



ILLINOIS DEPARTMENT OF
Human Rights

PAT QUINN, GOVERNOR
ROCCO J. CLAPS, DIRECTOR

2012

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 2012 Annual Report of the Illinois Department of Human Rights. On behalf of IDHR's hard-working staff members and the numerous individuals who come to our Agency for help, thank you for your continued support and interest.

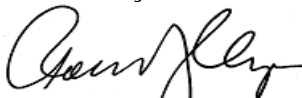
The information contained in this report reflects our Department's work and related data for the period between July 1, 2011 and June 30, 2012. I hope that you will find this material helpful and that it gives you a thorough overview of our day-to-day efforts to fulfill our mission and vision—to secure for all individuals within the State of Illinois freedom from unlawful discrimination.

Looking back at FY2012, we accomplished much, especially in light of the increasing demands on the State's overall budget.

- In our quest to ensure fairness in employment, housing, public accommodations, financial credit and to prevent sexual harassment in educational settings, the Department docketed over 4,000 charges of discrimination;
- Our good relationship continued with our federal partners, the US Equal Employment Opportunity Commission (EEOC) and the US Department of Housing and Urban Development (HUD), Office of Fair Housing and Equal Opportunity. Fulfilling our contractual agreements with both federal agencies not only allows us to receive much-needed federal funding support, alleviating the pressure on state funds, but it also allows our agency to extend our sorely needed outreach and research efforts;
- The Department continues to translate its materials into a number of languages in order to reach Illinois' diverse communities. 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 our website at www.illinois.gov/dhr. In addition, a brochure specifically for Respondents (those entities who must respond to a charge of discrimination) is now available in English, Spanish, and Korean, and the brochure detailing our Fair Housing program is now available in English, Spanish, Polish, French and Chinese. In addition, the Department has a fair housing flyer available in alternate formats including large print, Braille, data CD, and audio CD.
- Our Mediation Unit continues to perform at a high success rate, resolving charges before going through a costlier and more complicated investigative process;
- The Department's Institute for Training and Development, with its certified trainers who are subject-matter experts, continues to have extremely high approval ratings from participants in our numerous training offerings.

Again, it is our honor to serve the people of Illinois and I thank you for your continued support.

Sincerely,

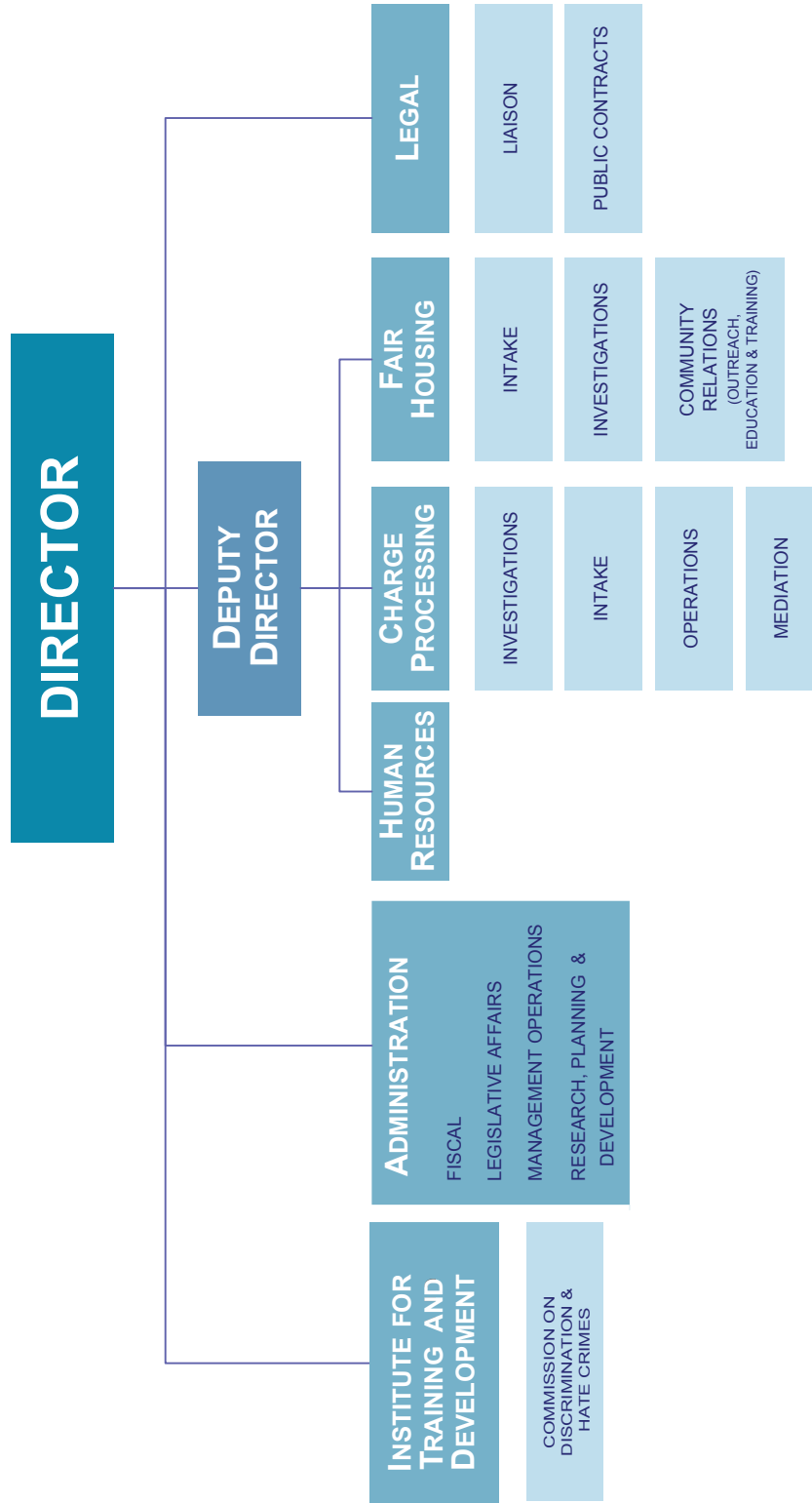


Rocco J. Claps
Director

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**IDHR
TABLE OF ORGANIZATION
2012**



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 \$14,334,200 during fiscal year 2012 ("FY12"). General Revenue Funds totaled \$9,726,000, other State Funds were \$700,000 and Special Projects Funds or federal dollars appropriated were \$3,908,200 in contracts with:

- The U.S. Equal Employment

Opportunity Commission ("EEOC") to investigate dual-filed employment discrimination charges (\$1,793,350);

- The U. S. Department of Housing and Urban Development ("HUD") to process dual-filed housing discrimination complaints (\$930,117);

Expenditures for FY12 totaled \$12,163,786, of which \$9,643,449 derived from General Revenue Funds and \$2,520,337 derived from Special Projects Funds.

INCOME AND EXPENDITURE STATEMENT		
FISCAL YEAR 2012		
	Appropriations	Expenditures
Personal Services	9,592,847	9,481,857
Retirement (PU)	0	0
Retirement	769,300	559,494
Social	799,200	700,344
Group Insurance	464,000	0
Contractual Services	417,500	349,086
Travel	66,400	97,530
Commodities	32,700	32,664
Printing	12,800	12,350
Equipment	33,100	23,499
Telecommunications	264,500	227,127
Operation Automotive Equipment	1,500	1,479
Commission on Discrimination and Hate Crimes	77,500	0
Lump Sums	1,102,853	678,356
Other State Funds	700,000	0
Total	14,334,200	12,163,786

END OF YEAR HEADCOUNT						
	FY07	FY08	FY09	FY10	FY11	FY12
Administration	11	11	11	11	11	10
Charge Processing	135	136	136	123	126	119
Compliance	11	11	11	11	11	11
Total	157	158	158	145	148	140

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 conducted on-site visits of the district offices of all 177 State Senators and State Representatives in Illinois. The purpose of these visits was to share with the legislator and district staff information on the Illinois Department of Human Rights ("DHR") and our work on behalf of the residents of Illinois. By bringing it directly to their district offices, the information is more easily accessible and useful in serving their constituents.

