



ILLINOIS DEPARTMENT OF  
**Human Rights**

PAT QUINN, GOVERNOR  
ROCCO J. CLAPS, DIRECTOR



2011

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 2011 Annual Report of the Illinois Department of Human Rights. On behalf of the Department's dedicated and hard-working staff and the Department's many partners working to serve the citizens of Illinois, we would like to thank you for your continued support.


We realize that you have entrusted the State's resources to the Department to administer and enforce the Illinois Human Rights Act as efficiently and effectively as possible. I believe that the information contained within this report will reflect the Department's tremendous efforts to do that for the period between July 1, 2010 and June 30, 2011. I hope that you will find this material helpful and that it gives you an overview of the Department's ongoing commitment to ensure that the mission of this Agency is met on a daily basis.

While the Department experienced a number of unexpected challenges in Fiscal Year 2011, I am pleased to report that in spite of those challenges, we were able to accomplish our goals. As a result of successfully meeting the Department's goals, I would like to share a few of our significant accomplishments in Fiscal Year 2011.

- In our quest to ensure fair access to employment and housing for the citizens of Illinois, the Department docketed close to 4,000 charges.
- The Department maintained a high mediation rate with settlements totaling approximately \$1.5 million.
- In an ongoing effort to become more effective and efficient, the Department reviewed its processes; as a result, legislation was passed to enable the Department to save an estimated \$200,000, by allowing parties to a charge, to waive fact finding conferences.
- The Department's Institute for Training and Development facilitated a record number of trainings, workshops, and programs designed to assist both private and public-sector institutions to create fair and diverse work environments throughout the state.
- The Department continues to partner with Federal Government agencies to generate funding for the State.
- The Department's website has been updated and completely redesigned as a tool for more effective outreach.
- The Department continues to translate its material in a number of languages in order to reach Illinois' diverse community. The Department has translated its "Filing a Charge of Discrimination Brochure" into Arabic, Bosnian, Chinese, French, Hindi, Italian, Korean, Polish, Russian, Spanish, Tagalog, Urdu and Vietnamese in addition to English. These brochures are available on the Department's website.
- The Department prepared a "Public Contractor's Bidder's Guide" to assist with the Department's collection of registration fees. This guide is available on the Department's website.
- The Department supported the state's Civil Unions bill (SB1716). This bill was passed by the General Assembly and signed by Governor Pat Quinn on January 31, 2011.

Again, it is our privilege to serve the citizens of Illinois and I thank you for your continued support as we pledge our commitment to the mission and vision of this Agency.

Sincerely,



Rocco J. Claps, Director

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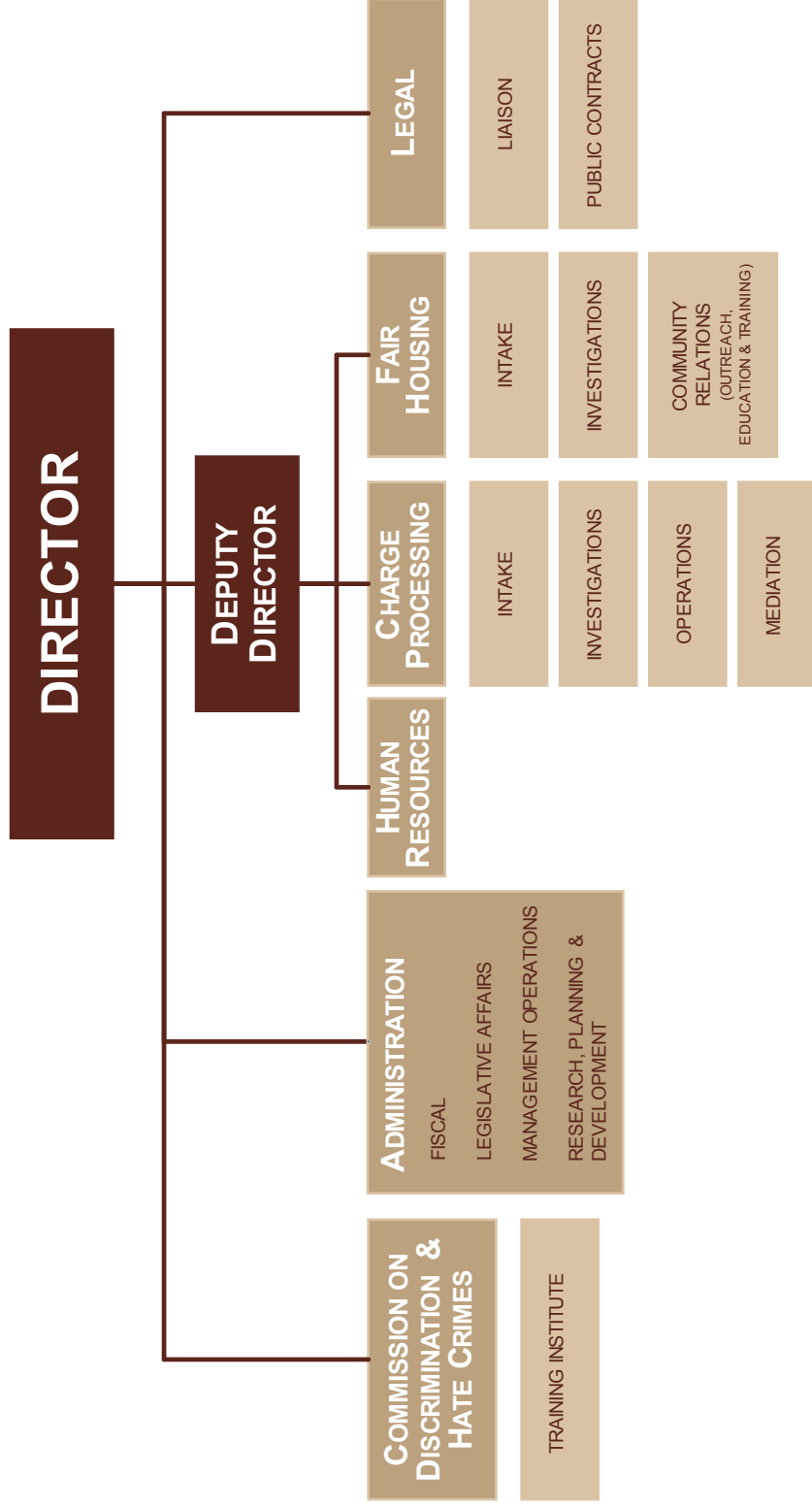
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TABLE OF ORGANIZATION  
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## **MISSION STATEMENT**

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

## **VISION STATEMENT**

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

# ADMINISTRATION

## FISCAL

Funds were appropriated for the Department of Human Rights in the amount of \$12,933,000 during fiscal year 2011 ("FY11"). General Revenue Funds totaled \$9,156,900 and Special Projects Funds or federal dollars totaled \$3,776,100 in contracts with:

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

to investigate dual-filed employment discrimination charges (\$1,792,200);

- o The U. S. Department of Housing and Urban Development ("HUD") to process dual-filed housing discrimination complaints (\$821,285);

Expenditures for FY11 totaled \$11,966,135, of which \$9,156,900 derived from General Revenue Funds and \$2,809,235 derived from Special Projects Funds.

INCOME AND EXPENDITURE STATEMENT		
FISCAL YEAR 2011		
	Appropriations	Expenditures
Personal Services	9,031,500	8,308,846
Retirement (PU)	0	0
Retirement	680,700	454,568
Social	128,700	112,510
Group Insurance	464,000	463,811
Contractual Services	183,000	124,810
Travel	37,000	111,598
Commodities	6,800	7,698
Printing	9,300	6,899
Equipment	9,600	0
Telecommunications	7,000	0
Operation Automotive Equipment	0	0
Commission on Discrimination and Hate Crimes	0	0
Lump Sums	2,375,400	2,375,395
<b>Total</b>	<b>12,933,000</b>	<b>11,966,135</b>

END OF YEAR HEADCOUNT							
	FY06	FY07	FY08	FY09	FY10	FY09	FY11
Administration	11	11	11	11	11	11	11
Charge Processing	111	135	136	136	123	136	126
Compliance	11	11	11	11	11	11	11
<b>Total</b>	<b>133</b>	<b>157</b>	<b>158</b>	<b>158</b>	<b>145</b>	<b>158</b>	<b>148</b>

## LEGISLATIVE AFFAIRS

The Legislative and Intergovernmental Affairs ("LIA") office's principal responsibility is the research, development, and promotion of the agency's legislation and the establishment of Department positions on legislation presented by the General Assembly and community groups. The LIA office also functions as the liaison between the agency, the General Assembly and its staff, and the office of the Governor, as well as with other groups and organizations on the application of the Human Rights Act and agency rules and regulations.

