



State of Illinois
Illinois Department of Human Rights

2016

ANNUAL
REPORT

ILLINOIS DEPARTMENT OF
 Human Rights

ILLINOIS DEPARTMENT OF
 Human Rights

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

I am proud to present the Fiscal Year 2016 Annual Report of the Illinois Department of Human Rights (“DHR”) and to have the opportunity to serve as the Acting Director of an agency that seeks to investigate and ultimately secure that all individuals within the State of Illinois are free from unlawful discrimination.

The information contained in this report reflects DHR’s work for the period between July 1, 2015 and June 30, 2016. 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.

Despite FY2016 being a highly demanding year—demands created by our responsibility to serve the public effectively while holding the line on our operating budget—we accomplished much:

- DHR was a proud partner in passage of several pieces of legislation, most notably, Public Act 99-0758, which sought to amend the Illinois Human Rights Act to protect domestic workers against sexual discrimination;
- DHR continued its strong partnership with the U.S. Equal Employment Opportunity Commission (“EEOC”) and the U.S. Department of Housing and Urban Development (“HUD”). The partnership with EEOC and HUD allowed DHR to receive over \$3 million in much-needed federal funding support, alleviating the pressure for state funds, and enabling DHR to extend its outreach efforts; and
- DHR’s Institute for Training and Development continues to be a crown jewel within the agency. The trainers who are certified and subject-matter experts continue to be requested in and out of state government. The Institute conducted 139 training sessions throughout Illinois for a variety of entities such as the Bloomingdale Police Department, Illinois Department of Transportation, and the Four Seasons Hotel.
- At the request of the Governor’s Office, DHR initiated a study to develop recommendations regarding best practices to prevent discrimination and promote diversity and inclusion in employment, housing, public accommodations, government services, financial credit, education, criminal justice, and civic engagement. The study, titled “Illinois Scorecard on Discrimination: Recommendations to Promote Diversity and Inclusion,” was organized into 12 working groups and is expected to be completed during Fiscal Year 17.

Again, it is an honor to lead the Illinois Department of Human Rights, and ensure that we provide quality work to serve all of Illinois.