The LIA was responsible for the passage and approval of one public act in fiscal year 2012. The new act allows for greater respect and sensitivity towards persons with a disability.

PA 97-0877 (HB 3915), an agency initiative, replaces the word "handicap" with "disability" in the Home Inspector License Act, the Real Estate Appraiser Licensing Act of 2002, and the Illinois Human Rights Act. It became effective August 2, 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 14,670 visitors in the Chicago and Springfield Offices in fiscal year 2012.

LEGAL DIVISION

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 Request for Review cases 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 2012 ("FY12"), the Division conducted 294 substantial evidence reviews.

Complaints

During FY12, the Division filed 132 complaints with the Commission.

Freedom of Information Act Requests

During FY12, the Division responded to 151 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 FY12, the Division completed 41 Request for Review cases.

The Division also responded to 550 HB1509 and HB0059 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, 451 appeals of Chief Legal Counsel decisions have been filed. Of these, 440 have been 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 FY12, the Division received 10 direct appeals.

LIAISON UNIT

Functions

The State Agency Liaison Unit ("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 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 Americans with Disabilities Act ("ADA") Coordinator for programs/services 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 session for new EEO/AA Officers regarding development of effective affirmative action programs.
- Met with EEO/AA Officers regarding their agencies' affirmative action performance in meeting the minimum compliance criteria.
- Revised the Technical Assistance Guide for the Development of Affirmative Action Plans for State Executive Agencies as well as the availability analysis process.
- Revised EEO/AA report forms, affirmative action plan forms, and quarterly and layoff reports to comply with Public Act 97-0396 to reflect the new racial categories.
- 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; and job fair information for people with disabilities for purposes of professional development of the EEO/AA Officers and recruitment of affirmative action groups.
- Coordinated the FY12 online disability survey of state employees through disseminating survey materials to agencies, monitoring survey participation, and encouraging agency follow-up with employees who failed to participate.
- 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 CMS disability hiring initiatives committee,

and the ADA celebration event in Springfield.

- Provided to all EEO/AA Officers information on the EEOC's age discrimination regulations and new arrest and conviction guidelines.
- Met with representatives from the Governor's Office and the Department of Central Management Services regarding Rutan procedures.
- Prepared and filed comments with the Office of Federal Contract Compliance Programs on the proposed changes to Section 503 rules.
- Met with members of the Asian community and provided statistical information to assist them on developing legislation for the Asian American Employment Plan.
- Revised the availability analysis used by state executive agencies for their affirmative action plans and placed on the Department's website.
- Conducted an analysis of executive state agencies' underutilization for each of the affirmative action groups.
- Responded to 861 technical assistance inquiries of state entities.
- Approved affirmative action plans submitted by 64 agencies. In FY12, 61 agencies (95%) met the Department of Human Rights' standard for affirmative action performance. There were 3 agencies (5%) that did not meet the Department's standard and must establish training with the Department of Central Management Services in accordance with Section 7-105 (H) of the Human Rights Act. The

three agencies that had to establish training: Department of Healthcare and Family Services, Department of Public Health, and State Police.

- Issued "Show Cause Notices" for failure to meet their affirmative action goals for three consecutive years (FY09-FY11) to: Department of Central Management Services, Department of Human Services, and Department of Revenue.
- Granted extensions for submitting the FY12 affirmative action plan to: Gaming Board, Department of Labor, Lieutenant Governor's Office, Department of Military Affairs, Toll Highway Authority, Department of Transportation, Department of Veterans' Affairs, and Workers' Compensation Commission.
- Issued late notice in regards to its FY12 affirmative action plan: Department of Central Management Services.
- Approved layoff reports during FY12 for: Department of Agriculture, Civil Service Commission, Comptroller's Office, Department of Central Management Services, Department of Financial & Professional Regulation, Department of Human Rights, Department of Human Services, Department of Military Affairs, Prisoner Review Board, Secretary of State's Office, and State Police.
- Granted an extension for submitting the quarterly report to: Department of Financial & Professional Regulation, Pollution Control Board, and Secretary of State's Office.
- Issued a late notice for failure to submit a quarterly report: Illinois Finance Authority.

- o The unit notified the following agencies that they should develop an ADA grievance procedure as required by federal law. These agencies were notified that in the Joint Committee on Administrative Rules ("JCAR") annual report it was listed that they do not have this procedure: Department of Children & Family Services, Governor's Office of Management and Budget, Department of Healthcare and Family Services, Historic Preservation Agency, Department of Insurance, and Department of Military Affairs.
- o In FY12, the Disability Coordinator represented the Department as co-chair of ICED. ICED addresses the concerns of over 3,000 people with disabilities who work in state government. ICED maintains a website, www.state.il.us/iced, which contains information about state programs for employees with disabilities, ICED activities, and developments in state/federal civil rights laws. In FY12, ICED continued its Internship Program for College Students with Disabilities. During the year, ICED 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 Representative La Shawn Ford who received the Carl Suter Award; Judith A. West, Department of Human Services, as the Employee of the Year; Univision and Progress Center for Independent Living, which received the Media Award; and the Lake County Center for Independent Living, recipient of the Non-Profit Award. ICED also presented a statewide conference

on promotional opportunities for state employees with disabilities via videoconference, teleconference, and webinar. This year, ICED began to review state job descriptions and recommended changes to a number of job descriptions to provide increased opportunities for people with disabilities.

- o In FY12, the Disability Coordinator worked to ensure the the Department's compliance with the ADA, by arranging for accommodations for clients with disabilities, and educating staff about reasonable accommodation issues. In addition, the Disability Coordinator advised people with disabilities, state agency staff, and Departmental staff about disability issues on 112 occasions during the year.

PUBLIC CONTRACTS UNIT

Functions

The Public Contracts Unit ("PCU") enforces provisions of the Human Rights Act and the Department's Rules and Regulations, which require public contractors and eligible bidders to refrain from unlawful discrimination, undertake affirmative action in employment, and develop a written sexual harassment policy.

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.

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") prior to bid opening.

Major FY12 PCU Actions

- Registered potential public contractors and eligible bidders seeking to establish state bidder status through the Department's Public Contracts Program.
- Received 3,288 Employer Report Forms submitted by potential bidders, public contractors and eligible bidders seeking to establish state eligibility status in order to competitively bid on state contracts.
- Processed 2,986 Employer Report Forms received from initial registrants applying for an IDHR number and eligible bidders renewing their existing state status.
- Responded to 1,997 inquiries from government and non-government contracting entities, eligible bidders reinstating their eligibility status, potential bidders applying for a new IDHR number, and other interested parties. Additionally, addressed EEO/AA questions relating to requirements for sexual harassment policies, contractor's EEO/AA obligations,

audit questions, the PCU registration process, internal procedures for monitoring a workforce, as well as filled numerous requests for how to obtain an Employer Report Form ("PC-1").

- Granted nine (9) registration waiver requests from Central Management Services (CMS) and three (3) exemptions for companies located wholly outside the United States. These requests were granted in the interest of the State of Illinois.
- Developed an electronic data entry system for the weekly and monthly processing of bidder registrations for those vendors seeking a first-time public contracts number and for the renewal of existing public contracts numbers to be implemented in fiscal year 2013.
- Number of registered bidders as of June 30, 2012: 17,597.

2012 Desk Audit

The PCU developed, coordinated and implemented the Department's Desk Audit process. 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.

Audit selection is a systematic process by which entities are randomly selected statewide.

The PCU developed and implemented an Audit Database system to record the vendors selected, and show the stages of the audit process for each vendor, including recommendations and findings. The Audit Letter and Questionnaire were

revised to obtain better information from eligible bidders and public contractors during the Audit process.

As a cost savings measure, the mailing of the Audit Packet to vendors via U.S. mail was changed to electronic mailing via the vendors' e-mail address. Those vendors which did not have an e-mail address were notified via U.S. mail.

