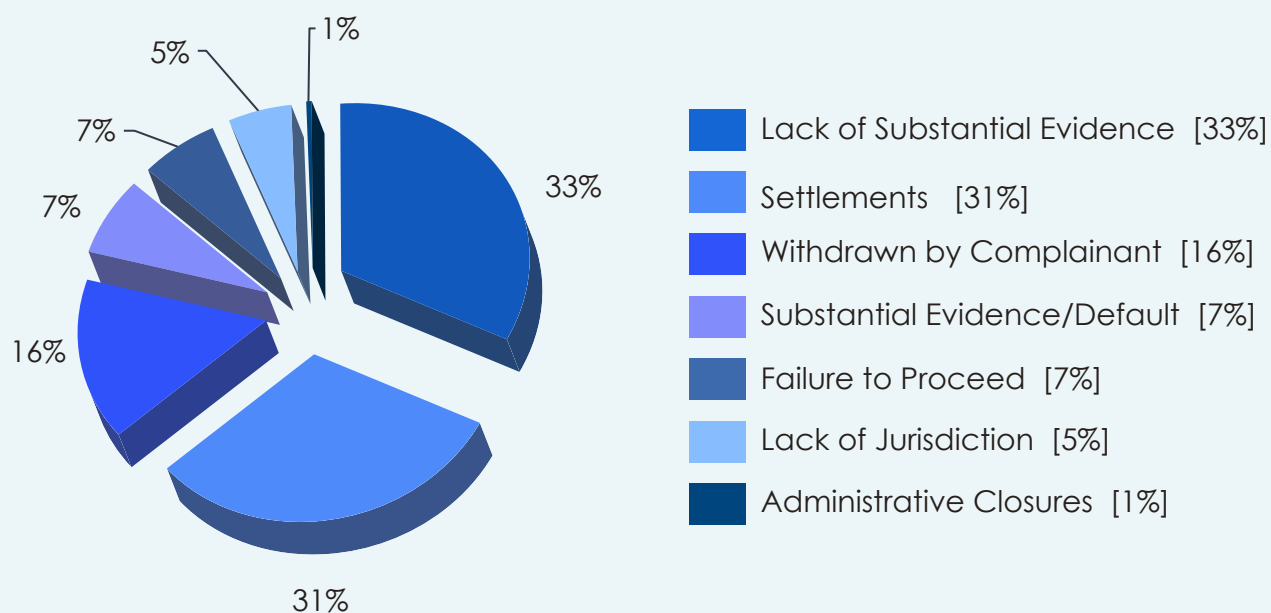
CHARGES DOCKETED BY JURISDICTION
FISCAL YEAR 2010



DISPOSITION OF COMPLETED INVESTIGATIONS*	
FISCAL YEAR 2010	
Inquiries Received	12,375
Charges Filed	4,274
Completed Investigations	3,182
COMPLETED INVESTIGATIONS	
Lack of Substantial Evidence	1,050
Settlements	998
Withdrawn by Complainant	504
Substantial Evidence/Default	234
Failure to Proceed	210
Lack of Jurisdiction	171
Administrative Closures	15
<u>Completed Investigations</u>	<u>3,182</u>

*Non-Housing Cases Only (see housing section for info on housing cases).

DISPOSITION OF COMPLETED INVESTIGATIONS
FISCAL YEAR 2010



CHARGES FILED AND COMPLETED INVESTIGATIONS

Fiscal Year 2010

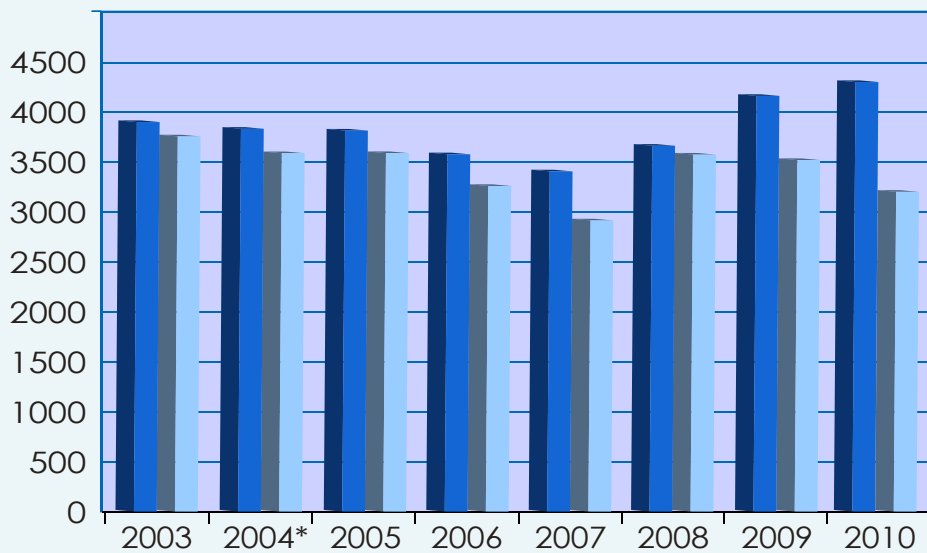
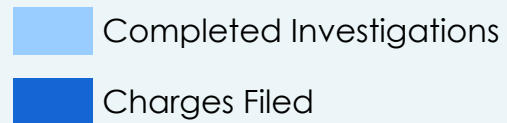
(Excluding Housing starting 2004)

	2003	2004*	2005	2006	2007	2008	2009	2010
Charges Filed	3876	3809	3791	3555	3385	3640	4136	4274
Completed Investigations	3733	3566	3567	3240	2897	3552	3498	3182