The LIA was responsible for the passage and approval of 5 public acts in fiscal year 2011. The new acts will allow for greater efficiency in the agency and better service to constituents and stakeholders.

**PA 97-0022 (HB 178)**, an agency initiative, allows the DHR to waive the in-person fact finding conference with mutual consent of the parties involved, thus saving the agency an estimated \$200k annually in travel expenses without adversely impacting investigations. It affects charges filed after January 1, 2012.

**PA 97-0485 (HB 279)** helps make medical patients aware that DHR is a resource should they feel that they have received less than adequate care because of discrimination. Effective August 22, 2011.

**PA 97-0596 (SB 1122)** clarifies the fact that pregnant workers are protected from discrimination under the Human Rights Act and addresses businesses' concerns over duplicative investigations by DHR and the EEOC. Effective August 26, 2011.

**PA 97-0396 (HB 0332)** changes certain definitions of "minority," "minority senior citizen," "minority person," "under-represented minority," "minority group," "member of a minority group," "minority student," and "racial minority" to mean a person who is (1)

American Indian or Alaska Native, (2) Asian, (3) Black or African American, (4) Hispanic or Latino, or (5) Native Hawaiian or Other Pacific Islander. Effective January 1, 2012.

**PA 97-0410 (HB3010)** provides that for purposes of the provisions of the Human Rights Act concerning public accommodations, "disability," as a characteristic, also includes any mental, psychological, or developmental disability, including autism spectrum disorders. Effective January 1, 2012.

## 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 13,912 visitors in the Chicago and Springfield Office's in fiscal year 2011.



# LEGAL DIVISION

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The Legal Division oversees the investigative work of the Department, manages the Liaison Unit and the Public Contracts Unit, and oversees the Department's ethics program. The Legal Division reviews substantial evidence determinations; conciliates cases; drafts complaints and files them with the Human Rights Commission ("Commission"), if no settlement is reached; hears and determines Requests for Review filed with the Department's Chief Legal Counsel; responds to Requests for Review filed with the Commission; 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 2011 ("FY11"), the Division conducted 255 substantial evidence reviews.

## **Complaints**

During FY11, the Division filed 113 complaints with the Commission.

## **Freedom of Information Act Requests**

During FY11, the Division responded to 122 Freedom of Information Act requests.

## **Requests for Review**

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

During FY11, the Division completed 139 Request for Review cases.

The Division also completed 480 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, through the end of FY11, 441 appeals of Chief Legal Counsel decisions were filed. Of these, 421 were disposed, either by court decision or withdrawal by the petitioner/appellant. About 98% of the Chief Legal Counsel decisions have been sustained by the Appellate Court. During FY11, the Division received 12 direct appeals.

## **LIAISON UNIT**

### **Functions**

The Liaison unit administers and enforces the equal employment opportunity/affirmative action provisions of the Act and 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 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 information on the titles and counties for which candidates appeared on a successful disability opportunity list and encouraged the agencies to use the list to address disability underutilization.
- Provided to agency EEO/AA Officers job fair announcements and job vacancy notices from State agencies to assist in recruitment efforts.
- Provided to all agency EEO/AA Officers and ADA Coordinators updates on ADA distance learning sessions and legal and legislative developments; a disability law handbook; the ADA national network disability rights web course; the revised ADA regulations for State agencies; and job fair information for people with disabilities for purposes of professional development of the EEO/AA Officers and recruitment of affirmative action groups.
- Revised and posted on the agency website the disability survey form and access to a live version form for State employees to complete.
- Participated in the DHS disability hiring initiative meeting, the meeting to plan National Disability Employment Awareness month, and the ADA celebration event in Springfield.
- Provided to all EEO/AA Officers information on the EEOC's seminar on accommodating religious expressions in the workplace, and guidelines on the Genetic Information Nondiscrimination Act of 2008, to ensure agencies comply with these requirements.
- Updated the statistics for the availability analysis used by state executive agencies for their affirmative action plans and placed it on the Department's website.
- Conducted an analysis of executive

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state agencies' underutilization and hires for each of the affirmative action groups.

- Responded to 850 technical assistance inquiries of state entities.
- Approved affirmative action plans submitted by 63 agencies. In FY11, 56 agencies (89%) met the Department of Human Rights' standard for affirmative action performance. There were 7 agencies (11%) that did not meet the Department's standard and must establish or continue training with the Department of Central Management Services in accordance with Section 7-105 (H) of the Human Rights Act. There were three agencies that had to establish training: Department of Financial & Professional Regulation, Gaming Board, and Department of Juvenile Justice. There were four agencies that had to continue training: Department of Central Management Services, Department of Human Services, Department of Natural Resources, and Department of Revenue.
- Granted extensions for submitting the FY11 affirmative action plan to: Department of Financial & Professional Regulation, Fire Marshal's Office, Guardianship & Advocacy Commission, Department of Human Services, Department of Labor, and Department of Military Affairs.
- Approved layoff reports during the FY11 for: Department of Central Management Services, State Board of Education, Educational Labor Relations Board, Department of Public Health, Student Assistance Commission, and Toll Highway Authority.
- Granted an extension for submitting the quarterly report to: Department of Financial & Professional Regulation, Pollution Control Board, and Secretary of State's Office.
- In FY11, 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](http://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 FY11, 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 Timothy Miskell of the Department of Human Services, as the State Employee of the year, and Rush University Medical Center, as the Organization of the year, and the Department of Employment Security as the State Agency 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 Senator Mattie Hunter and special awards to Representative LaShawn Ford and Senator Heather Steans. The Committee also hosted a seminar/webinar on reasonable accommodation that was available

in person, through videoconference, audio conference, and over the Internet.

- o In FY11, 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. The Disability Coordinator provided in-service training on the Department's accommodation procedures for clients. In addition, the Disability Coordinator advised people with disabilities, state agency staff, and Departmental staff about disability issues on 172 occasions during the year.

## 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 expended by the contractor toward meeting its EEO/AA obligations.

### Major FY11 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 dollar registration fee for vendors applying for a DHR registration number.
- o Conducted two public contracts registration workshops for vendors seeking to establish eligible bidder status. Twenty-four (24) vendors became eligible bidders.
- o Registered potential public contractors seeking to establish state bidder status through the Department's Public Contracts Program.
  - **Received** 3,264 Employer Report ("PC-1") forms from prospective bidders, public contractors and current eligible bidders seeking to establish state eligibility status in order to competitively bid on state contracts.
  - **Processed** 3,276 PC-1 forms from initial registrants and eligible bidders renewing their status. Out of these, 2,246 entities were initial registrants.
  - **Responded** to 2,329 inquiries from current and prospective contractors, government contracting agencies,

business groups, and other interested parties. Additionally, addressed questions relating to requirements for sexual harassment policies, contractors' EEO/AA obligations, the PCU registration process, internal procedures for monitoring a workforce, and how to obtain a PC-1 form.

- Granted eleven (11) registration waiver requests to Central Management Services (CMS) and two (2) exemptions. These requests were granted in the interests of the State of Illinois.
- Completed archiving project for fiscal years 2006, 2007, and 2008.
- Number of registered bidders as of June 30, 2011: 18,000.

Audit Results:	
Compliant	99
Non-compliant	8
Ineligible	12
Closed entities	8
Audits pending completion	23
TOTAL	150

**2011 Desk Audit**

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

Audit selection is a systematic process by which entities are randomly selected statewide. Total number of entities selected for audit in FY11: 150.