Sincerely,

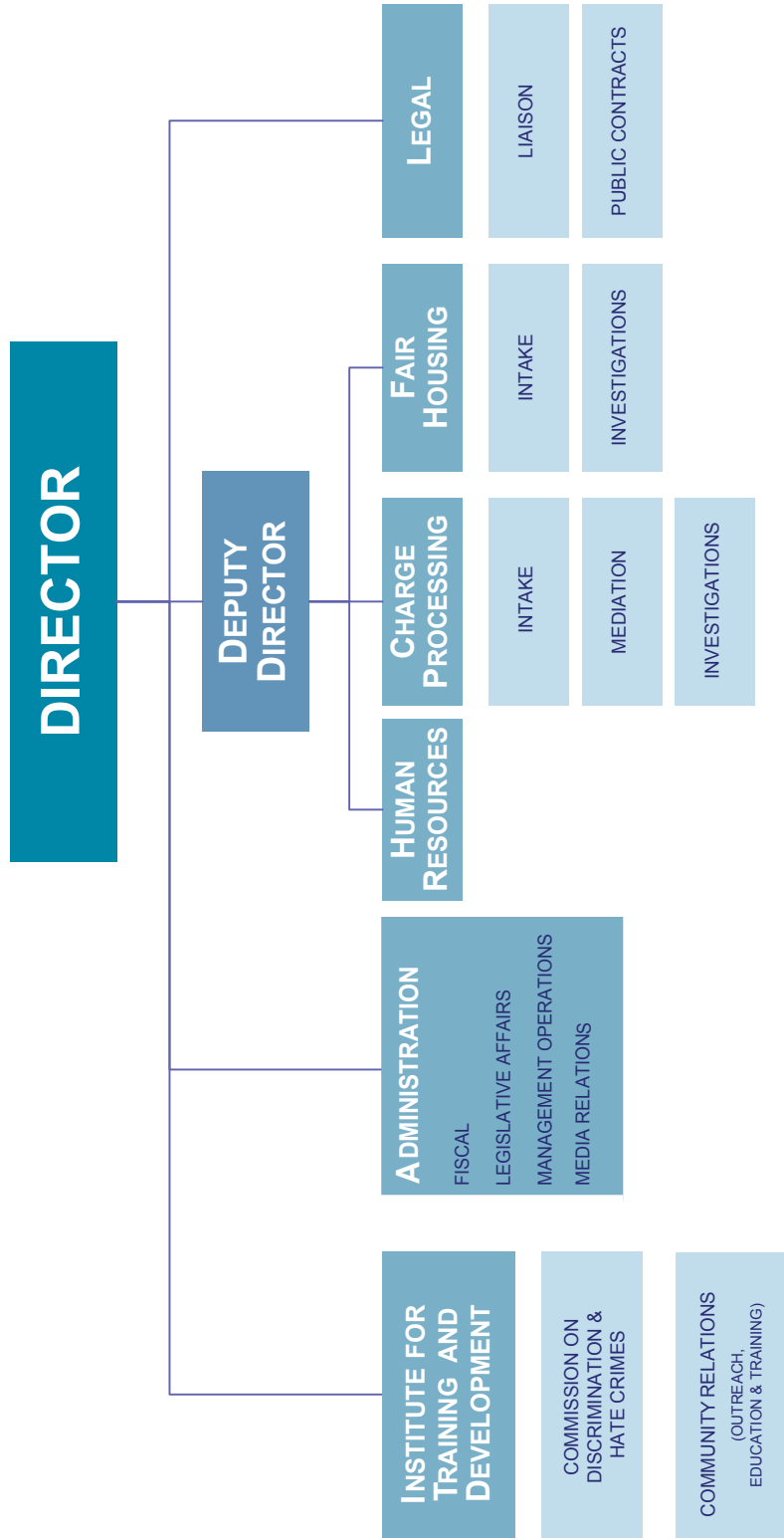


Janice Glenn
Acting Director

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IDHR TABLE OF ORGANIZATION 2016



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

The Department of Human Rights (“DHR”) expenditures for fiscal year 2016 totaled \$11,403,608. DHR was appropriated \$14,470,300 during fiscal year 2016, of which General Revenue Funds for Court Ordered expenses totaled \$9,332,202, Other State Funds totaled \$600,000, and appropriated federal dollars totaled \$4,537,800 in contracts with:

- The U.S. Equal Employment Opportunity Commission (“EEOC”) to investigate dual-filed employment discrimination charges (\$2,336,650);
- The U. S. Department of Housing and Urban Development (“HUD”) to process dual-filed housing discrimination complaints and conduct special projects (\$998,714);

EXPENDITURE STATEMENT	
FISCAL YEAR 2016	
	Expenditures
Personal Services	9,683,982
Retirement (PU)	0
Retirement	450,978
Social	706,420
Group Insurance	264,352
Contractual Services	225,660
Travel	42,969
Commodities	16,461
Printing	11,096
Equipment	0
Telecommunications	0
Operation Automotive Equipment	248
Commission on Discrimination and Hate Crimes	0
Prompt Payment Interest	1,442
Other Purposes	0
Total	11,403,608

END OF YEAR HEADCOUNT						
	FY11	FY12	FY13	FY14	FY15	FY16
IDHR Total	148	140	144	143	137	130

LEGISLATIVE AFFAIRS

The Legislative Affairs office's principal responsibility is the research, development, and promotion of the agency's legislation and the establishment of DHR's positions on legislation presented by the General Assembly and community groups. The Legislative Affairs 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 Legislative Affairs office assisted in the passage and approval of three legislative measures this year. They are:

PA 99-0548 (Civil Penalties) Amends the Illinois Human Rights Act. Increases the amount of civil penalties for civil rights violations relating to real estate transactions as follows: (i) a maximum of \$16,000 (instead of \$10,000) if the respondent has not been adjudged to have committed any prior civil rights violation concerning real estate transactions; (ii) a maximum of \$42,500 (instead of \$25,000) if the respondent has been adjudged to have committed one other civil rights violation concerning real estate transactions during the 5-year period ending on the date of the filing of the current charge; and (iii) a maximum of \$70,000 (instead of \$50,000) if the respondent has been adjudged to have committed 2 or more civil rights violations concerning real estate transactions during the 7-year period ending on the date of the filing of the current charge.

PA 99-0565 (Trafficking and Notice) Amends the Human Trafficking Resource Center Notice Act. Provides that the notice required to be posted under the Act shall be posted, among other places, in the public restrooms of motels and hotels in clear view of the public and employees

where similar notices are customarily posted.

PA 99-0758, (Domestic Workers) Creates the Domestic Workers' Bill of Rights Act. Effective immediately, this act amends the Illinois Human Rights Act, the Minimum Wage Law, the Wages of Women and Minors Act, and the One Day Rest in Seven Act to provide that domestic employees are included within the scope of those Acts.

MANAGEMENT OPERATIONS

Management Operations is 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 function of Management Operations includes Information Systems, Telecommunications Services, Operational Planning and Office Management. In addition to serving DHR's employees, Management Operations' staff assisted approximately 10,000 visitors in the Chicago and Springfield Offices in fiscal year 2016.

MEDIA RELATIONS

The Public Information Officer ("PIO") manages agency communications and serves as a spokesperson to the media. The PIO primarily responds to media inquiries, ranging from confirmation of charges filed with the agency to responding to general questions about departmental policy, statistics, rules and regulations, and the Human Rights Act. The position is also tasked with promoting the agency's image statewide and publicizing agency activities through media connections, press releases, social media, and web presence.