Below are the final statistics:

Calendar Year 2011 Audit Results:

Total entities selected for audit	151
Total entities notified of selection	151
Audit Results:	
Compliant	123
Non-compliant	23
Closed entities	5
Audits pending completion	0
TOTAL	151

Calendar Year 2012 Audit Results:

Total entities selected for audit	170
Total entities notified of selection	170
Audit Results:	
Compliant	24
Non-compliant	22
Closed entities	3
Revoked entities	7
Ineligible entities	5
Pending revocation	1
Audits pending completion	108
TOTAL	170

CHARGE PROCESSING DIVISION

The Human Rights Act ("Act") prohibits discrimination in Illinois with respect to employment, financial credit, public accommodations and real estate transactions. Within those areas, the Act protects 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 language, pregnancy, citizenship status and arrest record in employment, and discrimination based on familial status in real estate transactions. The Act further prohibits retaliation against a person who filed a charge of unlawful discrimination, opposed discrimination, or participated in an investigation or other proceeding under the Act.

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.¹ 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.

For charges filed after February 2, 2010, where the Department's investigation finds substantial evidence of discrimination, 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:

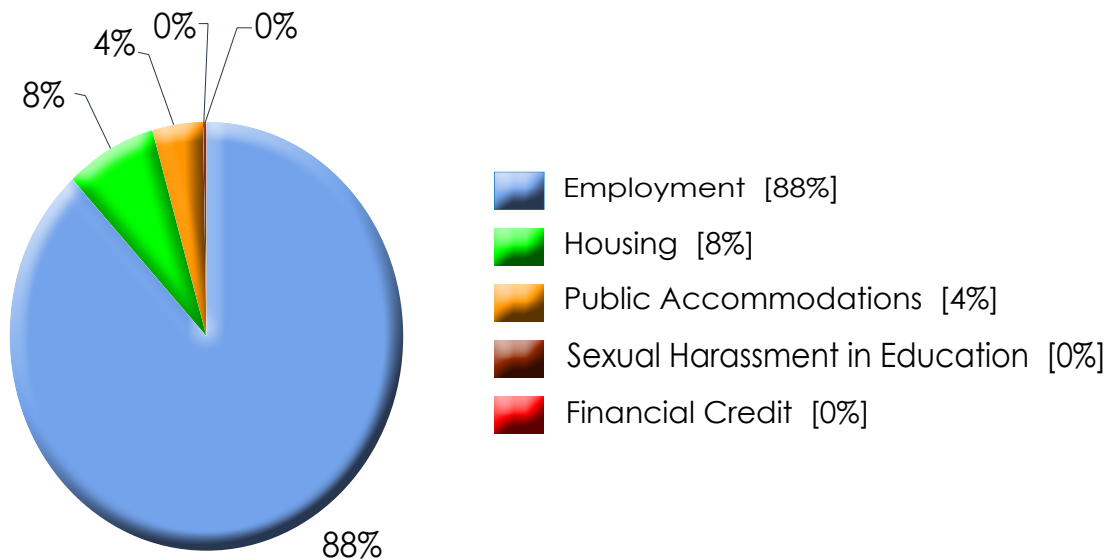
1. file a Request for Review (appeal) of that dismissal with the HRC, or
2. commence a civil action in a state circuit court of appropriate venue.

The following pages offer a graphic summary of the activities of the Charge Processing Division during FY12.

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

CHARGES DOCKETED BY JURISDICTION FISCAL YEAR 2012	
Employment	3613
Housing	313
Public Accommodations	161
Sexual Harassment in Education	6
Financial Credit	4
TOTAL	4,097

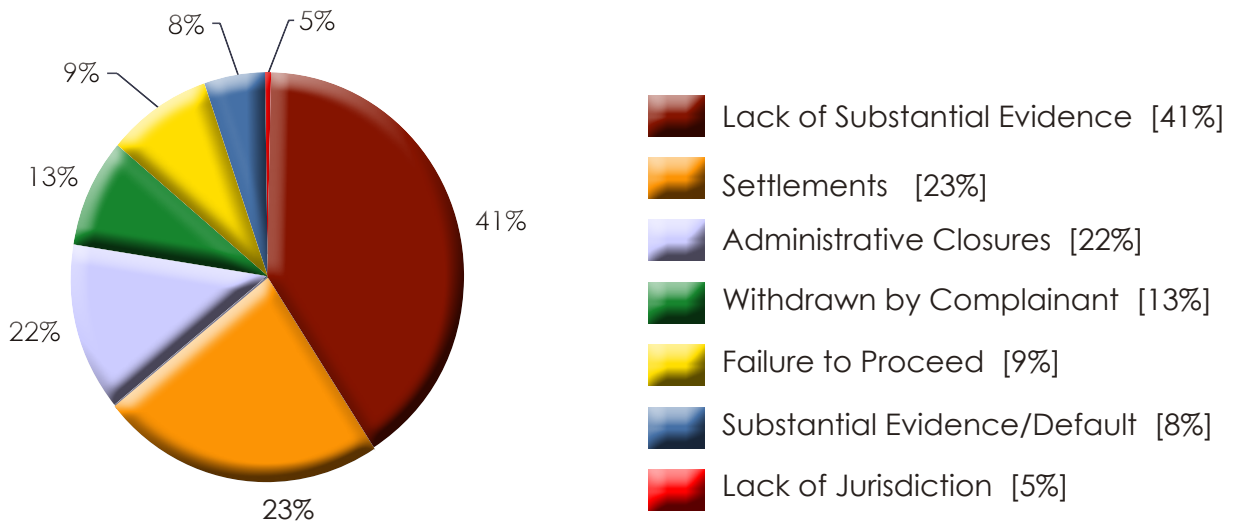
CHARGES DOCKETED BY JURISDICTION
FISCAL YEAR 2012



DISPOSITION OF COMPLETED INVESTIGATIONS*	
FISCAL YEAR 2012	
Inquiries Received	11,085
Charges Filed	3,784
Completed Investigations	3,186
COMPLETED INVESTIGATIONS	
Lack of Substantial Evidence	1,295
Settlements	744
Withdrawn by Complainant	428
Substantial Evidence/Default	271
Failure to Proceed	275
Lack of Jurisdiction	156
Administrative Closures	17
Completed Investigations	3,186

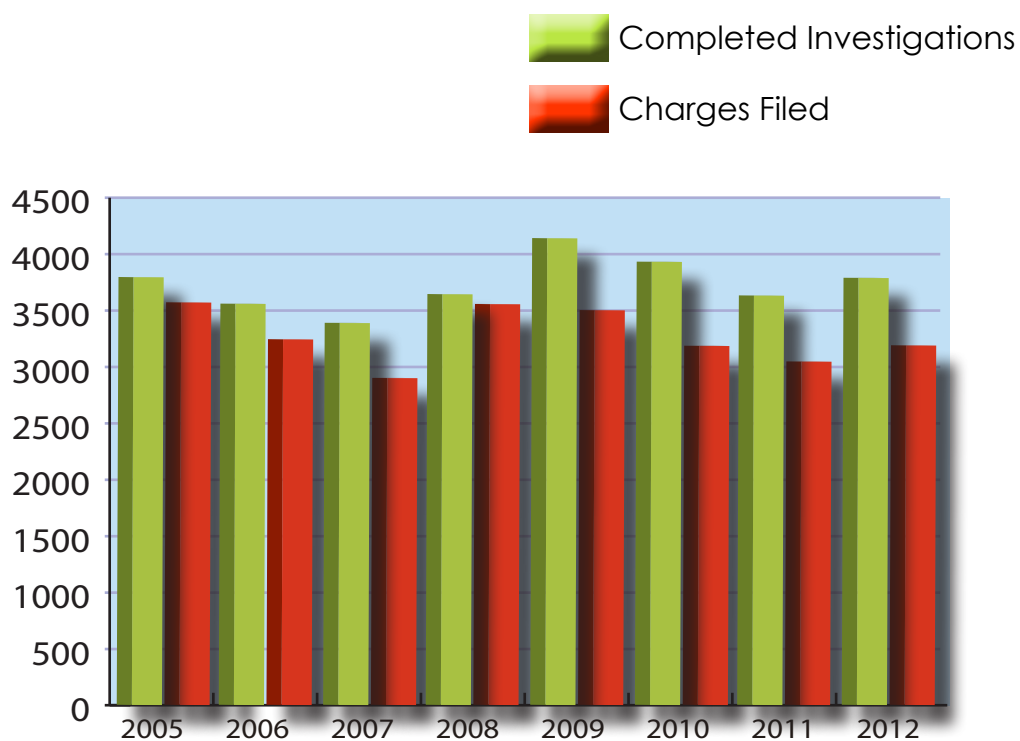
*Non-Housing Cases Only (see housing section for info on housing cases).