Below are the final statistics:

**2011 Audit Results:**

Total entities selected for audit 150  
 Total entities notified of selection 150

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.<sup>1</sup>

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. \*

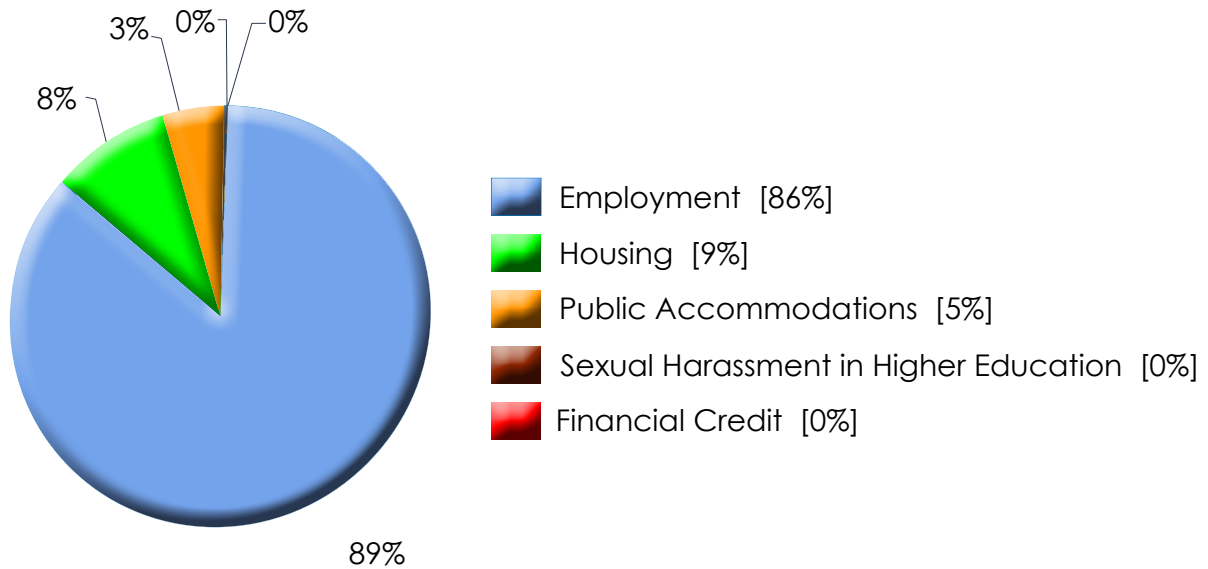
The following pages offer a graphic summary of the activities of the Charge Processing Division during FY11.

*\* 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.*

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

CHARGES DOCKETED BY JURISDICTION	
FISCAL YEAR 2011	
Employment	3439
Housing	366
Public Accommodations	184
Sexual Harassment in Higher Education	5
Financial Credit	0
<b>TOTAL</b>	<b>3,994</b>

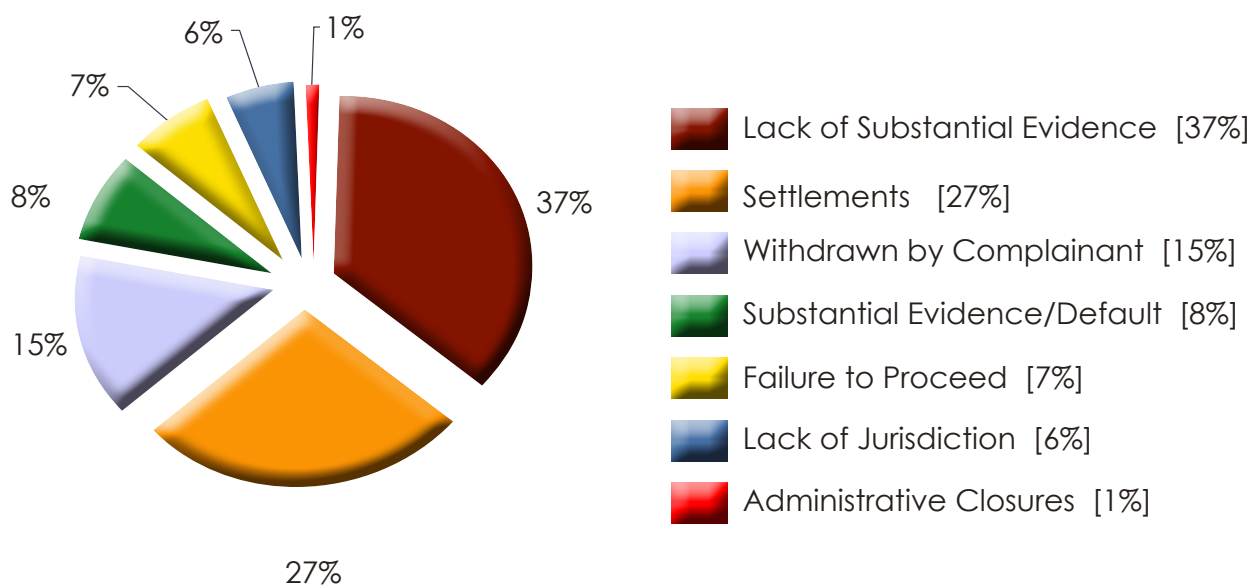
**CHARGES DOCKETED BY JURISDICTION**  
FISCAL YEAR 2011



DISPOSITION OF COMPLETED INVESTIGATIONS*	
FISCAL YEAR 2011	
Inquiries Received	10,967
Charges Filed	3,628
Completed Investigations	3,043
<b>COMPLETED INVESTIGATIONS</b>	
Lack of Substantial Evidence	1,117
Settlements	824
Withdrawn by Complainant	449
Substantial Evidence/Default	242
Failure to Proceed	211
Lack of Jurisdiction	171
Administrative Closures	29
<b><u>Completed Investigations</u></b>	<b><u>3,043</u></b>

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

**DISPOSITION OF COMPLETED INVESTIGATIONS**  
FISCAL YEAR 2011





## CHARGES FILED AND COMPLETED INVESTIGATIONS

Fiscal Year 2011

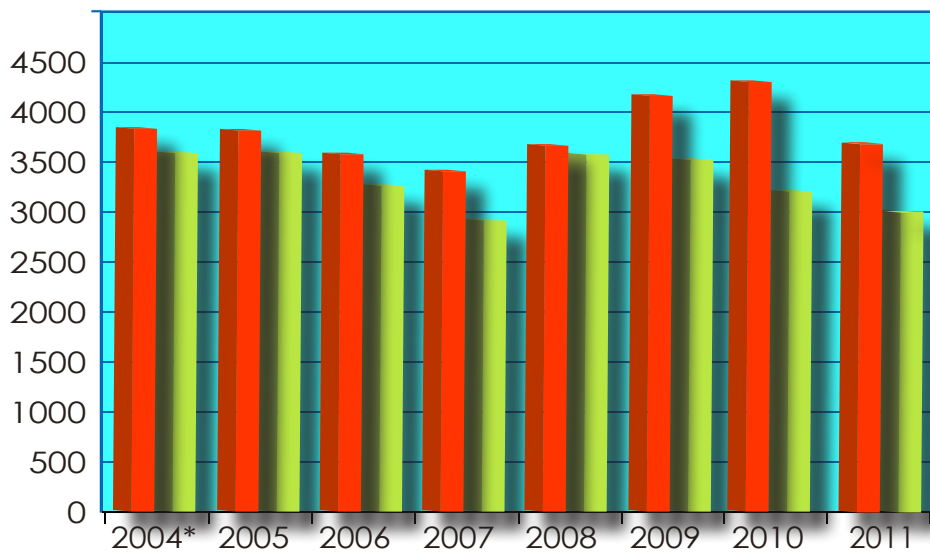
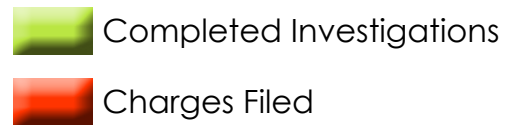
(Excluding Housing starting 2004)