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

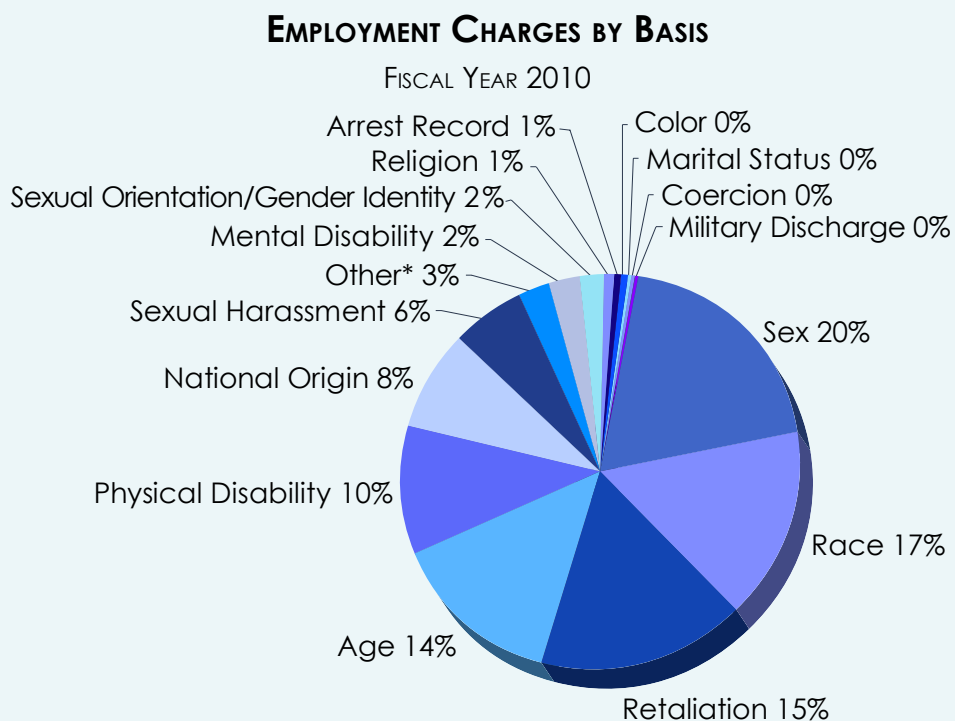
CHARGES FILED AND COMPLETED INVESTIGATIONS

FISCAL YEAR 2010



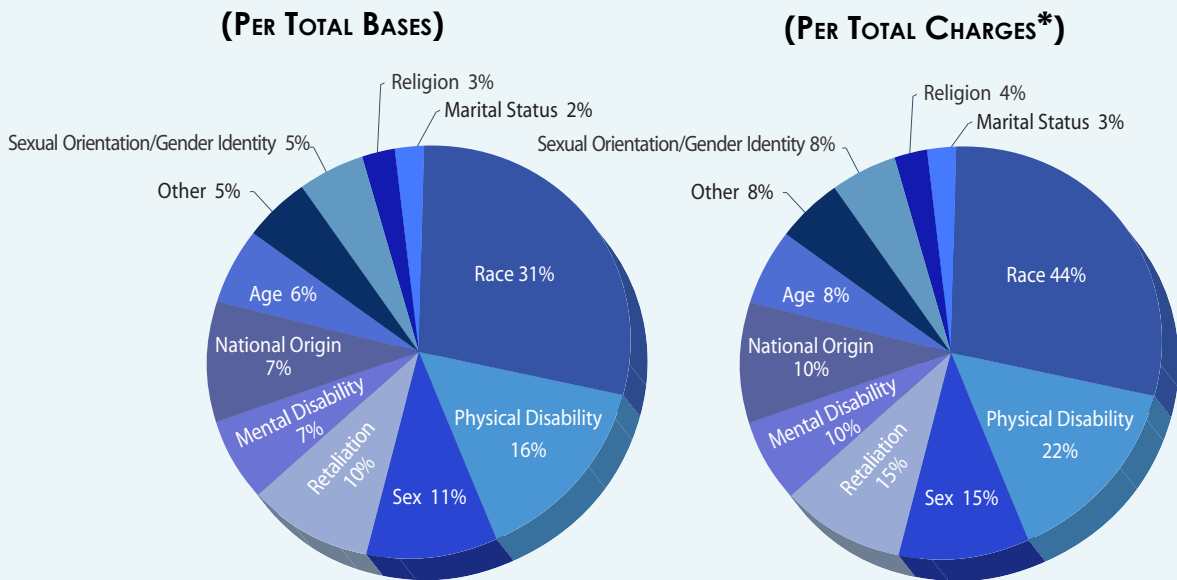
EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2010	
BASIS OF DISCRIMINATION	
Sex	1289
Retaliation	1105
Race	1009
Age	926
Physical Disability	684
National Origin	524
Sexual Harassment	381
Other*	171
Mental Disability	160
Sexual Orientation/Gender Identity	125
Religion	57
Arrest Record	46
Color	27
Marital Status	22
Military Discharge	10
Coercion	4
Total	6,540

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



PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2010	
Race	57
Physical Disability	29
Sex	20
Retaliation	19
Mental Disability	13
National Origin	13
Age	11
Other	10
Sexual Orientation/Gender Identity	10
Religion	5
Marital Status	4
<u>Total Bases</u>	<u>191</u>
<u>Total Charges Filed</u>	<u>130</u>