DISPOSITION OF COMPLETED INVESTIGATIONS
 FISCAL YEAR 2012
 (Excluding housing)



CHARGES FILED AND COMPLETED INVESTIGATIONS								
Fiscal Year 2012 (Excluding Housing Cases)								
	2005	2006	2007	2008	2009	2010	2011	2012
Charges Filed	3791	3555	3385	3640	4136	3927	3628	3784
Completed Investigations	3567	3240	2897	3552	3498	3182	3043	3186

CHARGES FILED AND COMPLETED INVESTIGATIONS
FISCAL YEAR 2012

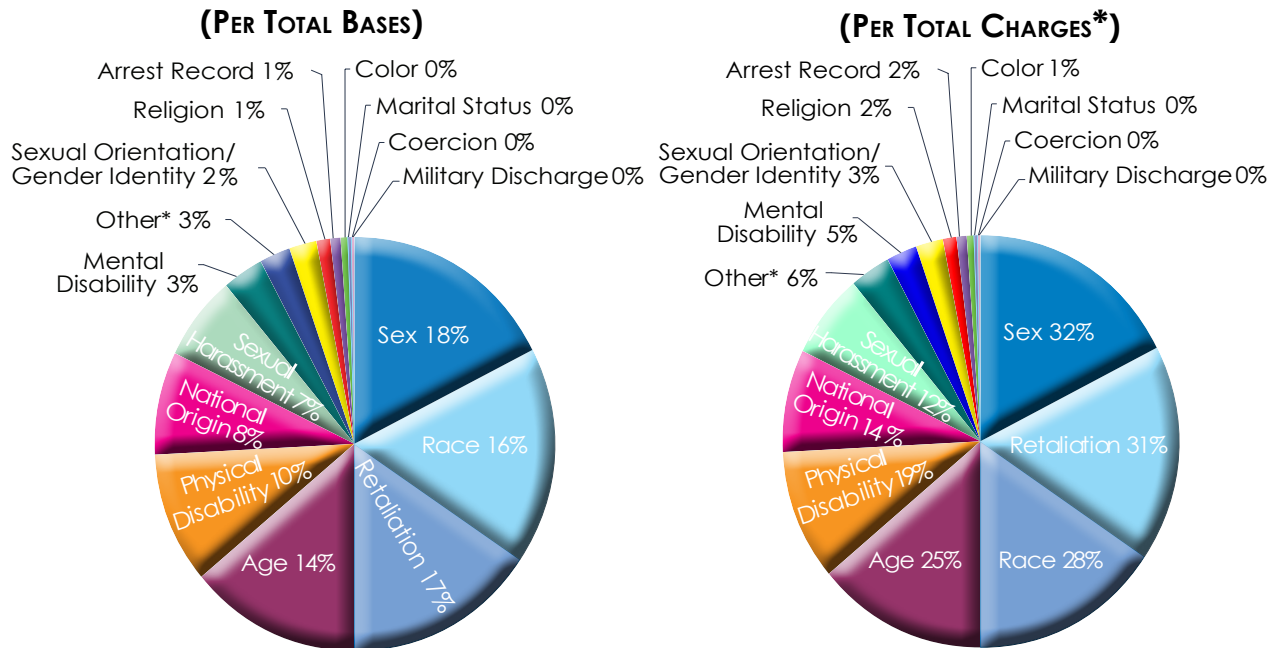


EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2012	
BASIS OF DISCRIMINATION	
Sex	1153
Retaliation	1117
Race	1025
Age	911
Physical Disability	678
National Origin	523
Sexual Harassment	449
Other*	218
Mental Disability	165
Sexual Orientation/Gender Identity	135
Religion	80
Arrest Record	56
Color	27
Marital Status	12
Military Discharge	11
Coercion	3
Total	6,563

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

EMPLOYMENT CHARGES BY BASIS

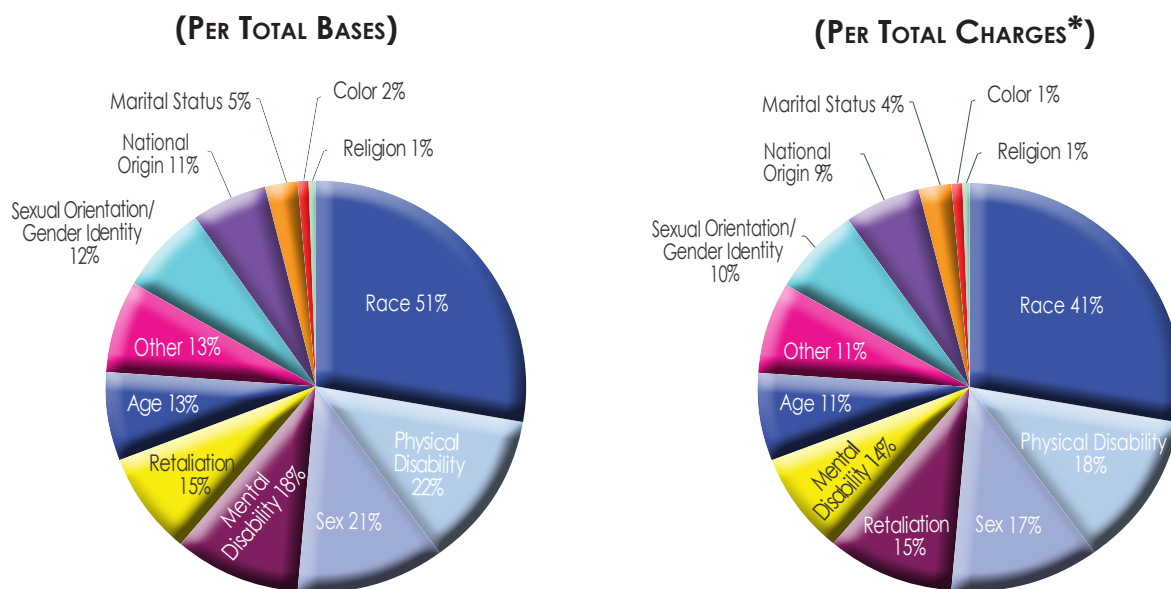
FISCAL YEAR 2012



*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 2012	
Race	66
Physical Disability	29
Sex	27
Mental Disability	23
Retaliation	19
Other	17
Age	17
Sexual Orientation/Gender Identity	16
National Origin	14
Marital Status	6
Color	2
Religion	1
Total Bases	237
Total Charges Filed	161