LEGAL DIVISION

Functions

The Legal Division ("Legal") reviews the investigative work of DHR, manages the Liaison Unit and the Public Contracts Unit, and oversees DHR's ethics program. Additionally, Legal represents DHR in responding to U-Visa Certification requests, enforces the equal employment opportunity and affirmative action programs under the Illinois Human Rights Act ("Act") and DHR Rules and Regulations, enforces provisions under the Act and DHR's Rules and Regulations as to public contractors and eligible bidders, reviews legislation and proposed legislation, and represents DHR on panels, workshops, and other public speaking engagements.

Legal also serves on a number of Governor's Office committees and working groups, including but not limited to the Governor's Office Training Initiative Strategic Plan Co-Chair, Governor's Office Internal Investigations Working Group, and the Governor's Office Transgender Working Group. Legal collaborated with partnering State agencies on regulatory and legislative strategy and litigation management, including the Illinois Human Rights Commission ("Commission"), the Illinois Department of Labor, and the Office of Illinois Attorney General, as well as with advocacy groups including the Illinois State Bar Association, Chicago Bar Association, Chicago Area Fair Housing Alliance, Legal Assistance Foundation, National Employment Law Association of Illinois, and Chicago Lawyers Committee For Civil Rights Under Law, Inc.

Legal's attorneys are assigned to the Fair Housing and Litigation Units. Both units review substantial evidence determinations, conciliate cases, draft and file complaints with the Commission and respond to Requests for Review filed

with the Commission. The Fair Housing Unit also litigates fair housing cases before the Commission and responds to Freedom of Information Act requests and subpoenas issued by the Commission, Illinois Circuit Court, and Federal District Court.

Substantial Evidence Reviews

Fair Housing Unit:	87
Litigation Unit:	177
TOTAL	264

Complaints:

Fair Housing Unit:	31
Litigation Unit:	46
TOTAL	77

Responses to Requests for Review:

Fair Housing Unit:	132
Litigation Unit:	191
TOTAL	323

LIAISON UNIT

Functions

The Liaison Unit ("Liaison Unit" or "Unit") administers and enforces the equal employment opportunity/affirmative action provisions of the Act and its Rules and Regulations and provides technical assistance and training on disability programs.

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 DHR. The Liaison Unit reviews the reports for conformance with the Act and DHR 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 DHR Rules and Regulations.

In accordance 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.

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 agencies' affirmative action performance in meeting the minimum compliance criteria.
- In conjunction with the Department of Central Management Services, met with select agency EEO/AA Officers to provide information about 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.
- Staff made presentations to: the State Rehabilitation Council about disability and the Human Rights Act; the Department of Children and Family Services about the affirmative action plan availability analysis process; and state agency General Counsels at the Governor's Office on best practices for affirmative action performance. Staff and DHR's Chief Legal Counsel met with the Governor's Office regarding agency underutilization and participated in the Asian American Heritage festival at the Daley Plaza.

- Provided to agency EEO/AA Officers job fair announcements, and job vacancy notices from State agencies to assist in recruitment efforts.
- Coordinated the fiscal year 2016 online disability survey of state employees through dissemination of survey materials to agencies, monitoring survey participation, and encouraging agency follow-up with employees who failed to participate.
- Responded to 773 technical assistance inquiries of state entities. Approved affirmative action plans submitted by 69 agencies.

PUBLIC CONTRACTS UNIT

Functions

The Public Contracts Unit ("PCU") enforces provisions of the Act and the DHR'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 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 DHR 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 DHR Rule 44 III. Code Section 750.210, persons seeking to establish eligibility status to be awarded a contract by a State agency are required to register with DHR.

Unit Activities

Registered potential public contractors and eligible bidders seeking to establish state bidder status through DHR's Public Contracts Program.

- o Received 2,236 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.
- o Processed 1,955 Employer Report Forms received from initial registrants applying for a DHR number and eligible bidders renewing their existing eligibility status.
- o Responded to 1,435 inquiries from government and non-government contracting entities, eligible bidders reinstating their eligibility status, potential bidders applying for a new DHR number, and other interested parties. Additionally, addressed EEO/AA questions relating to requirements for sexual harassment policies, contractor's EEO/AA obligations, audit questions, PCU registration process, procedures for monitoring a workforce, as well as filed numerous requests for how to obtain an Employer Report Form ("PC-1").
- o Sent notifications to 2,646 public contractors and eligible bidders reminding them that their DHR Public Contracts Number was about to expire or had expired.
- o Updated the PCU's webpage whereby all services being offered are now electronically accessible.

- o Number of registered bidders as of June 30, 2016: 12,420

2014, 2015 and 2016 Desk Audits

PCU developed, coordinated and implemented DHR's Desk Audit Procedures. Desk audits allow the examination of employer's 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 information referenced below is as of October 2016.