	2004*	2005	2006	2007	2008	2009	2010	2011
Charges Filed	3809	3791	3555	3385	3640	4136	3927	3628
Completed Investigations	3566	3567	3240	2897	3552	3498	3182	3043

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

## CHARGES FILED AND COMPLETED INVESTIGATIONS

FISCAL YEAR 2011



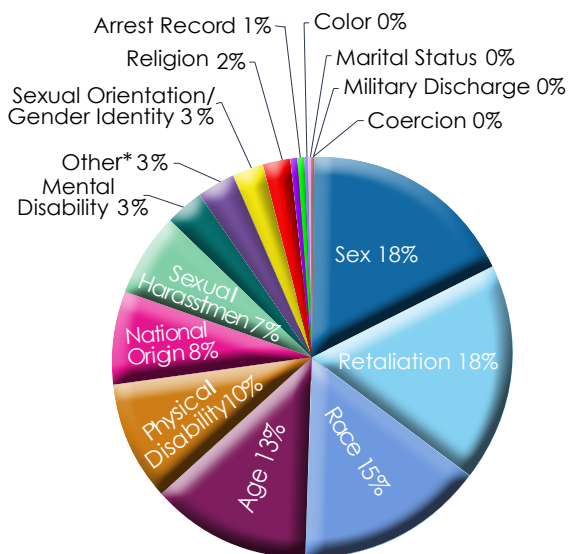
EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2011	
BASIS OF DISCRIMINATION	
Sex	1095
Retaliation	1082
Race	932
Age	793
Physical Disability	600
National Origin	466
Sexual Harassment	417
Mental Disability	186
Other*	177
Sexual Orientation/Gender Identity	165
Religion	131
Arrest Record	39
Color	29
Marital Status	24
Military Discharge	18
Coercion	2
<b>Total</b>	<b>6,156</b>

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

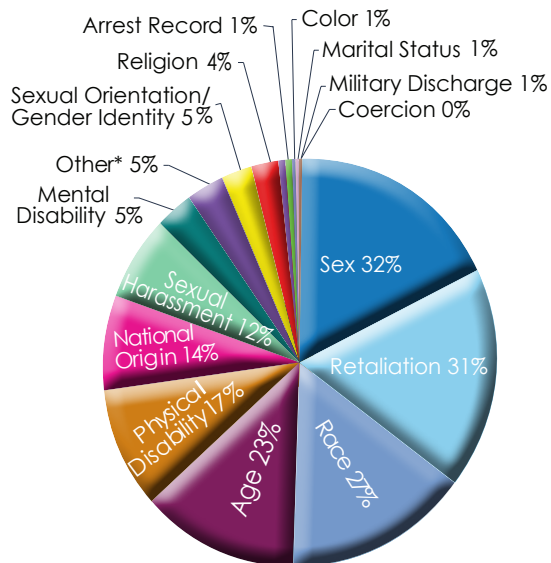
### EMPLOYMENT CHARGES BY BASIS

FISCAL YEAR 2011

(PER TOTAL BASES)



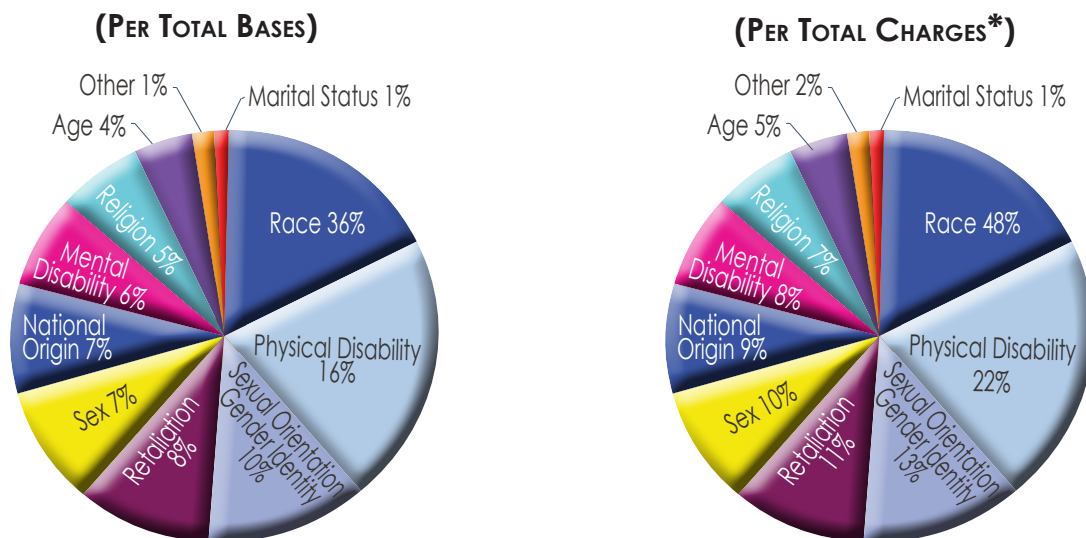
(PER TOTAL CHARGES\*)



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

PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2011	
Race	89
Physical Disability	41
Sexual Orientation/Gender Identity	24
Retaliation	20
Sex	18
National Origin	17
Mental Disability	14
Religion	12
Age	9
Other	3
Marital Status	2
<b>Total Bases</b>	<b>249</b>
<b>Total Charges Filed</b>	<b>184</b>

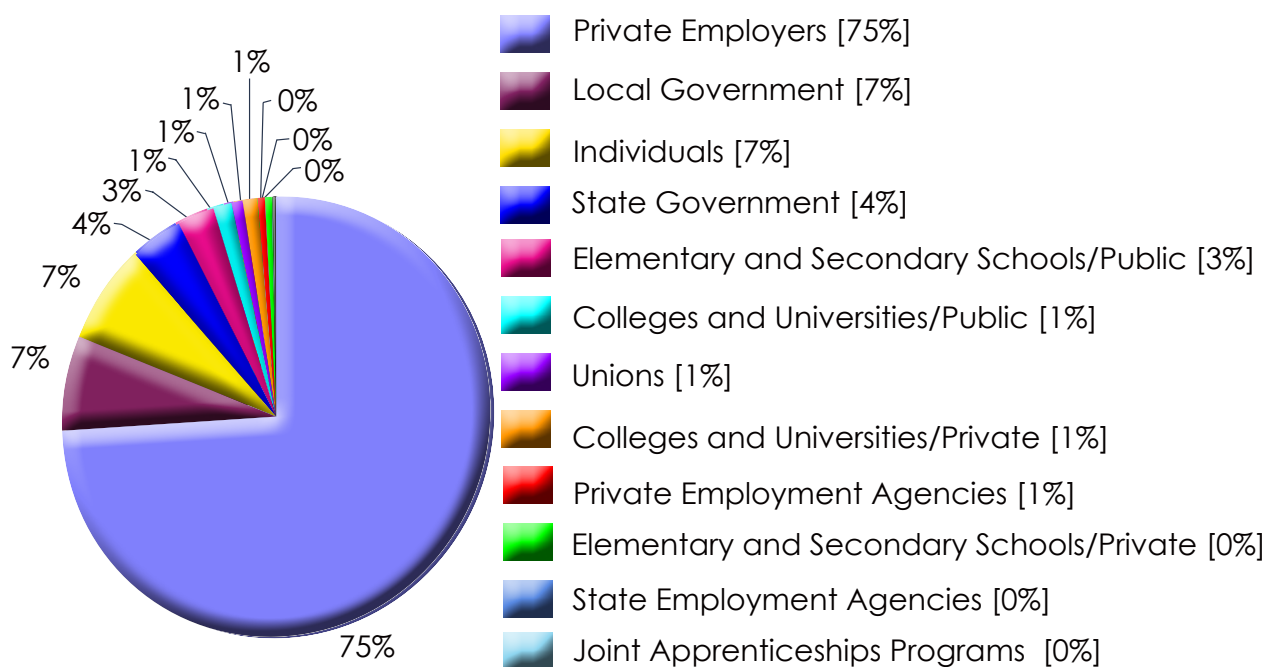
**PUBLIC ACCOMMODATIONS CHARGES BY BASIS**  
FISCAL YEAR 2011



\*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 2011	
Private Employers	2565
Local Government	239
Individuals	245
State Government	138
Elementary and Secondary Schools/Public	97
Colleges and Universities/Public	44
Unions	33
Colleges and Universities/Private	31
Private Employment Agencies	23
Elementary and Secondary Schools/Private	20
State Employment Agencies	4
Joint Apprenticeship Programs	0
<b>TOTALS</b>	<b>3439</b>