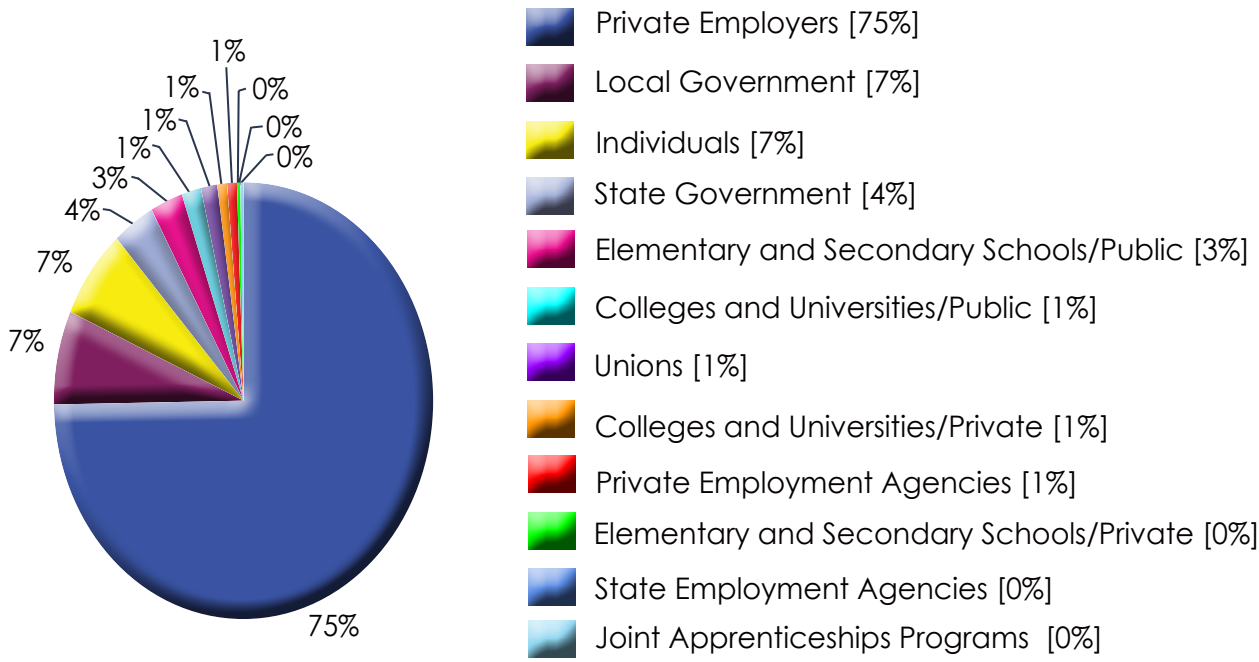
PUBLIC ACCOMMODATIONS CHARGES BY BASIS
FISCAL YEAR 2012



*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 2012	
Private Employers	2705
Local Government	248
Individuals	243
State Government	135
Elementary and Secondary Schools/Public	100
Colleges and Universities/Public	56
Unions	46
Private Employment Agencies	32
Colleges and Universities/Private	27
Elementary and Secondary Schools/Private	18
State Employment Agencies	2
Joint Apprenticeship Programs	0
TOTALS	3613

EMPLOYMENT CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2012



EMPLOYMENT DISCRIMINATION						
ISSUES ALLEGED AS ACTS OF DISCRIMINATION*						
FISCAL YEARS 2007 - 2012						
ISSUE	2007	2008	2009	2010	2011	2012
DISCHARGE	1689	1756	2049	1898	1698	1907
HARASSMENT	777	836	922	723	568	580
TERMS AND CONDITIONS	242	197	238	289	279	319
SUSPENSION	233	216	207	241	219	216
WRITTEN REPRIMAND	187	186	157	204	209	202
HIRING	164	171	172	169	150	160
OTHERS	103	110	117	455	77	133
FAILURE TO ACCOMMODATE	120	114	129	135	96	120
PROMOTION	140	110	159	120	98	110
LAYOFF	72	96	136	117	85	72
UNEQUAL JOB ASSIGNMENTS	11	23	32	14	24	63
DEMOTION	70	71	67	84	65	57
WAGES	51	46	58	42	42	48
REDUCTION IN HOURS	30	29	61	52	47	46
UNEQUAL PAY	78	68	69	47	39	39
ORAL REPRIMAND	25	28	35	56	34	38
PERFORMANCE EVALUATION	19	27	21	33	34	34
UNION REPRESENTATION	34	28	37	25	27	33
RACIAL HARASSMENT	31	41	42	30	25	32
CONSTRUCTIVE DISCHARGE	19	40	26	27	25	31
FAILURE TO RETURN/MEDICAL LEAVE	22	20	27	26	23	23
TRANSFER	37	39	38	28	14	22
TENURE	17	8	24	25	12	17
PROBATION	15	12	19	17	10	13
TRAINING/APPRENTICESHIP	20	7	15	20	13	11
REFERRAL	2	8	0	2	7	10
INTIMIDATION/REPRISAL	2	1	0	3	1	8
POSITION ELIMINATION	21	27	14	12	17	7
FORCED RESIGNATION	13	15	12	10	8	7
OVERTIME	14	1	9	4	5	7
RECALL	8	8	16	15	11	6
EMPLOYMENT REFERENCE	1	3	9	6	4	6
BENEFITS	9	19	17	18	16	5
FORCED MEDICAL LEAVE	7	9	10	7	10	5
FAILURE TO REASSIGN	4	8	3	10	3	4
SEVERANCE PAY	3	16	10	1	5	3
EXCLUSION	0	0	0	1	2	2
JOB CLASSIFICATION	2	2	0	1	1	1
FORCED RETIREMENT	3	3	2	7	6	0
AIDING AND ABETTING	3	1	5	0	1	0
VACATION	1	1	1	3	2	0
SENIORITY	0	0	0	1	0	0
DRUG TESTING	0	0	0	0	2	0
QUALIFICATION/TESTING	0	0	0	0	0	0
ADVERTISING	0	0	0	0	0	0
TOTALS	4299	4401	4965	4978	4014	4397

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 2012

COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
ADAMS			1		21	22
ALEXANDER					1	1
BOND					2	2
BOONE	2				5	7
BROWN	1				1	2
BUREAU	1		4		2	7
CALHOUN						0
CARROLL					1	1
CASS					4	4
CHAMPAIGN	4				42	46
CHRISTIAN					4	4
CLARK					3	3
CLAY					9	9
CLINTON					3	3
COLES	3		1		8	12
COOK	194	4	96	6	2207	2507
CRAWFORD					6	6
CUMBERLAND						0
DEKALB	2				5	7
DEWITT	1				7	8
DOUGLAS					6	6
DUPAGE	23		5		235	263
EDGAR						0
EDWARDS						0
EFFINGHAM					3	3
FAYETTE					2	2
FORD					3	3
FRANKLIN	1					1
FULTON	2				1	3
GALLATIN						0
GREENE					1	1
GRUNDY	2		1		3	6
HAMILTON						0
HANCOCK						0
HARDIN						0
HENDERSON						0
HENRY						0
IROQUOIS					1	1
JACKSON			1		8	9
JASPER						0
JEFFERSON					4	4
JERSEY						0
JO DAVIESS					3	3
JOHNSON					1	1
KANE	3		3		84	90
KANKAKEE					32	32
KENDALL			2		5	7
KNOX	1				2	3
LAKE	14		3		108	125
LASALLE	2				16	18
LAWRENCE					4	4

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2012						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
LEE					2	2
LIVINGSTON	2				1	3
LOGAN					1	1
MCDONOUGH					3	3
MCHEMRY	2		3		32	37
MCLEAN	3		2		38	43
MACON	1		1		56	58
MACOUPIN					4	4
MADISON	4		2		51	57
MARION			1		7	8
MARSHALL					2	2
MASON						0
MASSAC					4	4
MENARD					2	2
MERCER					1	1
MONROE						0
MONTGOMERY					8	8
MORGAN					5	5
MOULTRIE						0
OGLE	2				3	5
PEORIA	5		2		61	68
PERRY	1				1	2
PIATT					1	1
PIKE					3	3
POPE	1					1
PULASKI					2	2
PUTNAM	1					1
RANDOLPH					7	7
RICHLAND					2	2
ROCK ISLAND	5				25	30
ST. CLAIR	2		2		58	62
SALINE					4	4
SANGAMON	6		19		150	175
SCHUYLER						0
SCOTT					1	1
SHELBY	1				1	2
STARK						0
STEPHENSON	1				8	9
TAZEWELL	2				17	19
UNION					6	6
VERMILION	1		1		9	11
WABASH					1	1
WARREN					2	2
WASHINGTON						0
WAYNE						0
WHITE					1	1
WHITESIDE					8	8
WILL	5		6		100	111
WILLIAMSON	1		3		12	16
WINNEBAGO	10		2		57	69
WOODFORD	1				3	4
TOTAL CHARGES	313	4	161	6	3613	4097

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 FY12, the Mediation Unit held 239 conferences, and obtained a total known monetary recovery for charging parties of \$1,550,047.