Calendar Year 2014 Audit:

Total entities selected for audit: 192

Audit Results:

Compliant	43
Revoked	21
Ineligible	2
No Longer in Existence	6
Relinquished PC-1 Number	13

Completed: 85

Non-Compliant/ Pending Completion:49

Pending Review 58

Calendar Year 2015 Audit:

Total entities selected for audit: 211

Audit Results:

Compliant	0
Revoked	23
Ineligible	3
No Longer in Existence	7
Relinquished PC-1 Number	4

Completed: 37

Non-Compliant/Need Additional Information 0

Pending Completion: 174

Calendar Year 2016 Audit:

Total entities selected for audit: 230



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), pregnancy, unfavorable military discharge and physical and mental disability. The Act also prohibits sexual harassment in education; discrimination because of language, 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 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, DHR 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.

For charges filed after February 2, 2010, where DHR’s investigation finds substantial evidence of discrimination, Complainant has the option of:

1. Requesting, within 30 days, DHR’s Legal Division to file a complaint on Complainant’s behalf with the Human Rights Commission (“Commission”), a separate adjudicatory agency,
2. filing a complaint with the Commission within 90 days, or
3. commencing, within 90 days, a civil action in a state circuit court of appropriate venue.

Alternatively, if DHR dismisses the charge (for lack of substantial evidence, lack of jurisdiction, or failure to proceed), the Complainant has 90 days to either:

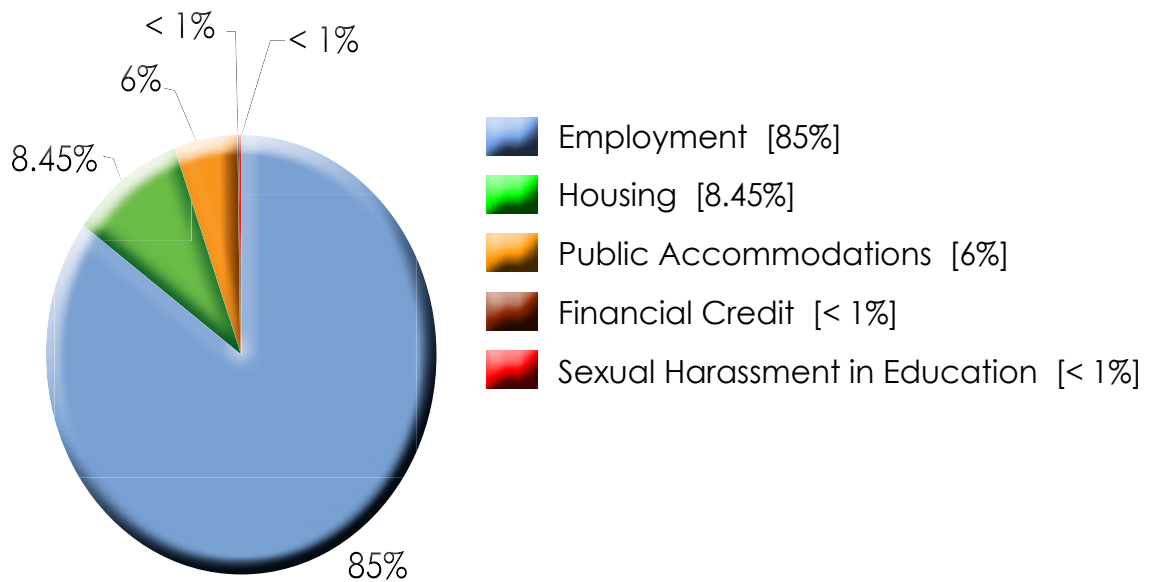
1. file a Request for Review (appeal) of that dismissal with the Commission, or
2. commence a civil action in a state circuit court of appropriate venue.

The following pages offer a graphic summary of the activities of the Charge Processing Division during fiscal year 2016.¹

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

CHARGES DOCKETED BY JURISDICTION	
FISCAL YEAR 2016*	
Employment	2909
Housing	289
Public Accommodations	214
Financial Credit	6
Sexual Harassment in Education	3
TOTAL	3421