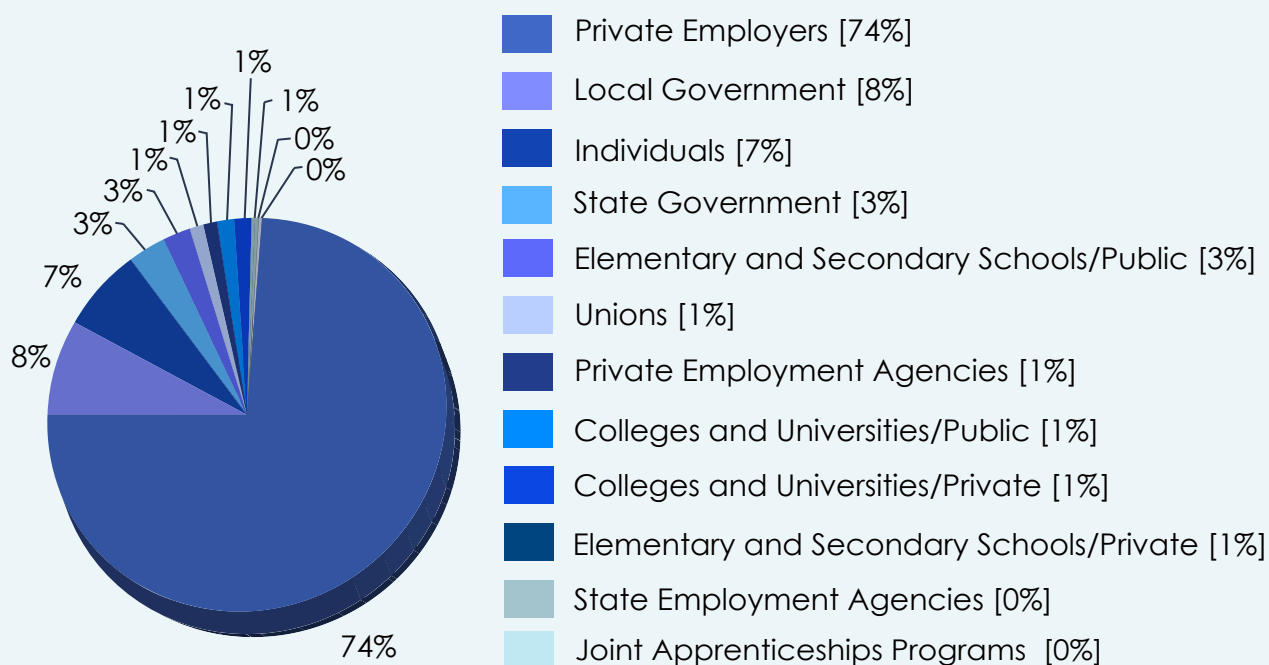
PUBLIC ACCOMMODATIONS CHARGES BY BASIS
FISCAL YEAR 2010



*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 2010	
Private Employers	2806
Local Government	299
Individuals	272
State Government	125
Elementary and Secondary Schools/Public	105
Colleges and Universities/Private	46
Colleges and Universities/Public	39
Unions	32
Elementary and Secondary Schools/Private	29
Private Employment Agencies	21
State Employment Agencies	4
Joint Apprenticeship Programs	1
TOTALS	<u>3,779</u>

EMPLOYMENT CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2010



EMPLOYMENT DISCRIMINATION
ISSUES ALLEGED AS ACTS OF DISCRIMINATION*
FISCAL YEARS 2005 - 2010

ISSUE	2005	2006	2007	2008	2009	2010
DISCHARGE	1983	1810	1689	1756	2049	1898
HARASSMENT	756	826	777	836	922	723
OTHERS	57	64	103	110	117	455
TERMS AND CONDITIONS	240	324	242	197	238	289
SUSPENSION	276	246	233	216	207	241
WRITTEN REPRIMAND	207	181	187	186	157	204
HIRING	170	163	164	171	172	169
FAILURE TO ACCOMMODATE	146	158	120	114	129	135
PROMOTION	147	143	140	110	159	120
LAYOFF	98	88	72	96	136	117
DEMOTION	79	103	70	71	67	84
ORAL REPRIMAND	23	30	25	28	35	56
REDUCTION IN HOURS	46	32	30	29	61	52
UNEQUAL PAY	95	106	78	68	69	47
WAGES	113	77	51	46	58	42
PERFORMANCE EVALUATION	21	14	19	27	21	33
RACIAL HARASSMENT	27	28	31	41	42	30
TRANSFER	46	40	37	39	38	28
CONSTRUCTIVE DISCHARGE	33	25	19	40	26	27
FAILURE TO RETURN/MEDICAL LEAVE	28	17	22	20	27	26
UNION REPRESENTATION	24	24	34	28	37	25
TENURE	6	16	17	8	24	25
TRAINING/APPRENTICESHIP	20	16	20	7	15	20
BENEFITS	12	16	9	19	17	18
PROBATION	19	14	15	12	19	17
RECALL	24	9	8	8	16	15
UNEQUAL JOB ASSIGNMENTS	20	16	11	23	32	14
POSITION ELIMINATION	36	29	21	27	14	12
FAILURE TO REASSIGN	12	5	4	8	3	10
FORCED RESIGNATION	9	15	13	15	12	10
FORCED MEDICAL LEAVE	9	14	7	9	10	7
FORCED RETIREMENT	5	2	3	3	2	7
EMPLOYMENT REFERENCE	7	4	1	3	9	6
OVERTIME	8	7	14	1	9	4
INTIMIDATION/REPRISAL	0	0	2	1	0	3
VACATION	3	1	1	1	1	3
REFERRAL	9	8	2	8	0	2
SEVERANCE PAY	5	4	3	16	10	1
SENIORITY	1	1	0	0	0	1
JOB CLASSIFICATION	1	0	2	2	0	1
EXCLUSION	0	0	0	0	0	1
AIDING AND ABETTING	5	0	3	1	5	0
DRUG TESTING	0	1	0	0	0	0
QUALIFICATION/TESTING	0	0	0	0	0	0
ADVERTISING	0	0	0	0	0	0
TOTALS	4826	4677	4299	4401	4965	4978

Note: List arranged according to FY2008 figures.