MEDIATION UNIT ACTIVITY			
FISCAL YEAR 2012			
Mediation Conferences and Resolutions	FY10	FY11	FY12
Number of Mediation Conferences Held	238	206	239
Number of Conferences with Resolutions	194	154	174
Percent of Conferences with Resolutions	82%	75%	73%
Number of Additional Cases Resolved at Same Conference	19	36	56
Total Number of Cases Resolved Via Mediation	213	190	178
Total Number of Cases Completed*	3182	3043	3186
Percent of Completed Cases Resolved Via Mediation	6.7%	6.2%	5.6%
Known Monetary Amounts (frequently kept confidential)	<u>\$1,457,295</u>	<u>\$1,415,127</u>	<u>\$1,550,047</u>

*excluding housing cases

FAIR HOUSING DIVISION

OUTREACH ACTIVITIES

During FY12, DHR staff participated in 145 outreach events, and distributed over 30,000 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 and support several events focused on human rights issues:

- The annual Americans with Disabilities Act Anniversary celebrations in Chicago (July 14, 2011) and Springfield (July 20, 2011);
- The Mexican Consulate's Labor Rights Week events in Chicago and suburbs to promote awareness of civil rights laws to Mexican immigrants (August 29-September 3, 2011);
- A Photo Exhibit in the James R. Thompson Center in Chicago on the 2010 American Indian Pow Wow at Navy Pier in Chicago (October 31, 2011);
- A celebration of Native American Heritage Month with a panel presentation on "Perceptions of Native Americans Today: A Panel Discussion and Cultural Exchange" (November 15, 2011);
- Governor's Office of New Americans Initiative and Dialogues/Dialogos meeting in Aurora (December 14, 2011);
- Open houses in Chicago (January 12, 2012) and Springfield (January 19, 2012) for DHR's fair housing partners;
- A recognition of former DHR employee and Tuskegee Airman Beverly Dunjill and screening of the documentary film "The Tuskegee Airmen" (March 23, 2012);
- A presentation on "Opportunity Mapping: Because Where You Live Matters," in conjunction with the Chicago Area Fair Housing Alliance (April 4, 2012);
- DHR Fair Housing Month Events in Springfield: Legislative Advocacy Training, Legislative Breakfast, Fair Housing Expo in the Capitol, and Fair Housing Program with a reading of the Governor's Proclamation of April as Fair Housing Month (April 18 and 19, 2012)
- The Annual Awards ceremony for the Interagency Committee on Employees with Disabilities ("ICED") in Springfield (April 25, 2012);
- The annual conference for the Illinois Municipal Human Relations Association in Danville, IL, which featured legal updates by DHR staff members (May 8, 2012);
- The Juneteenth event held on June 19, 2012 in the James R. Thompson Center in Chicago.

In addition:

- DHR's FaceBook page launched January 12, 2012 to better inform DHR's stakeholders and constituents of DHR programs and activities.
- DHR initiated and distributed a joint letter with John Trasviña, Assistant Secretary of the U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity in June 2012 to Lesbian, Gay, Bisexual and Transgender ("LGBT") news outlets throughout the state to publicize DHR's protection of LGBT rights in housing and HUD's program changes around LGBT issues.

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

venues. These included:

1st Quarter FY12 (July – September 2011):
Fair Housing Presentation at the Annual ADA
Celebration (Springfield and Chicago)
Disability Pride Parade in Chicago
Fair Housing Seminar in Peoria

2nd Quarter FY12 (October – December 2011):
Attorney General Lisa Madigan's Help for
Homeowners' event
Housing Action Illinois Annual Conference
Congressman Danny Davis' Annual State of the
7th District Town Hall Meeting
Governor's Dialogos (Dialogue) with the Latino
Community
Illinois Latino Legislative Caucus Foundation
Conference
Cambiando Vidas Disability Rights and Services

3rd Quarter FY12 (January – March 2012):
ICIRR Immigrant Integration Summit
Housing Authority of Cook County (Hazel Crest,
Harwood Heights)
DuPage Homeownership Centers' Homebuyer's
Fair
Southwest Community Dialogue with Governor's
Office for New Americans
Multilingual Chicago's Cultural Celebration Event
Genesis Career Network Consultants Annual
Spring Fair
49th Ward Alderman Joe Moore's Know Your
Rights Workshop
Erie Neighborhood House's Housing Choice
Voucher Landlord Training
Latino Book and Family Festival

4th Quarter FY12 (April – June 2012):
Mexican Consulate fair housing presentations
North Shore Chapter of the Women's Council of
Realtors
City of Joliet Landlord Trainings
HUD/Consumer Action's Housing Roundtable
Governor's Conference on Affordable Housing
TEAM Illinois and St. Mary's Catholic Church Faith
Based Resource Fair
Illinois Association of Agencies and Community
Organizations for Migrant Advocacy
(IAACOMA) conference
HUD/Latino Policy Forum Regional Fair Housing
Training and Dialogue on Housing Challenges
United African Organization Annual Summit on
African Immigrant and Refugee Rights
Housing Authority of Cook County (Mount

Prospect, Tinley Park, Joliet)
Illinois Assistive Technology Program's
Homeownership Coalition for People with
Disabilities
Erie Neighborhood House's Housing Choice
Voucher Landlord Training
Latino Organization of the Southwest's
Community Resource Fair and Welcoming Day
Interfaith Housing Center of the Northern Suburbs
Conversation on Inclusive Communities

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 Illinois Housing Task Force on Affordable Housing, 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, and various universities.

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

1st Quarter FY12:

2011 Hispanic Business Expo
Mexican Consulate Workers' Rights Week in Chicago
Senator Delgado's 18th Annual Family Health and Resource Fair
Senator Martinez' 7th Annual Family Wellness Fair
US Congressman Quigley's Job and Resource Fair
Mexican Consulate's Labor Rights Week
Chicago Summit on Hate Crimes
Peace Day Celebration at Daley Plaza

2nd Quarter FY12:

Illinois Association of Hispanic State Employees Conference

Chicago State University Career Fair
National Latino Education Institute's Know Your Rights Event
Apostolic Pentecostal Church of Morgan Park Job Fair
Central States SER Hiring Fair
Annual Rochelle Health Fair
Maria Mangual Leadership Conference
Government College Relations Job Fair at UIUC
Senator Kimberly Lightford's 1st Annual Man to Man Expo
Chicago Money Smart Week
IDES Veteran's Job Fair at Daley College
Morton College Job Fair
CMS Business Diversity Summit
Fall Career Expo at Kennedy King College
National Association of Mental Illness
US Homeland Security's Community Engagement on Rights and Civil Liberties

3rd Quarter FY12:

Universidad Popular/LULAC Know Your Rights Event
IDES/SER Know Your Rights Event
LULAC/Instituto del Progreso Latino Know Your Rights Workshop
Ethnic Notions: African American Identity in a Post-Racial Society
CMS/IIT Career Expo
CMS Chicago State University College of Business Career Fair
Joliet Junior College Women's Health Fair

4th Quarter FY12

Governor Pat Quinn's Cesar Chavez Serve and Learn Celebration
CMS/North Eastern University Career Fair
CMS/IT Telecom Services Conference
National Latino Education Institute Career Expo
Morton College Job Fair
Wright College Job Fair
Access Living Advancing Dreams and Opportunities for People with Disabilities
Illinois Association of Agencies and Community Organizations for Migrant Advocacy (IAACOMA) conference
National Latino Congreso Conference
LULAC of Illinois State Convention
Mexico Expo
Congressman Lipinski Senior Resource Fair
Little Village Chamber of Commerce
Telpochcalli Community Resource Fair and Mexican Kermes
Latino Organization of the Southwest Community Resource Fair and Welcoming Day

Congressman Lipinski Veterans Resource Fair

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, 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. 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 1,046 housing inquiries in FY12, and docketed 313 charges. Of the 313 housing charges filed, 132 (42%) included physical or mental disability as a basis, 117 (37%) included race, 43 (14%) included familial status, 41 (13%) included national origin or ancestry, 30 (10%) included sex, 20 (6%) included retaliation, 12 (4%) included sexual orientation or gender-related identity, 10 (3%) included religion, 2 (1%) included marital status, 1 (0%) included color, and 2 (1%) included other bases, including coercion.