CHARGES DOCKETED BY JURISDICTION
FISCAL YEAR 2016



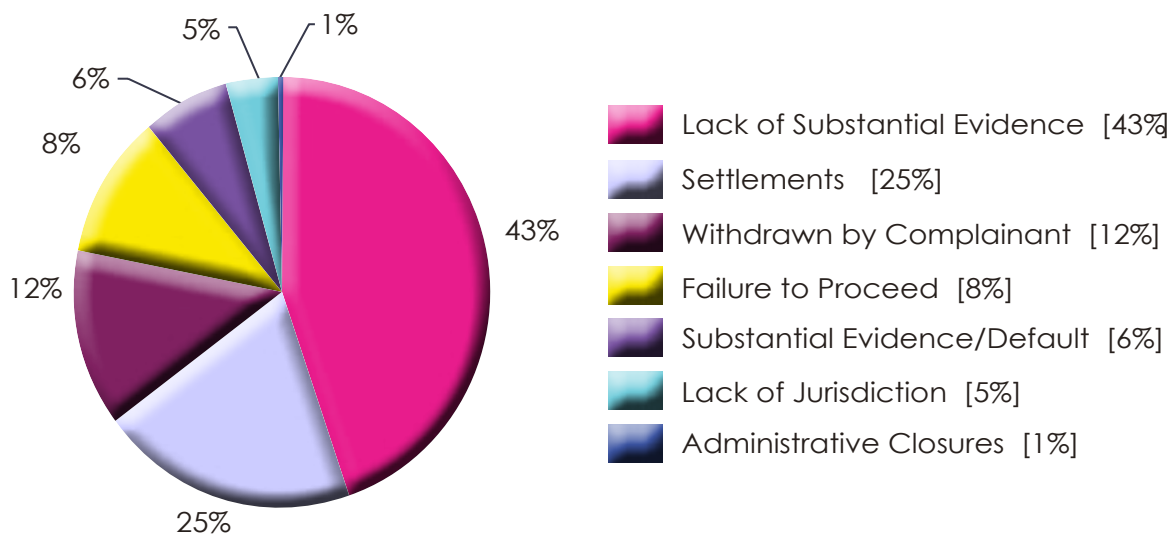
DISPOSITION OF COMPLETED INVESTIGATIONS*	
FISCAL YEAR 2016	
Inquiries Received	10,474
Charges Filed	3,132
Completed Investigations	3,050
COMPLETED INVESTIGATIONS	
Lack of Substantial Evidence	1,316
Settlements	771
Withdrawn by Complainant	350
Failure to Proceed	229
Substantial Evidence/Default	187
Lack of Jurisdiction	154
Administrative Closures	43
<u>Completed Investigations</u>	<u>3,050</u>

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

DISPOSITION OF COMPLETED INVESTIGATIONS

FISCAL YEAR 2016

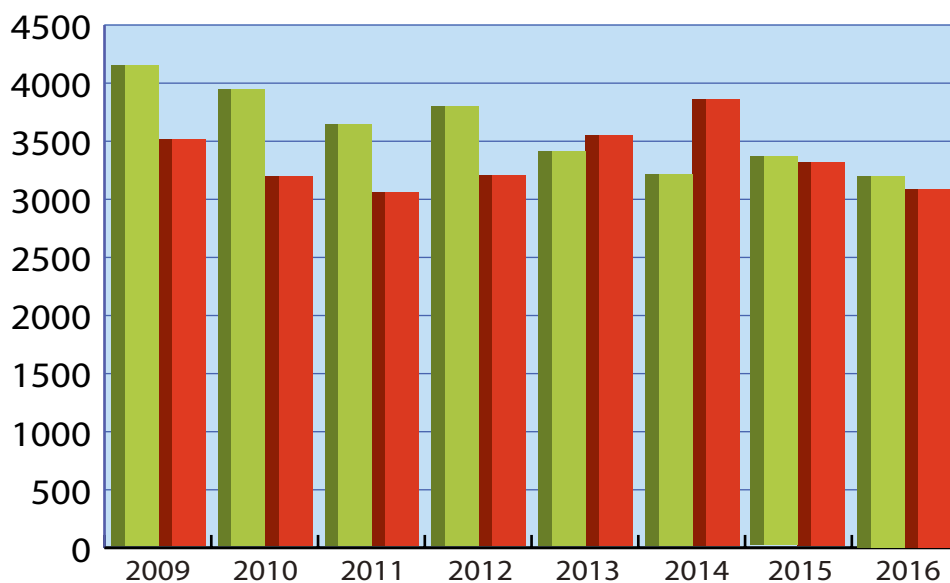
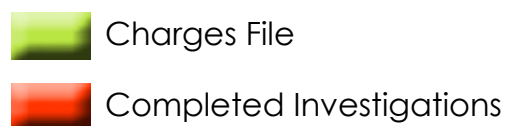
(Excluding Housing)



CHARGES FILED AND COMPLETED INVESTIGATIONS								
Fiscal Year 2016 <i>(Excluding Housing Cases)</i>								
	2009	2010	2011	2012	2013	2014	2015	2016
Charges Filed	4136	3927	3628	3784	3390	3200	3367	3132
Completed Investigations	3498	3182	3043	3186	3529	3792	3325	3050

Charges filed total includes employment, public accommodation, financial credit, and harassment in education.