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

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2010						
COUNTY	EMPLOYMENT	PUBLIC ACCOMMODATION	HOUSING	FINANCIAL CREDIT	SEXUAL HARASSMENT IN HIGHER EDUCATION	TOTAL
ADAMS	23					23
ALEXANDER						0
BOND	1					1
BOONE	7		1			8
BROWN						0
BUREAU	1					1
CALHOUN	1					1
CARROLL	1					1
CASS	4					4
CHAMPAIGN	58	1	3			62
CHRISTIAN	2					2
CLARK	1	1				2
CLAY						0
CLINTON	2	1				3
COLES	6	1	4			11
COOK	2247	81	198	3	8	2537
CRAWFORD	1		1			2
CUMBERLAND						0
DEKALB	14		2		3	19
DEWITT	3					3
DOUGLAS	10					10
DUPAGE	240	4	32	2	2	280
EDGAR	6					6
EDWARDS	2					2
EFFINGHAM	5	1	1			7
FAYETTE	3					3
FORD	1					1
FRANKLIN	6					6
FULTON	4		3			7
GALLATIN	1					1
GREENE	2					2
GRUNDY	2					2
HAMILTON						0
HANCOCK			1			1
HARDIN						0
HENDERSON						0
HENRY	6		1			7
IROQUOIS	1					1
JACKSON	12	4	2			18
JASPER						0
JEFFERSON	2		1			3
JERSEY	2					2
JO DAVIESS	2					2
JOHNSON	1					1
KANE	89	1	5			95
KANKAKEE	22	1	4			27
KENDALL	11		1			12
KNOX	7					7
LAKE	130	4	23			157
LASALLE	5		2			7
LAWRENCE	3					3

TYPE OF DISCRIMINATION BY COUNTY

FISCAL YEAR 2010

COUNTY	EMPLOYMENT	PUBLIC ACCOMMODATIONS	HOUSING	FINANCIAL CREDIT	SEXUAL HARASSMENT IN HIGHER EDUCATION	TOTAL
LEE	3					3
LIVINGSTON	3					3
LOGAN	8		2			10
MCDONOUGH	5					5
MCHEMRY	31		3			34
MCLEAN	64	1	5			70
MACON	61	3	2			66
MACOUPIN	9					9
MADISON	53	2	6			61
MARION		1	2			3
MARSHALL	1					1
MASON	6					6
MASSAC	5					5
MENARD						0
MERCER	1					1
MONROE		1				1
MONTGOMERY	3					3
MORGAN	10		2			12
MOULTRIE	4					4
OGLE	5		1			6
PEORIA	73		3			76
PERRY	3					3
PIATT	1					1
PIKE						0
POPE						0
PULASKI	3					3
PUTNAM	1					1
RANDOLPH	9					9
RICHLAND	3					3
ROCK ISLAND	43		9			52
ST. CLAIR	50	1	7			58
SALINE	3					3
SANGAMON	139	11	4			154
SCHUYLER	3					3
SCOTT						0
SHELBY			2			2
STARK						0
STEPHENSON	12		1			13
TAEZEWELL	24					24
UNION	4					4
VERMILION	13	1	1			15
WABASH						0
WARREN	2	1				3
WASHINGTON	1					1
WAYNE	1					1
WHITE	1					1
WHITESIDE	3		1			4
WILL	113	6	5			124
WILLIAMSON	10	1				11
WINNEBAGO	40	1	6			47
WOODFORD	5					5
TOTAL CHARGES	3779	130	347	5	13	4274

MEDIATION PROGRAM

DHR'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 investigated.

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 FY10, the Mediation Unit held 238 conferences, and obtained a total known monetary recovery for charging parties of \$1,457,295.

MEDIATION UNIT ACTIVITY			
FISCAL YEAR 2010			
Mediation Conferences and Resolutions	FY08	FY09	FY10
Number of Mediation Conferences Held	173	182	238
Number of Conference with Resolutions	131	164	194
Percent of Conferences with Resolutions	76%	90%	82%
Number of Additional Cases Resolved at Same Conference	27	33	19
Total Number of Cases Resolved Via Mediation	158	197	213
Total Number of Cases Completed*	3552	3498	3182
Percent of Completed Cases Resolved Via Mediation	4.4%	5.6%	6.7%
Known Monetary Amounts (frequently kept confidential)	<u>\$1,053,692</u>	<u>\$1,700,349</u>	<u>\$1,457,295</u>

*excluding housing cases



OUTREACH ACTIVITIES

During FY10, DHR staff participated in 135 outreach events, and distributed over 22,000 pieces of information to over 25,000 people. The Department hosted public displays in Chicago in the James R. Thompson center, in the atrium lobby and on the 10th floor for Gay Pride Month in late June 2009 and for Hispanic Heritage Month in September 2009.

Highlights of DHR's Fair Housing Outreach Efforts

DHR's fair housing outreach staff helped coordinate several events focused on fair housing and related issues:

- o DHR hosted a meeting on October 29, 2009 with the United Nations Special Rapporteur on the Right to Adequate Housing, presenting information on DHR's work to eliminate discrimination in housing and promote housing choice;
- o DHR conducted an outreach event on December 2, 2009 in celebration of Human Rights Day focused on "leading with race" when discussing public policy around housing and other issues, and included panelists from the African American, Latino, disability, and anti-poverty communities;
- o DHR held its annual fair housing month event on April 16, 2010, which focused on the housing issues of veterans, and featured speakers from the Illinois Department of Veterans' Affairs, US Dept of Justice, Access Living, John Marshall Law School Fair Housing Legal Clinic, Metropolitan Tenants Organization; and the Chicago Alliance to End Homelessness.