**EMPLOYMENT CHARGES BY RESPONDENT TYPE**  
FISCAL YEAR 2011



**EMPLOYMENT DISCRIMINATION**  
ISSUES ALLEGED AS ACTS OF DISCRIMINATION\*  
FISCAL YEARS 2006 - 2011

Issue	2006	2007	2008	2009	2010	2011
DISCHARGE	1810	1689	1756	2049	1898	1698
HARASSMENT	826	777	836	922	723	568
TERMS AND CONDITIONS	324	242	197	238	289	279
SUSPENSION	246	233	216	207	241	219
WRITTEN REPRIMAND	181	187	186	157	204	209
HIRING	163	164	171	172	169	150
PROMOTION	143	140	110	159	120	98
FAILURE TO ACCOMMODATE	158	120	114	129	135	96
LAYOFF	88	72	96	136	117	85
OTHERS	64	103	110	117	455	77
DEMOTION	103	70	71	67	84	65
REDUCTION IN HOURS	32	30	29	61	52	47
WAGES	77	51	46	58	42	42
UNEQUAL PAY	106	78	68	69	47	39
ORAL REPRIMAND	30	25	28	35	56	34
PERFORMANCE EVALUATION	14	19	27	21	33	34
UNION REPRESENTATION	24	34	28	37	25	27
RACIAL HARASSMENT	28	31	41	42	30	25
CONSTRUCTIVE DISCHARGE	25	19	40	26	27	25
UNEQUAL JOB ASSIGNMENTS	16	11	23	32	14	24
FAILURE TO RETURN/MEDICAL LEAVE	17	22	20	27	26	23
POSITION ELIMINATION	29	21	27	14	12	17
BENEFITS	16	9	19	17	18	16
TRANSFER	40	37	39	38	28	14
TRAINING/APPRENTICESHIP	16	20	7	15	20	13
TENURE	16	17	8	24	25	12
RECALL	9	8	8	16	15	11
PROBATION	14	15	12	19	17	10
FORCED MEDICAL LEAVE	14	7	9	10	7	10
FORCED RESIGNATION	15	13	15	12	10	8
REFERRAL	8	2	8	0	2	7
FORCED RETIREMENT	2	3	3	2	7	6
SEVERANCE PAY	4	3	16	10	1	5
OVERTIME	7	14	1	9	4	5
EMPLOYMENT REFERENCE	4	1	3	9	6	4
FAILURE TO REASSIGN	5	4	8	3	10	3
VACATION	1	1	1	1	3	2
DRUG TESTING	1	0	0	0	0	2
EXCLUSION	0	0	0	0	1	2
JOB CLASSIFICATION	0	2	2	0	1	1
AIDING AND ABETTING	0	3	1	5	0	1
INTIMIDATION/REPRISAL	0	2	1	0	3	1
SENIORITY	1	0	0	0	1	0
QUALIFICATION/TESTING	0	0	0	0	0	0
ADVERTISING	0	0	0	0	0	0
<b>TOTALS</b>	<b>4677</b>	<b>4299</b>	<b>4401</b>	<b>4965</b>	<b>4978</b>	<b>4014</b>

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 2011						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
ADAMS	1				19	20
ALEXANDER					2	2
BOND					1	1
BOONE	1				3	4
BROWN					1	1
BUREAU					5	5
CALHOUN						0
CARROLL					2	2
CASS					2	2
CHAMPAIGN	5		1		45	51
CHRISTIAN					3	3
CLARK						0
CLAY						0
CLINTON					3	3
COLES	1		1		10	12
COOK	198		109	3	2033	2343
CRAWFORD					2	2
CUMBERLAND			1			1
DEKALB	2		2		18	22
DEWITT					5	5
DOUGLAS			1			1
DUPAGE	32		20		241	293
EDGAR					1	1
EDWARDS					1	1
EFFINGHAM	1				3	4
FAYETTE						0
FORD						0
FRANKLIN					5	5
FULTON					1	1
GALLATIN						0
GREENE	1					1
GRUNDY	2				10	12
HAMILTON						0
HANCOCK						0
HARDIN					1	1
HENDERSON						0
HENRY	1				3	4
IROQUOIS					1	1
JACKSON			2		9	11
JASPER						0
JEFFERSON	1				9	10
JERSEY						0
JO DAVIESS					1	1
JOHNSON					2	2
KANE	4		1		79	84
KANKAKEE	5		2		25	32
KENDALL	2		2		5	9
KNOX					4	4
LAKE	35		5		120	160
LA SALLE	1		2		8	11
LAWRENCE					6	6

## TYPE OF DISCRIMINATION BY COUNTY

FISCAL YEAR 2011

COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
LEE						0
LIVINGSTON	1				1	2
LOGAN	1		1		6	8
McDONOUGH					3	3
McHENRY	2		2		32	36
McLEAN	6		1		51	58
MACON	6		1		48	55
MACOUPIN					2	2
MADISON	4		7		41	52
MARION					8	8
MARSHALL						0
MASON					2	2
MASSAC					1	1
MENARD					2	2
MERCER					1	1
MONROE			2		4	6
MONTGOMERY			1		4	5
MORGAN	1				9	10
MOULTRIE					2	2
OGLE	1				2	3
PEORIA	4		3		59	66
PERRY					3	3
PIATT					2	2
PIKE	2				2	4
POPE						0
PULASKI					6	6
PUTNAM						0
RANDOLPH						0
RICHLAND						0
ROCK ISLAND	10		2		19	31
ST. CLAIR	7		1	2	36	46
SALINE					8	8
SANGAMON	1		4		138	143
SCHUYLER						0
SCOTT						0
SHELBY					1	1
STARK					1	1
STEPHENSON	1				8	9
TAZEVELL					8	8
UNION					4	4
VERMILION	4				19	23
WABASH						0
WARREN	1					1
WASHINGTON					3	3
WAYNE	1				1	2
WHITE					3	3
WHITESIDE	2				2	4
WILL	9		4		142	155
WILLIAMSON	2		2		18	22
WINNEBAGO	6		4		44	54
WOODFORD	1				4	5
<b>TOTAL CHARGES</b>	<b>366</b>	<b>0</b>	<b>184</b>	<b>5</b>	<b>3439</b>	<b>3994</b>





## 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 FY11, the Mediation Unit held 206 conferences, and obtained a total known monetary recovery for charging parties of \$1,415,127.

MEDIATION UNIT ACTIVITY			
FISCAL YEAR 2011			
Mediation Conferences and Resolutions	FY09	FY10	FY11
Number of Mediation Conferences Held	182	238	206
Number of Conference with Resolutions	164	194	154
Percent of Conferences with Resolutions	90%	82%	75%
Number of Additional Cases Resolved at Same Conference	33	19	36
Total Number of Cases Resolved Via Mediation	197	213	190
Total Number of Cases Completed*	3498	3182	3043
Percent of Completed Cases Resolved Via Mediation	5.6%	6.7%	6.2%
Known Monetary Amounts (frequently kept confidential)	<b><u>\$1,700,349</u></b>	<b><u>\$1,457,295</u></b>	<b><u>\$1,415,127</u></b>

\*excluding housing cases

## OUTREACH ACTIVITIES

During FY11, DHR staff participated in 154 outreach events, and distributed over 24,000 pieces of information to over 15,000 people. The following are highlights of the year's outreach activities.