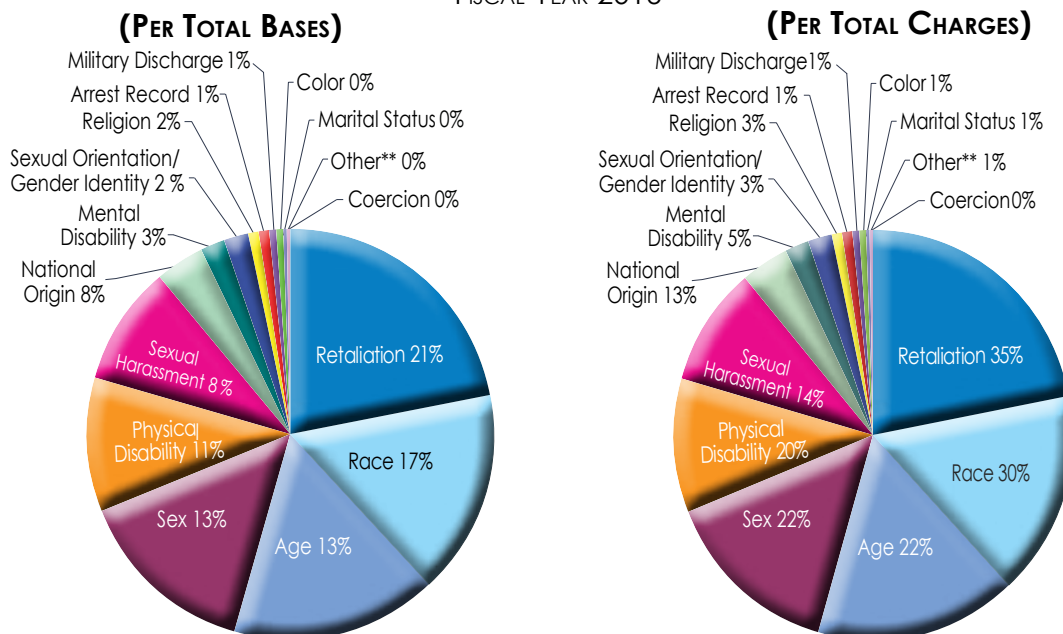
CHARGES FILED AND COMPLETED INVESTIGATIONS
FISCAL YEAR 2016



EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2016	
BASIS OF DISCRIMINATION	
Retaliation	1,022
Race	867
Age	635
Sex	645
Physical Disability*	568
Sexual Harassment	421
National Origin	375
Mental Disability*	146
Sexual Orientation/Gender Identity	82
Religion	78
Arrest Record	35
Military Discharge	26
Color	24
Marital Status	18
Other**	16
Coercion	4
Total Charges Filed	2,909
Total Bases	4,962

EMPLOYMENT CHARGES BY BASIS

FISCAL YEAR 2016



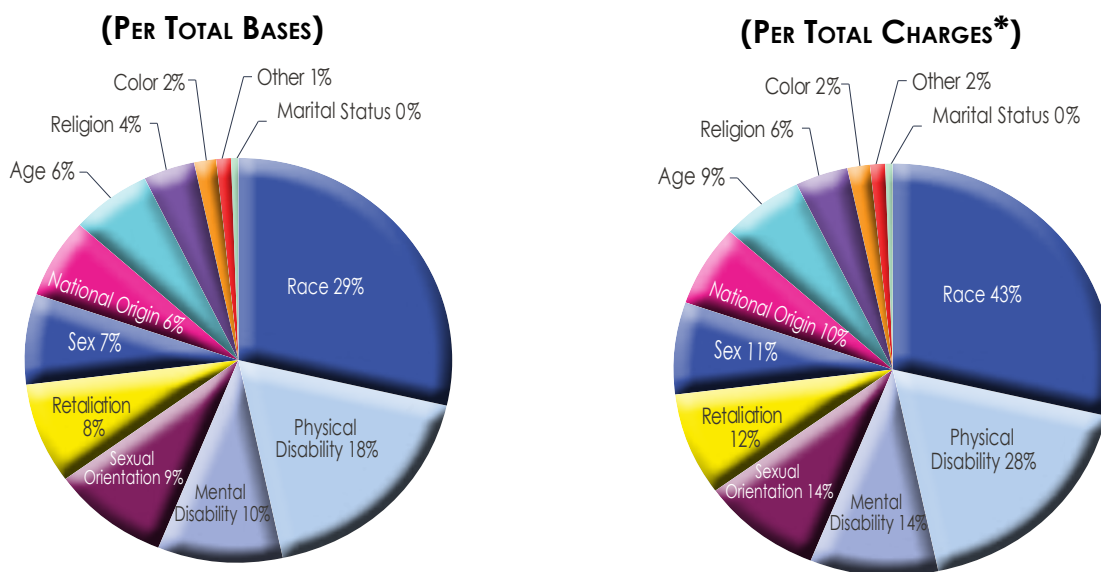
Note: Percent to Total Charges Filed is based on total number of charges filed (3,163) and is greater than 100% because charges are often filed on more than one basis.

* Combined, physical and mental disability charges total 714, or 25% of total charges and 14% of total bases.