Some of the organizations or events where DHR conducted outreach or

training about DHR's fair housing program included:

1st Quarter FY10:

- Interview on 1450 AM Radio Latino
- Family Wellness Fair , Aspira Haugan Middle School
- US Department of Treasury - HUD Borrower event
- Congressman Danny Davis Town Hall Meeting
- Diversity, Inc.
- City of Chicago Rental Housing Expo
- CAFHA reception for HUD FHEO
- Asst. Secy. John Trasviña

2nd Quarter FY10:

- October Fest 2009 (Pembroke Township)
- HOPE Fair Housing Center
- Housing Action Illinois Conference
- IHDA Office of Housing Coordination Services
- UN Town Hall Meeting, UN Special Rapporteur on Housing (Chicago)
- Latino Policy Forum Save Your Home Event
- National Federation of the Blind (Chicago)

3rd Quarter FY10:

- Retirement home presentation to seniors
- Town hall meeting
- Chicago Public Schools (career development conf.)
- Shriver Center dialogue: Access to Justice for Veterans
- Latino Policy Forum
- Jane Adams Hull House Symposium
- Chicago Public Schools Office of Specialized Services-- helping parents with post-secondary education transition

4th Quarter FY10:

- John Marshall Law School Annual Conference
- 11th Annual Latino Book and Family Festival (Cicero)
- DuPage Home Buyers Fair (Wheaton)
- IAACOMA (Springfield)
- Decatur Housing Fair
- Village of Mount Prospect Landlord Training
- City of Joliet Landlord Training
- Chicago Lighthouse "The Beacon" radio interview
- 5th Annual Healing the Hood (Little Village/Lawndale)
- IMHRA - Affirmatively Furthering Fair Housing (Peoria)

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 FY10 included:

Sexual Orientation Discrimination in Housing
Convention on the Rights of People with Disabilities
Housing Providers' Responsibilities -- Sexual Harassment
November is Affordable Housing Month
Where Will You Look for a Home?
Race and Public Policy: A Dialog to Remember
Homes for a Changing Region
Municipal Inspection Programs
Fair Housing Protection for Families with Children
Fair Housing Protection -- Sexual Orientation/Gender Identity

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

- o 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.
- o 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.
- o 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.
- o DHR works with the Illinois Municipal Human Relations Association ("IMHRA") to coordinate programs of mutual benefit for the education of municipal officials and staff.
- o DHR is a member of Housing Action Illinois ("HAI"), which facilitates networking with housing organizations statewide,

and increases fair housing information disseminated to other members of HAI.

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.

DHR conducted general outreach about DHR's programs in conjunction with the following events or organizations:

1st Quarter FY10:
Rainbow/PUSH Coalition Conference
Annual ADA Celebration
Annual Disability Pride Parade
National Council of La Raza Conference
Chicago Urban League Conference
Progress Center for Independent Living
Rantoul Harvest Festival
Ill. Hispanic Chamber of Commerce Conference

3rd Annual Family and Senior Citizens Info Fair (Proviso)
Ecuadorian 200th Anniversary
Women's Education and Health Fair (Peoria)
Mobile Mexican Consulate "Know Your Rights":
LULAC of McHenry County, Chicago, Joliet,
Waukegan, Mount Prospect, and South Chicago
US Hispanic Leadership Institute Conference
LULAC Quad Cities event
TEAM Illinois Meeting (Aurora)
CMS/IDES Job Fair
HOPEFest 09 (Humboldt Park)
MALDEF Community Outreach Meeting
Hispanic Heritage Month (City of Chicago)
National Museum of Mexican Art
Office of Homeland Security Community Outreach
Nat'l Leadership Educational Inst. Job Fair
Secretary of State Jesse White
Annual IAHSE Conference
LULAC of Cicero

2nd Quarter FY10:

Fiera Italiana (Italian Festival, Chicago)
Chicago Community and Workers' Rights
Illinois Treasurer's Smart Women/Smart Money
Cook Co. President Disabilities Job Fair
Hispanic Heritage Awards (Chicago)
Immigration in a Global City (Chicago)
Office of Homeland Security Community Outreach
Illinois Employment Training Center/SER Jobs for Progress
Latino Family Conference (Itasca)
The Chicago Housing Authority
Latin American Chamber of Commerce
Truman College Resource/Job Fair
Alderman Cardenas' Resource Fair
for Persons with Disabilities (Chicago)
Veterans' Resource Fair (Chicago)
Chinese Mutual Aid Association
Korean American Community Services
South East Asian Center
IDES/Veterans Job Fair (Chicago)
Congressman Gutierrez' Utility Event
UIC Labor Relations Workers Rights Conference
State Rep. Rita's Veterans Job Fair (Calumet Park)
Veterans Resource Fair (Chicago)
Congressman Gutierrez' Senior Fair

3rd Quarter FY10:

Illinois Department of Human Services
Chinese Mutual Aid Society
DeVry University
Northeastern Illinois University
City of Chicago African American Commission
US Hispanic Leadership Conference
Elgin Chamber of Commerce
City of Chicago Women's Commission
University of Illinois at Chicago
Smart Women/Smart Money Conference
Westside Technical Institute
Ill. Department of Employment Security

Ill. Department of Central Management Services
Proviso-Leyden Council for Community Action
Illinois Office of the Governor

4th Quarter FY10:

TEAM Illinois in Aurora
Job Fairs at Malcolm X, Northeastern,
Olive Harvey, Morton College
Proviso-Leyden Community Action Council
IAACOMA Conference (Springfield)
Coalition of Asian, African, European and
Latino Immigrants of Illinois (CAEELL)

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 and mental 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). For charges filed after February

2, 2010, if DHR dismisses the case (based on lack of substantial evidence, lack of jurisdiction, or failure to proceed) the Complainant has 90 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. For charges filed before February 2, 2010, the Complainant has 30 days to file a Request for Review.) 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 868 housing inquiries in FY10, and docketed 347 charges. Of the housing charges filed, 138 (40%) included race as a basis, 137 (39%) included physical or mental disability, 37 (11%) included familial status as a basis, 34 (10%) included sex, 14 (4%) included retaliation, 8 (2%) included age, 6 (2%) included sexual orientation or gender identity, 6 (2%) included religion, and 13 (3%) included "other" bases.