### Highlights of DHR's Outreach Efforts

DHR helped coordinate several events focused on human rights issues:

- A collaborative Women's Equality Day event was held on August 26, 2010 in conjunction with the U.S. Department of Labor, Women's Bureau; Illinois Department of Labor; and Chicago Commission on Human Relations Advisory Council on Women and commemorated the 90th Anniversary of the 19th Amendment (Women's Right to Vote) as well as the establishment by Congress of the Women's Bureau of the U. S. Department of Labor.
- An event honoring Lilly Ledbetter for her work in championing the Lilly Ledbetter Fair Pay Restoration Act of 2010 was held on October 14, 2010 in collaboration with state, federal, city and county agencies, and featured Lilly Ledbetter, Governor Pat Quinn, and Illinois Attorney General Lisa Madigan.
- Governor Pat Quinn's signing of Illinois' Civil Unions bill (SB1716) on January 31, 2011 was attended by many dignitaries, elected officials, and hundreds of members of the public.
- A commemoration of Black History Month held on February 25, 2011 featured a free public performance of "She's Got a Ticket to Ride: An Interview with Rosa Parks" in partnership with the Du Sable Museum of

African American History.

- An Equal Pay Day Rally in Chicago's Daley Plaza was held on April 12, 2011 in conjunction with many other agencies.
- An annual Fair Housing Month event in Chicago's Bilandic Building was held on April 18, 2011, and featured a press conference with Illinois Attorney General Lisa Madigan, as well as a screening of the film *American Casino* about the events leading to the housing crisis, including how subprime and predatory loans disproportionately affected communities of color. Additional screenings of the film took place April 19-22, 2011.
- The annual conference for the Illinois Municipal Human Relations Association held on May 11, 2011 in Bloomington, featured legal updates by DHR staff members.
- The Annual Awards ceremony for the Interagency Committee on Employees with Disabilities (ICED) was held on May 11, 2011 in Springfield.
- A Juneteenth event was held on June 17, 2011 in the James R. Thompson Center in Chicago.

In addition to the above events, DHR conducted outreach or training about DHR's fair housing program in numerous venues. These included:

- 1st Quarter FY11 (July – September 2010):
  - 1st Annual Landlord Rental Housing Support Program Meeting in Chicago
  - LULAC Chapter #313 "Your Rights & You Seminar" in the Pilsen community of Chicago
  - Culture of Calm Mentorship & Advocacy Program staff training in the Little Village/Lawndale communities
  - 11th Annual State of the District Town Hall meeting, 7th Congressional District, at Malcolm X College in Chicago
  - 6th Annual Rantoul Harvest Festival in Rantoul

South Shore Chamber of Commerce's 3rd Annual "Know Your Neighbor, Know Your Community" event

32nd Legislative District Resource Fair at Marquette Park in Chicago

2010 City of Chicago "Chicago Rents Right" Expo at Truman College in Chicago

New Vision of Faith Ministries - Annual Health & Resource Fair on Chicago's south side

2nd Quarter FY11 (October – December 2010): Governor's *Dialogos* (Dialogue) with the Latino Community

John Marshall Law School Fair Housing/Fair Lending Conference

Rural Rental Housing Association Conference  
2010 Governor's Conference on Affordable Housing

Housing Action Illinois Annual Conference

Latino Policy Forum fair housing training for social service providers

The Dearborn Realtist® Board meeting

John Marshall Law School fair housing training for service providers

3rd Quarter FY11 (January – March 2011):

ICIRR Immigrant Integration Summit

Hispanic Leadership Conference

West Suburban PADS fair housing training

City of Chicago Treasurer's "Chicago Women Making History" networking event

4th Quarter FY11 (April – June 2011):

Mexican Consulate fair housing presentations

Spanish-language radio interviews about fair housing (Univision and Radio Cosmos)

John Marshall Law School fair housing classroom and conference panel presentations

Rockford Housing Authority presentations to housing providers and tenants

Interfaith Housing Center of the Northern Suburbs fair housing presentation

Little Village Youth Peace Forum fair housing presentation

Illinois Association of Agencies and Community Organizations for Migrant Advocacy (IAACOMA) conference

City of Joliet Landlord Trainings

North Shore Chapter of the Women's Council of Realtors

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 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.
- 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 Housing Action Illinois ("HAI"), which facilitates networking with housing organizations statewide, and increases fair housing information disseminated to other members of HAI.
- DHR works with the Illinois Municipal Human Relations Association ("IMHRA") to coordinate educational events for the benefit of municipal/state officials and staff.

### **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 FY11:

Aurora TEAM Illinois  
20th Anniversary Celebration of the Americans with Disabilities Act (ADA) in Chicago  
Mexican Consulate Workers' Rights Week in Chicago  
7th Annual Disability Pride Parade in Chicago  
"Celebrating Life: Viva La Vida" event in Rochelle  
"Promoting Mental Wellness & Resiliency in the African American Community" at Univ. of Illinois at Chicago  
American Indian Center of Chicago Wellness Family Nights  
Black Wall Street District National Convention & Summit  
"Mujeres Latinas en Accion" Family Fest in Chicago

#### 2nd Quarter FY11:

Illinois Association of Hispanic State Employees Conference

National LULAC and LULAC of Illinois Know Your Rights workshop  
DCFS Latino Family Institute Conference  
Chicago Commission on Human Relations Advisory Council on Veterans Affairs  
Government College Relations Job Fair  
Korean American Services Job Fair  
Chicago Commission on Human Relations Advisory Council on Arab Affairs  
Latino Legislative Caucus,  
Social Service Assisting Neighborhood Arab-American Development (SANAD)  
Illinois Welcoming Center in Melrose Park

#### 3rd Quarter FY11:

Center for New Horizons Job Fair  
Bellwood Public Library Job Fair  
Tinley Park Job Fair  
Aurora TEAM Illinois  
US Hispanic Leadership Conference  
ORO Latino Forum  
Black History Month Celebration  
City of Chicago Commission on Human Relations Women's Event

#### 4th Quarter FY11:

Morton College Job Fair  
Proviso Leyden Community Outreach  
Northwestern University  
Farragut Career Academy  
Asian Pacific American Heritage Month  
Veterans' Job Fair at Triton College  
Parent Action Fair at Chicago Public Schools  
Rep. Berrios' Women's Wellness and Resource Fair  
Village of Romeoville Veterans' Job Fair  
Team Illinois Resource Fair in Aurora  
Legislative Research Unit Training Day in Springfield  
Rainbow PUSH Coalition Career Expo  
Catalyst Career Group Job Fair in Tinley Park

### 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

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and mental disability, sexual orientation (including gender-related identity), military status, unfavorable discharge from military service, and order of protection status. 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 969 housing inquiries in FY11, and docketed 366 charges. Of the 366 housing charges filed, 151 (41%) included race as a basis, 145 (40%) included physical or mental disability, 51 (14%) included national origin or ancestry, 42 (11%) included familial status as a basis, 40 (11%) included sex, 21 (6%) included religion, 16 (4%) included retaliation, 8 (2%) included sexual orientation or gender-related identity, 3 (1%) included age, and 11 (3%) included "other" bases, including color, marital status and coercion.

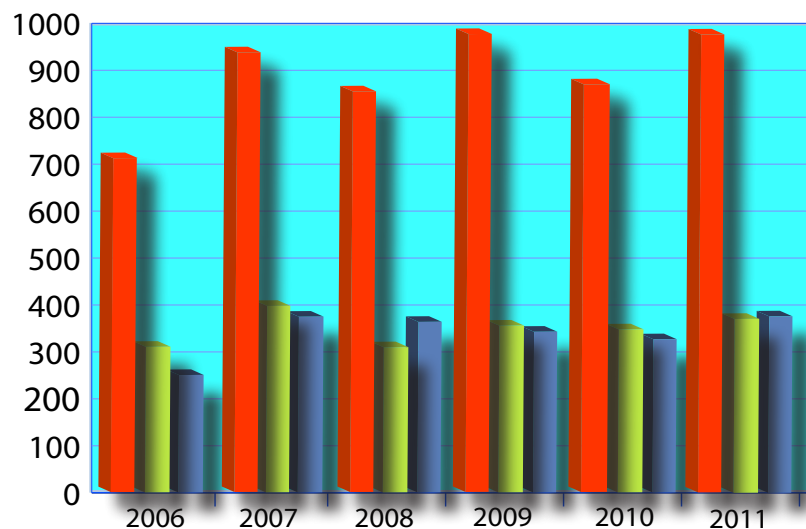
DHR housing investigators completed 380 investigations during FY11, including 180 cases (47%) with a finding of lack of substantial evidence, 112 cases (29%) resolved via settlements (either adjusted with terms or adjusted and withdrawn), 39 (10%) dismissed for failure to proceed, 15 (4%) withdrawn by Complainant, and 6 (2%) dismissed for lack of jurisdiction. In addition, 18 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>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Inquiries	711	936	853	975	868	969
Charges Filed	310	397	309	355	347	366
Completed Investigations	250	374	363	342	326	380

### HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

■ Inquiries    
 ■ Charges Filed    
 ■ Completed Investigations

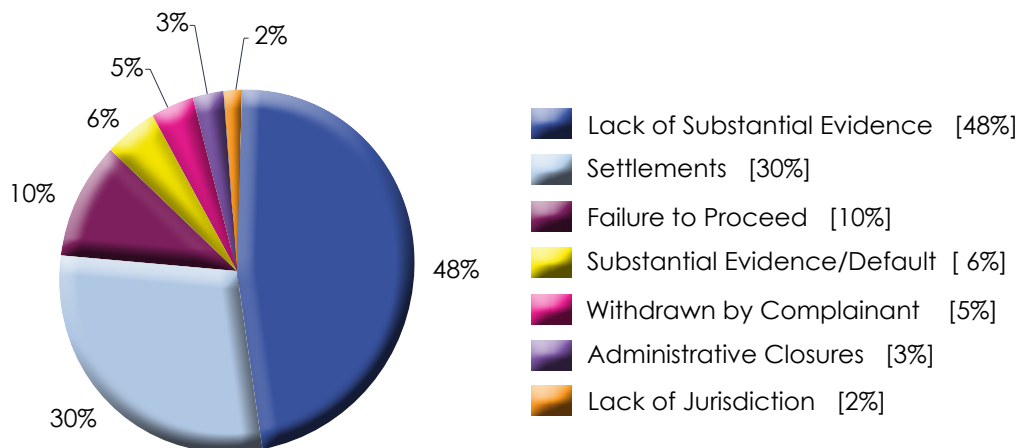




## Disposition of Completed Housing Investigations FISCAL YEAR 2011

Inquiries Received	969
Charges Filed	366
Completed Investigations	380
Completed Investigations:	
Lack of Substantial Evidence	180
Settlement	112
Failure to Proceed	39
Substantial Evidence/Default	18
Withdrawn by Complainant	15
Administrative Closures	10
Lack of Jurisdiction	6
<b>Total:</b>	<b>380</b>

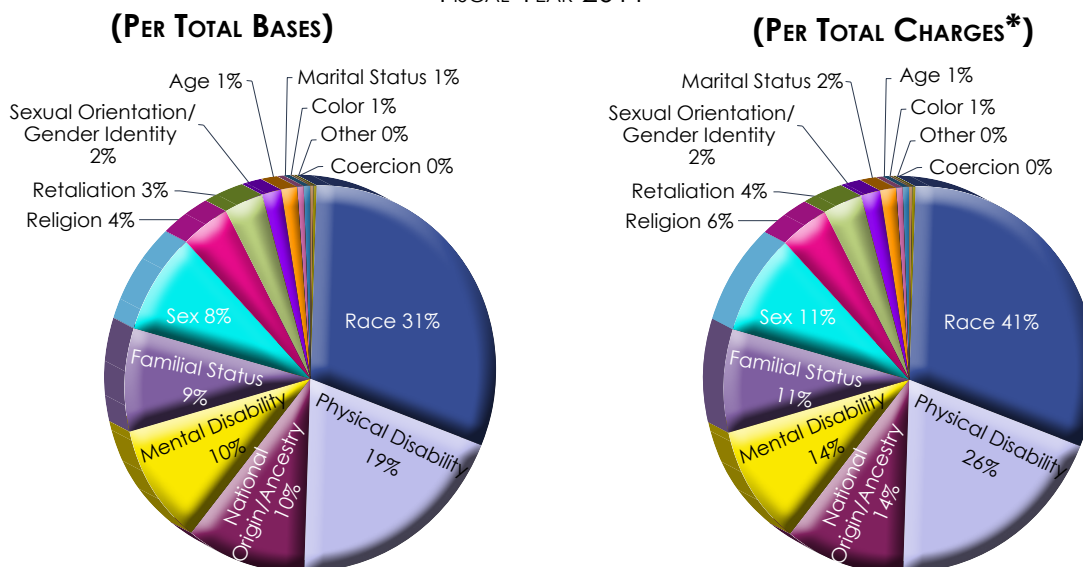
## DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS FISCAL YEAR 2011



<b>HOUSING CHARGES BY BASIS</b>	
FISCAL YEAR 2011	
<i>Basis of Discrimination</i>	
Race	151
Physical Disability	94
National Origin/Ancstry	51
Mental Disability	51
Familial Status	42
Sex	40
Religion	21
Retaliation	16
Sexual Orientation/Gender Identity	8
Marital Status	6
Age	3
Color	3
Other	1
Coercion	1
<b>Total Bases</b>	<b>488</b>
<b>Total Charges Filed</b>	<b>366</b>

**HOUSING CHARGES BY BASIS**

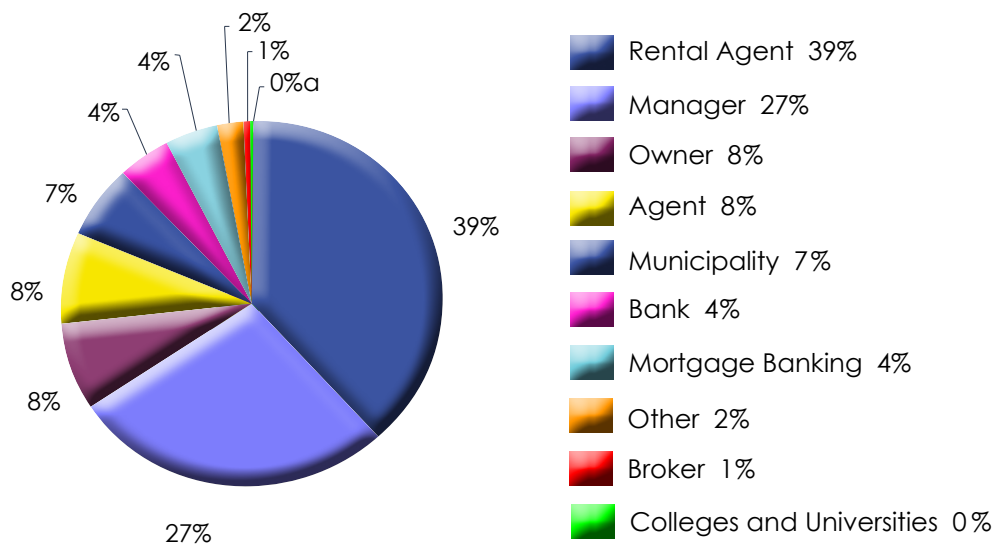
FISCAL YEAR 2011



\*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 2011	
	<i>Number of Charges</i>
Rental Agent	141
Manager	100
Owner	29
Agent	29
Municipality	24
Bank	16
Mortgage Banking	16
Other	8
Broker	2
Colleges and Universities	1
<b>Total</b>	<b>366</b>

**HOUSING CHARGES BY RESPONDENT TYPE**  
FISCAL YEAR 2011





# COMMISSION ON DISCRIMINATION AND HATE CRIMES

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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 FY11, the Institute trained over 3,500 people, held 136 training sessions, and maintained a 98% customer satisfaction rating. Since FY05, the Illinois Department of Human Rights' Institute for Training and Development has trained more than 30,000 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 DHR and other agencies and organizations to provide assistance to citizens in need.