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

PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2016	
Race	93
Physical Disability	59
Mental Disability	31
Sexual Orientation	29
Retaliation	26
Sex	23
National Origin	21
Age	20
Religion	13
Color	5
Other	4
Marital Status	1
Total Bases	325
Total Charges Filed	214

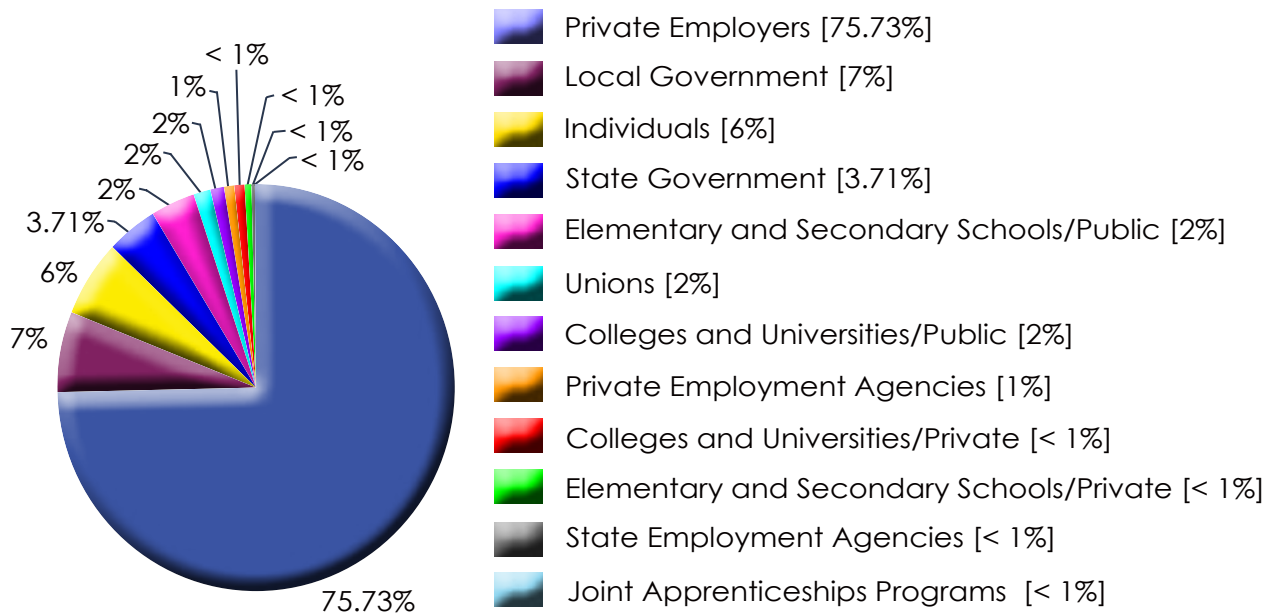
PUBLIC ACCOMMODATIONS CHARGES BY BASIS
FISCAL YEAR 2016



*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 2016	
Private Employers	2,203
Local Government	205
Individuals	180
State Government	108
Elementary and Secondary Schools/Public	72
Unions	46
Colleges and Universities/Public	43
Private Employment Agencies	30
Colleges and Universities/Private	13
Elementary and Secondary Schools/Private	6
State Employment Agencies	2
Joint Apprenticeships Programs	1
Total Charges Filed	2,909

EMPLOYMENT CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2016



EMPLOYMENT DISCRIMINATION					
ISSUES ALLEGED AS ACTS OF DISCRIMINATION*					
FISCAL YEARS 2012 - 2016					
Issue	2012	2013	2014	2015	2016
DISCHARGE	1907	1635	1535	1549	1425
HARASSMENT	580	516	563	687	654
TERMS AND CONDITIONS	319	289	302	400	365
WRITTEN REPRIMAND	202	195	146	203	270
SUSPENSION	216	251	220	206	262
FAILURE TO ACCOMMODATE	120	150	173	160	199
HIRING	160	151	135	149	139
CONSTRUCTIVE DISCHARGE	31	34	25	30	133
OTHER	133	96	81	67	114
PROMOTION	110	103	110	109	91
REDUCTION IN HOURS	46	50	40	41	88
UNEQUAL JOB ASSIGNMENTS	63	73	70	66	81
ORAL REPRIMAND	38	31	34	42	60
WAGES	48	46	56	75	57
DEMOTION	57	61	62	50	55
LAYOFF	72	72	59	41	54
PERFORMANCE EVALUATION	34	38	28	22	54
TRANSFER	22	36	22	34	48
UNION REPRESENTATION	33	38	32	25	40
RACIAL HARASSMENT	32	50	18	25	36
TENURE	17	18	15	26	32
UNEQUAL PAY	39	46	23	21	31
BENEFITS	5	11	11	25	27
TRAINING/APPRENTICESHIP	11	18	27	34	25
PROBATION	13	8	20	10	24
FAILURE TO RETURN/MEDICAL LEAVE	23	19	18	18	18
FORCED RESIGNATION	7	5	6	8	17
FORCED MEDICAL LEAVE	5	6	11	8	17
SEVERANCE PAY	3	3	5	4	17
OVERTIME	7	7	11	11	14
AIDING AND ABETTING	0	2	2	1	13
RECALL	6	12	4	6	11
POSITION ELIMINATION	7	9	8	7	10
INTIMIDATION/REPRISAL	8	4	0	5	9
FAILURE TO REASSIGN	4	6	10	7	6
REFERRAL	10	6	4	2	6
FORCED RETIREMENT	0	4	3	2	6
EMPLOYMENT REFERENCE	6	6	2	6	5
JOB CLASSIFICATION	1	3	1	2	3
DRUG TESTING	0	0	0	1	3
EXCLUSION	2	4	4	1	3
QUALIFICATION/TESTING	0	1	0	0	3
VACATION	0	2	3	4	2
SENIORITY	0	1	0	0	0
ADVERTISING	0	1	0	0	0
TOTALS	4397	4117	3899	4190	4927