DHR housing investigators completed 326 investigations during FY10, including 156 cases (48%) with a finding of lack of substantial evidence, 80 cases (24%) resolved via settlements (either adjusted with terms or adjusted and withdrawn), 38 (12%) dismissed for failure to proceed, 16 (5%) withdrawn by Complainant, and 14 (4%) dismissed for lack of jurisdiction. In addition, 19 cases (6%) were completed

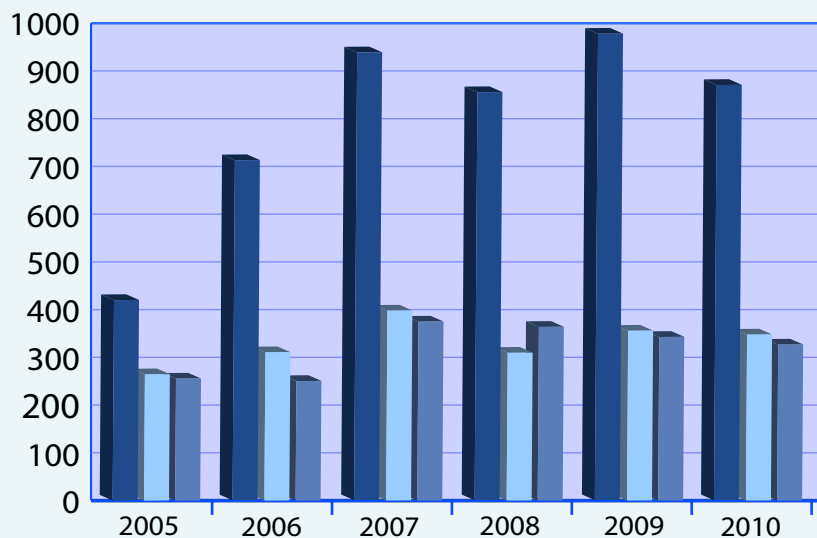
with findings of substantial evidence or default.

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

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS						
<i>Fiscal Year</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>
Inquiries	419	711	936	853	975	868
Charges Filed	264	310	397	309	355	347
Completed Investigations	255	250	374	363	342	326

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

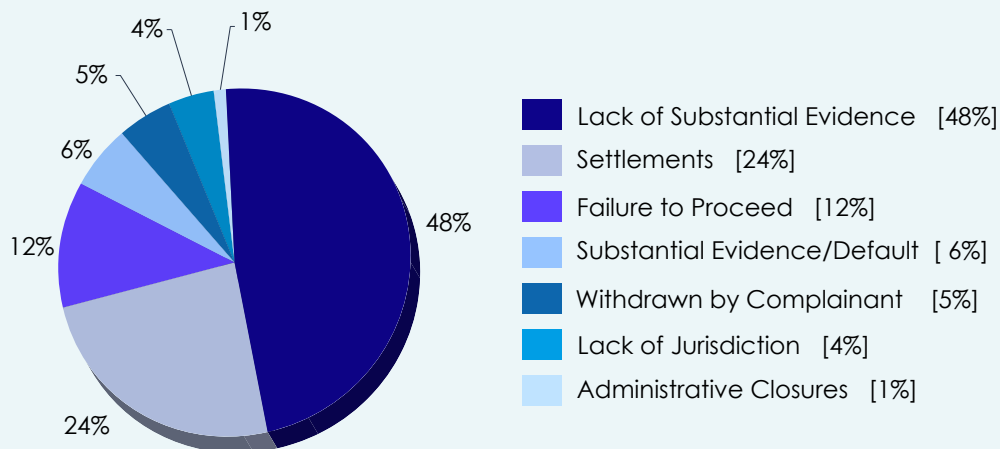
Inquiries
 Charges Filed
 Completed Investigations



Disposition of Completed Housing Investigations FISCAL YEAR 2010

Inquiries Received	868
Charges Filed	347
Completed Investigations	326
Completed Investigations:	
Lack of Substantial Evidence	156
Settlements	80
Failure to Proceed	38
Substantial Evidence/Default	19
Withdrawn by Complainant	16
Lack of Jurisdiction	14
Administrative Closures	3
Total:	<u>326</u>

DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS FISCAL YEAR 2010

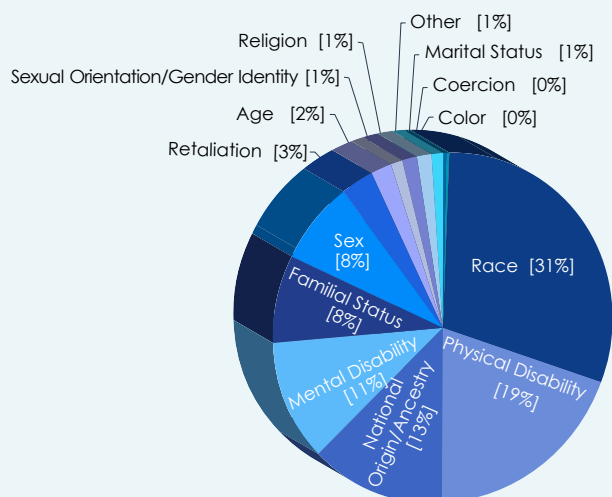


HOUSING CHARGES BY BASIS	
FISCAL YEAR 2010	
<i>Basis of Discrimination</i>	
Race	138
Physical Disability	86
National Origin/Ancestry	59
Mental Disability	51
Familial Status	37
Sex	34
Retaliation	14
Age	8
Other	6
Religion	6
Sexual Orientation/Gender Identity	6
Marital Status	5
Coercion	1
Color	1
Total Bases	452
Total Charges Filed	347