In FY12 the Commission staff is continuing 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/](http://www.state.il.us/cdhc/)

### 2009\* Bias Motivation Totals\*

Bias Motivation					
Bias Nature	Group Percent	Bias Type	# of Offenses	Percent of Category	Percent of Total
Racial	59.4%	Anti-Asian/Pacific Islander	4	4.3%	2.6%
		Anti-Black	66	71.7%	42.3%
		Anti-Multi-Racial Group	6	6.5%	3.9%
		Anti-White	16	17.4%	10.3%
Sexual Orientation	13.5%	Anti-Female Homosexual (Lesbian)	1	4.8%	0.6%
		Anti-Heterosexual	1	4.8%	0.6%
		Anti-Homosexual (Gay & Lesbian)	1	4.8%	0.6%
		Anti-Male Homosexual (Gay)	18	85.7%	11.6%
Ethnicity/ National Origin	7.7%	Anti-Arab	1	8.3%	0.6%
		Anti-Hispanic	8	66.7%	5.2%
		Anti-Other Ethnicity/National Origin	3	25.0%	1.9%
Religious	17.4%	Anti-Catholic	2	7.4%	1.3%
		Anti-Islamic (Muslim)	2	7.4%	1.3%
		Anti-Jewish	23	85.2%	14.8%
Gender/ Disability	1.9%	Anti-Female	2	66.7%	1.1%
		Anti-Mental Disability	1	33.3%	0.6%
<b>TOTAL</b>	<b>100.0%</b>	<b>TOTAL</b>	<b>155</b>	<b>100.0%</b>	<b>100.0%</b>

### Hate Crime Incidents by Location

Location	# of Incidents	Percent of Total
Air/Bus/Train Terminal	1	0.6%
Bar/Night Club	6	3.9%
Church/Synagogue/Temple	3	1.9%
Commercial/Office Building	2	1.3%
Convenience Store	1	0.6%
Department/Discount Store	1	0.6%
Field/Woods	1	0.6%
Government/Public Building	2	1.3%
Grocery/Supermarket	5	3.2%
Highway/Road/Alley/Street	33	21.3%
Jail/Prison	1	0.6%
Other//Unkown	12	7.7%
Parking Lot/Garage	15	9.7%
Residence/Home	50	32.3%
Restaurant	2	1.3%
School/College	20	12.9%
<b>TOTAL</b>	<b>155</b>	<b>100.0%</b>

### Hate Crime Offenses by Offender Race

Offender's Race	#of Offenders	Percent of Total
Asian/Pacific Islander	1	0.4%
Black	68	27.3%
Multi-Racial Group	51	20.5%
Unknown	21	8.4%
White	108	43.4%
<b>TOTAL</b>	<b>249</b>	<b>100.0%</b>

### Hate Crimes Offenses by Type of Victim

Type of Victim	# of Offenses	Percent of Total
Business	7	4.5%
Government	2	1.3%
Individual	139	89.7%
Other	4	2.6%
Religious Organization	3	1.9%
<b>TOTAL</b>	<b>155</b>	<b>100.0%</b>

Percentages will not sum to 100% due to rounding.  
\*From the Illinois State Police

### 2009 Hate/Bias Crimes Percentages

Motivation	Aggravated Assault	Aggravated Battery	Assault	Battery	Disorderly Conduct	Mob Action	Robbery
Anti-Arab	--	0.6	--	--	--	--	--
Anti-Asian/Pacific Islander	--	--	--	--	0.6	--	--
Anti-Black	2.6	4.5	1.3	8.4	9.7	--	0.6
Anti-Catholic	--	--	--	--	--	--	--
Anti-Female	--	--	--	--	--	0.6	--
Anti-Female Homosexual (Lesbian)	--	0.6	--	--	--	--	--
Anti-Heterosexual	--	--	--	--	--	--	--
Anti-Hispanic	0.6	--	--	1.3	1.3	0.6	--
Anti Homosexual (Gay & Lesbian)	0.6	--	--	--	--	--	--
Anti-Islamic (Moslem)	--	0.6	0.6	--	--	--	--
Anti-Jewish	0.6	--	--	1.9	3.2	--	--
Anti-Male Homosexual (Gay)	0.6	0.6	--	6.5	0.6	--	--
Anti-Multi-Racial Group	--	--	--	--	1.3	1.3	--
Anti-Other-Ethnicity/Nat'l Origin	--	--	--	--	0.6	--	--
Anti-White	0.6	1.9	1.3	1.3	1.3	1.3	--
<b>TOTAL</b>	<b>5.8</b>	<b>9.0</b>	<b>3.2</b>	<b>19.4</b>	<b>18.7</b>	<b>3.9</b>	<b>0.6</b>

Motivation	Arson	Burglary	Criminal Damage to Property	Criminal Trespass
Anti-Arab	--	--	--	--
Anti-Asian/Pacific Islander	--	--	1.3	0.6
Anti-Black	0.6	--	12.3	0.6
Anti-Catholic	--	--	1.3	--
Anti-Female	--	--	--	--
Anti-Female Homosexual (Lesbian)	--	--	--	--
Anti-Heterosexual	0.6	--	--	--
Anti-Hispanic	--	--	1.3	--
Anti Homosexual (Gay & Lesbian)	--	--	--	--
Anti-Islamic (Moslem)	--	--	--	--
Anti-Jewish	--	--	7.7	--
Anti-Male Homosexual (Gay)	--	--	2.6	0.6
Anti-Multi-Racial Group	--	--	1.3	--
Anti-Other-Ethnicity/Nat'l Origin	--	--	1.3	--
Anti-White	--	--	2.6	--
<b>TOTAL</b>	<b>1.3</b>	<b>--</b>	<b>31.6</b>	<b>1.9</b>

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 FY11 the Institute trained more than 3,500 people in 136 training sessions, which adds up to nearly 400 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 30,000 people. Beginning January 1, 2011 the Illinois Department of Human Rights' Institute for Training and Development obtained preferred provider status

from the Human Resource Certification Institute. The designation allows the training unit to provide training and issue human resources certification credit to human resources professionals.

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 Techniques*
- *Legal Guidelines for Sexual Harassment Prevention in the Workplace*

**PARTIAL LIST OF  
AGENCIES AND COMPANIES TRAINED IN  
FISCAL YEAR 2011**

<b>Company Name</b>	<b>Type of Training</b>
Chicago Bulls	Sexual Harassment Prevention
City of Canton	Sexual Harassment Prevention: What Every Manager Should Know Sexual Harassment Prevention: Is it or Isn't It?
City of Champaign	Inter-Cultural Communications: How to Overcome Cultural Barriers and Avoid Translation Disasters
Du Page County	Diversity Awareness Interpersonal Skills Training: Harnessing the Power of Emotional Intelligence Harassment in the Workplace
Elysian Hotel	Sexual Harassment Prevention: What Every Manager Should Know
Four Seasons/Ritz Carlton Hotels	Sexual Harassment Prevention: What Every Manager Should Know
Illinois Auditor General Office	Harassment in the Workplace: What Every Employee Should Know Interpersonal Skills: Harnessing the Power of Emotional Intelligence
Illinois Department of Healthcare and Family Service	Diversity Awareness Training
Illinois Department of Revenue	Sexual Harassment Prevention
Illinois Department of Children & Family Services	Sexual Harassment Prevention
Illinois Emergency Management Agency	Sexual Harassment Prevention: Is it or Isn't It?
Illinois State Board of Education	Sexual Harassment Prevention: Is it or Isn't It?
Interfaith House	Diversity in the Workplace: Moving Beyond Bias, Stereotypes and Prejudice
Northwest Tower Residents Association	Sexual Harassment Prevention: What Every Manager Should Know
Springfield Fire Department	Diversity Awareness
Springfield Police Department	Diversity Awareness
Springfield Police Department	Diversity Awareness
State of Illinois - Office of the Governor	Sexual Harassment Prevention: What Every Manager Should Know
The Talbot Hotel	Diversity Awareness
United Center	Sexual Harassment Prevention Training for Employees
Village of Oak Park	Diversity Awareness Intercultural Communications Sexual Harassment Prevention: What Every Manager Should Know
Wirtz Beverage Illinois	Sexual Harassment Prevention: What Every Manager Should Know

ILLINOIS DEPARTMENT OF  
**Human Rights**

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