DHR housing investigators completed 366 investigations during FY12, including 193 cases (53%) with a finding of lack of substantial evidence, 102 cases (28%) resolved via settlements (either adjusted with terms or adjusted and withdrawn), 21 (6%) dismissed for failure to proceed, 15 (4%) withdrawn by Complainant, and 4 (1%) dismissed for lack of jurisdiction. In addition, 29 cases (8%) were completed with findings of substantial evidence or default.

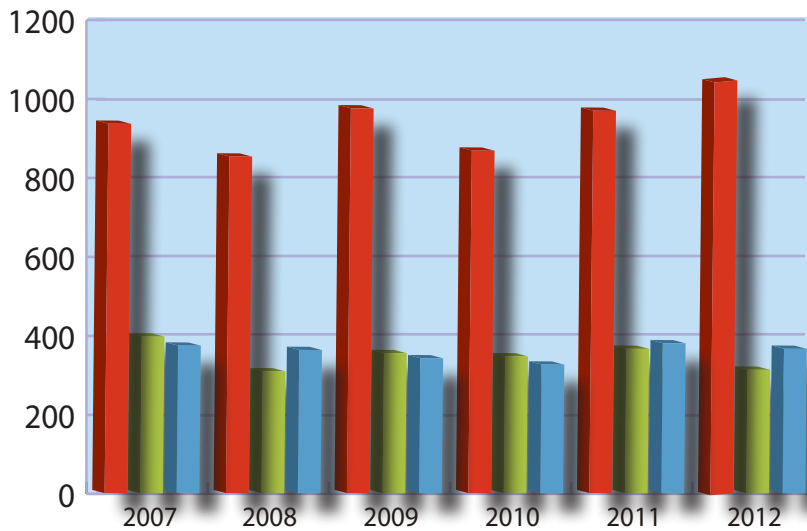
The following pages offer a graphic summary of fair housing charge activity.

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

<i>Fiscal Year</i>	2007	2008	2009	2010	2011	2012
Inquiries	936	853	975	868	969	1046
Charges Filed	397	309	355	347	366	313
Completed Investigations	374	363	342	326	380	366

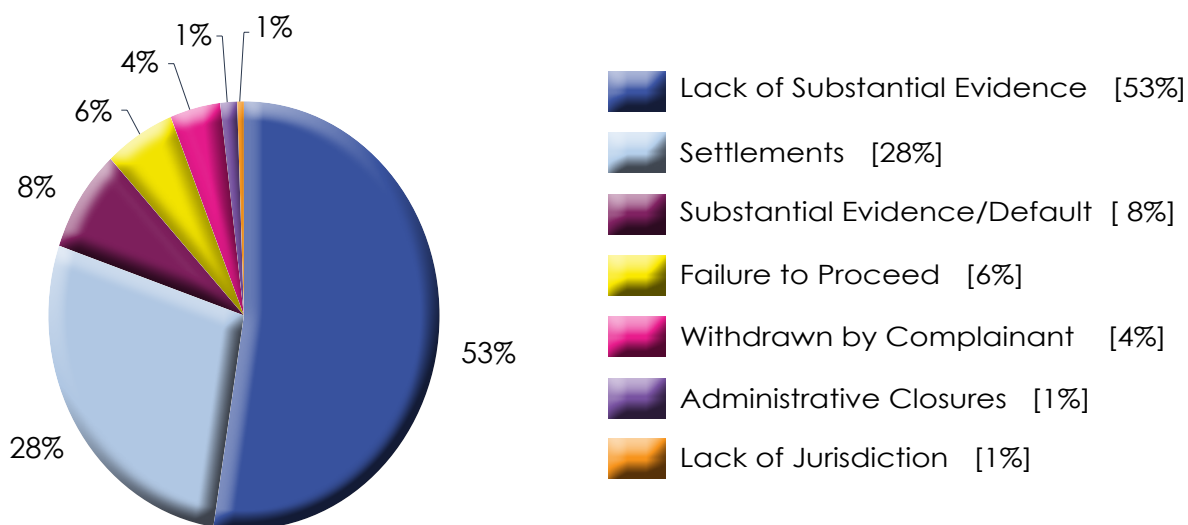
HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

■ Inquiries
 ■ Charges Filed
 ■ Completed Investigations



Disposition of Completed Housing Investigations FISCAL YEAR 2012	
Inquiries Received	1046
Charges Filed	313
Completed Investigations	366
Completed Investigations:	
Lack of Substantial Evidence	193
Settlement	102
Substantial Evidence/Default	29
Failure to Proceed	21
Withdrawn by Complainant	15
Lack of Jurisdiction	4
Administrative Closures	2
Total:	366

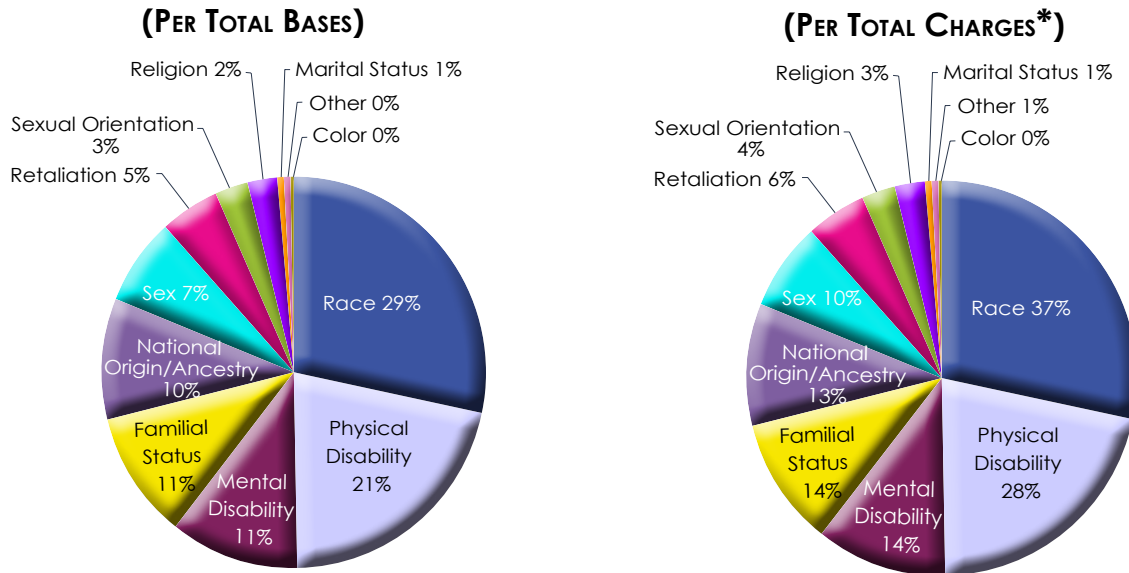
DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS
FISCAL YEAR 2012



HOUSING CHARGES BY BASIS	
FISCAL YEAR 2012	
<i>Basis of Discrimination</i>	
Race	117
Physical Disability	87
Mental Disability	45
Familial Status	43
National Origin/Ancestry	41
Sex	30
Retaliation	20
Sexual Orientation	12
Religion	10
Marital Status	2
Other	2
Color	1
Total Bases	410
Total Charges Filed	313