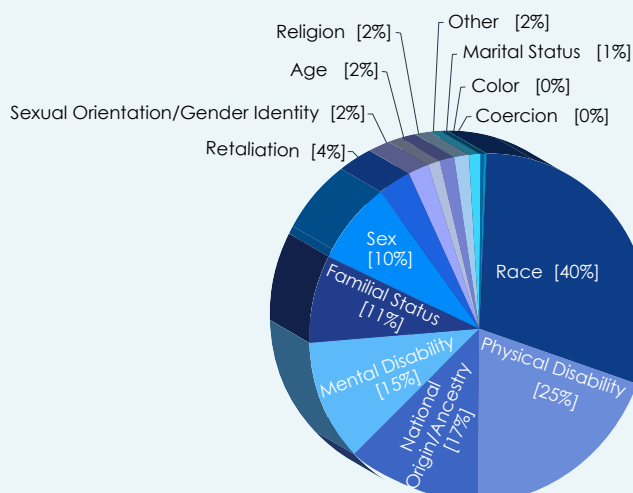
HOUSING CHARGES BY BASIS

FISCAL YEAR 2010

(PER TOTAL BASES)



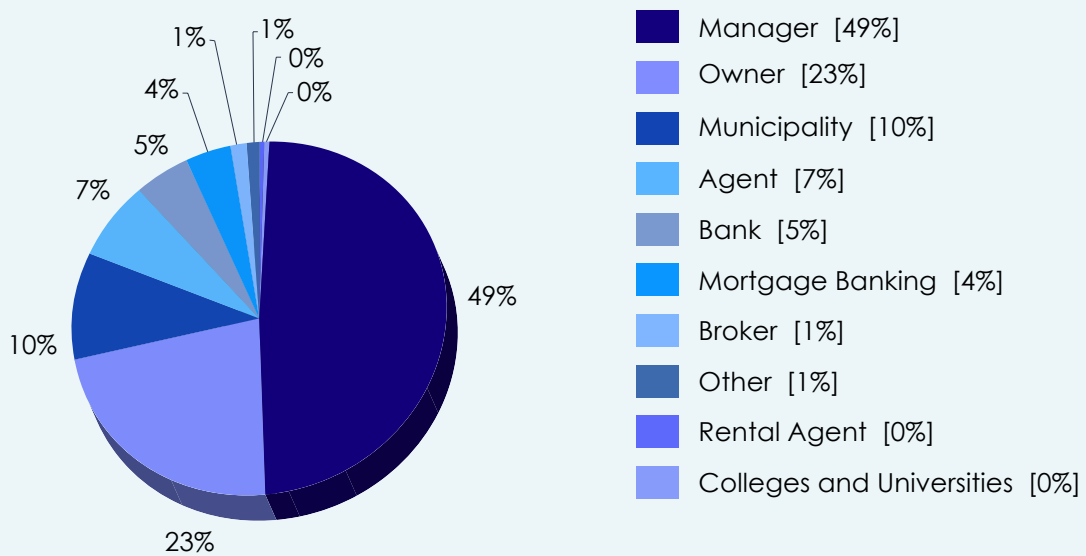
(PER TOTAL CHARGES*)



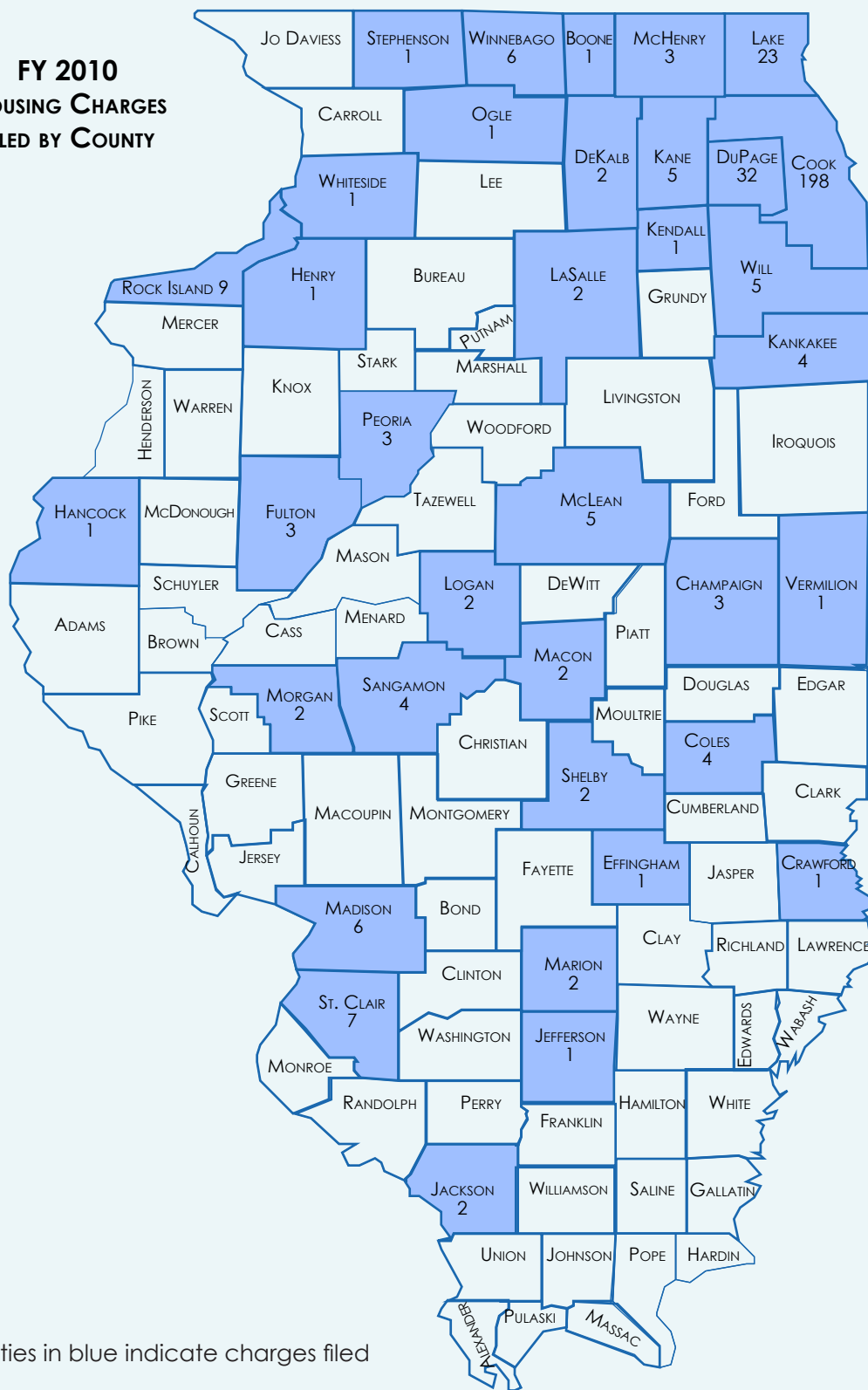
*Number and Percent of total charges filed is greater than 100% because charges can be filed on more than one basis

HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2010	
	<i>Number of Charges</i>
Manager	169
Owner	79
Municipality	34
Agent	24
Bank	16
Mortgage Banking	14
Broker	5
Other	4
Rental Agent	1
Colleges and Universities	1
Total	347

HOUSING CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2010



**FY 2010
HOUSING CHARGES
FILED BY COUNTY**



Note: counties in blue indicate charges filed

COMMISSION ON DISCRIMINATION AND HATE CRIMES

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.

However in absence of a Commission, the Illinois Department of Human Rights continues to focus on training and outreach through the Department's Institute for Training and Development. The Training Institute has been largely successful in bringing its message of acceptance to a broader audience.

Since the reorganization of the IDHR 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 FY '09, the Institute trained over 6700 people (that's more than twice the people trained in FY '09), held 219 training sessions, and maintained a 91% customer satisfaction rating. Since FY '05 the Illinois Department of Human Rights' Institute for Training and Development has trained more than 20,000 people.

In addition, the Institute staff receives 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 other agencies and organizations to provide assistance to citizens in need.

In FY 2011 and 2012 the Institute staff will continue to focus on expanding its current outreach methods and encourage education and training opportunities in non-traditional formats and venues.



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 FY10 the Institute trained more than 6,500 people in 193 training sessions, which adds up to nearly 580 hours of training provided. Our overall customer satisfaction rating remains high at 98 percent.

Since the Institute's reorganization in FY05, the Institute has trained more than 26,500 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 2010**

<i>Company Name</i>	<i>Type of Training</i>
Abraham Lincoln Presidential Library	Intercultural Communications
Amcor Flexibles	Interpersonal Skills: Harnessing the Power of Emotional Intelligence
APICS Organization	Sexual Harassment Prevention
Association House of Chicago	Conflict Resolution
Auntie Anne's Pretzels	Sexual Harassment Prevention for Managers
Catholic Charities	Diversity Awareness Conflict Resolution
Center For New Horizons	Intercultural Communications
Chicago Bulls	Sexual Harassment Prevention
City of Canton	Harassment in the Workplace
City of Springfield	Diversity Awareness
Du Page County Probation & Court Services	Harassment in the Workplace Diversity Awareness Interpersonal Skills: Harnessing the Power of Emotional Intelligence Conflict Resolution Managing Four Generations in the Workplace Americans with Disabilities Act (ADA)
Elgin Mental Health Center	Harassment in the Workplace Conflict Resolution Interpersonal Skills: Harnessing the Power of Emotional Intelligence Sexual Harassment: Is It or Isn't It?
First Northern Credit Union	Diversity Awareness Sexual Harassment Prevention Americans with Disabilities Act (ADA)
Forest Preserve of Du Page County	Sexual Harassment Prevention
Four Season Hotel	Sexual Harassment Prevention for Managers and Supervisors
Great Lakes Credit Union	Sexual Harassment Prevention for Employees
Haymarket Center	Sexual Harassment Prevention for Managers
Hektoen Institute	Diversity Awareness
Illinois Auditor General	Conflict Resolution
Illinois Comptroller's Office	Diversity Awareness

**PARTIAL LIST OF
AGENCIES AND COMPANIES TRAINED IN
FISCAL YEAR 2010**

Company Name	Type of Training
Illinois Criminal Justice Information Authority	Diversity Awareness
Illinois Environmental Protection Agency	Diversity Awareness
Illinois Department of Agriculture	Sexual Harassment Prevention for Employees
Illinois Department of Transportation	What Every Manager Should Know About Sexual Harassment
Illinois Emergency Agency	Sexual Harassment Prevention for Managers Sexual Harassment Prevention for Employees
Illinois Environmental Protection Agency	Diversity Awareness Sexual Harassment Prevention for Managers Sexual Harassment: Is It or Isn't it?
Kankakee County	Diversity Awareness Sexual Harassment Prevention for Employees
Northeastern Illinois University	Sexual Harassment Prevention
Office of Executive Inspector General	Conflict Resolution Harassment in the Workplace
Office of the Illinois Comptroller	Diversity Awareness
Rock Island Human Rights Commission	Sexual Harassment Prevention for Employees
Springfield Terrace	Diversity Awareness
Springfield City Water Light & Power	Diversity Awareness
U. S. Dept. of Labor	Intercultural Communications
United Center	Sexual Harassment Prevention for Employees
UPS Groundfreight, Inc.	Diversity Awareness
Village of Lombard	Sexual Harassment Prevention
Waubonsee Community College	Harassment in the Workplace

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:

222 SOUTH COLLEGE STREET, 1ST FLOOR
SPRINGFIELD, ILLINOIS 62704
(217) 785-5100 (VOICE)
(217) 785-5125 (TTY)

IN MARION:

2309 WEST MAIN STREET
MARION, ILLINOIS 62959
(618) 993-7463 (VOICE)
(217) 785-5125 (TTY)

WEBSITE: www.state.il.us/dhr