HOUSING CHARGES BY BASIS

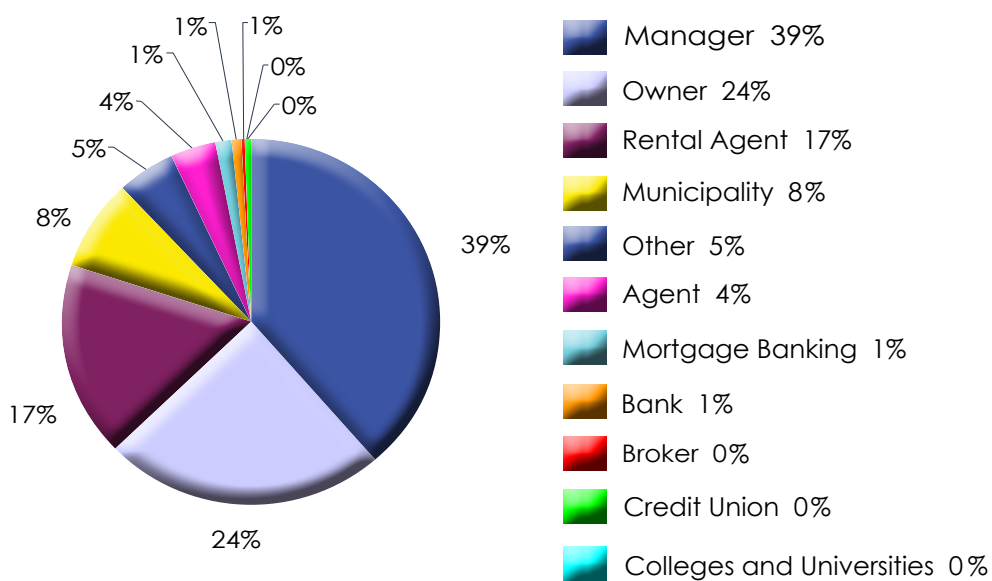
FISCAL YEAR 2012



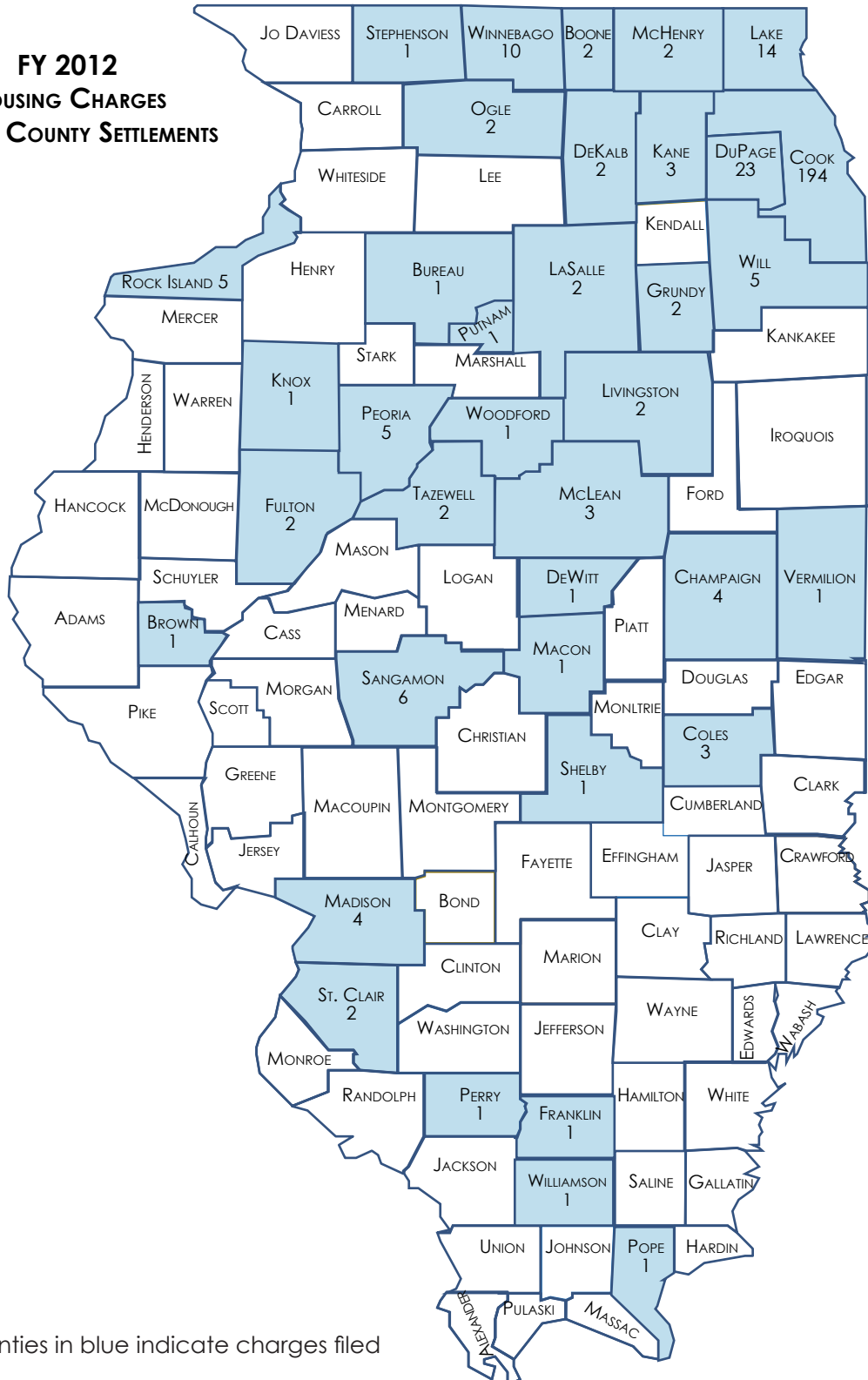
*Number and Percent of total charges filed is greater than 100% because charges can be filed on more than one basis

HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2012	
	<i>Number of Charges</i>
Manager	121
Owner	76
Rental Agent	54
Municipality	25
Other	16
Agent	12
Mortgage Banking	4
Bank	3
Broker	1
Credit Union	1
Colleges and Universities	0
Total	313

HOUSING CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2012



**FY 2012
HOUSING CHARGES
FILED BY COUNTY SETTLEMENTS**



Note: counties in blue indicate charges filed

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 FY12 the Institute trained more than 2,840 people in 101 training sessions, which adds up to nearly 303 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 33,600 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 2012**

Company Name	Type of Training
Ancor Flexibles	Harassment in the Workplace: What Every Employee Should Know
APICS The Association for Operations Management	Sexual Harassment Prevention: What Every Manager Should Know
Calumet City	Sexual Harassment Prevention: Is it or Isn't It?
Catholic Charities	Diversity In The Workplace: Moving Beyond Bias, Stereotypes and Prejudice
City of Kankakee	Diversity Awareness: It's About Respect
Community Assistance Programs	Sexual Harassment Prevention: Is It or Isn't It?
The DeBruler Company	The Cultural Detective: Investigate Ways to Effectively Communicate Across Cultures
Du Page County	Diversity in the Workplace: Moving Beyond Bias, Stereotypes and Prejudice Interpersonal Skills: Harnessing the Power of Emotional Intelligence
Executive Ethics Commission	Diversity Awareness Training The Cultural Detective: Investigate Ways to Effectively Communicate Across Cultures
Four SeasonsHotels	Sexual Harassment Prevention: What Every Manager Should Know
Human Resource Certification Credit	Hostile Work Environment Claims: Employer Responsibility for Preventing Workplace Harassment Sexual Harassment Prevention: How To Avoid Costly Litigation Legal and Effective Interviewing Techniques - Chicago Americans with Disabilities Act (How to Comply with Federal and State Disability Laws) – Chicago
Illinois Educational Labor Relations Board	Americans with Disabilities Act (ADA)
Illinois Forensic Science Laboratory	Diversity Awareness
Illinois Treasurer's Office	Sexual Harassment Prevention: Is It or Isn't It?
IPHA AmeriCorps	Interpersonal Skills: Harnessing the Power of Emotional Intelligence
Macon County Health Department	The Cultural Detective: Investigate Ways to Effectively Communicate Across Cultures
Marion Veterans Hospital Management Team Committee	Diversity Awareness
Marion Veterans Hospital Management Team Committee	Sexual Harassment Prevention: Is It or Isn't It?
Northeastern Illinois University	Sexual Harassment Prevention: Is It or Isn't It?
Ritz Carlton Hotels	Sexual Harassment Prevention: What Every Manager Should Know
Wirtz Beverage Illinois	Harassment in the Workplace: What Every Employee Should Know

ILLINOIS DEPARTMENT OF
 **Human Rights**

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