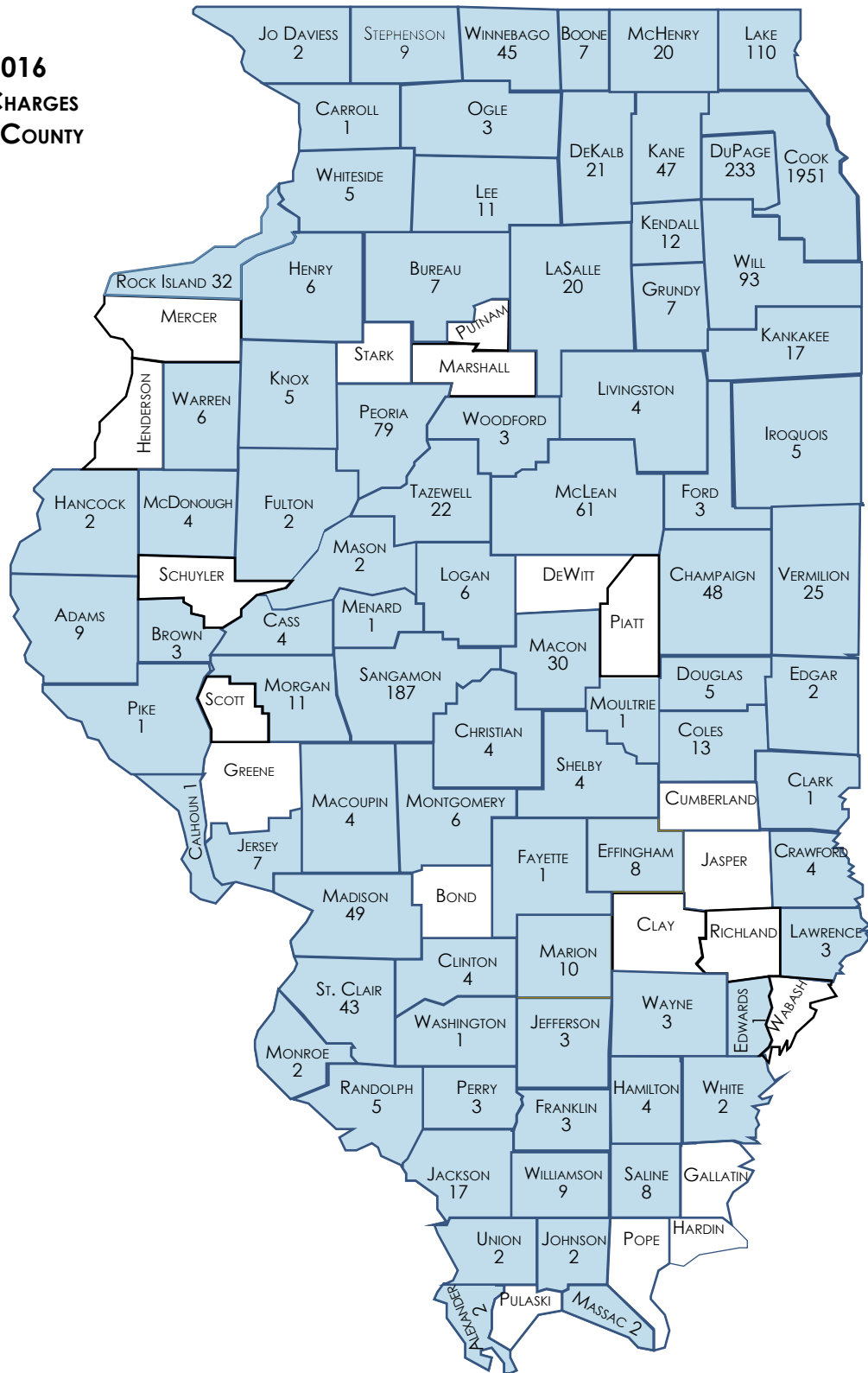
*Includes charges alleging more than one issue as acts of discrimination.

TYPE OF DISCRIMINATION BY COUNTY
FISCAL YEAR 2016

COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
ADAMS	1				8	9
ALEXANDER					2	2
BOND						0
BOONE	1		1		5	7
BROWN					3	3
BUREAU	1				6	7
CALHOUN					1	1
CARROLL	1					1
CASS					4	4
CHAMPAIGN	3		6		39	48
CHRISTIAN	3				1	4
CLAY						0
CLARK					1	1
CLINTON	1				3	4
COLES					13	13
COOK	179	2	127	3	1640	1951
CRAWFORD	1				3	4
CUMBERLAND						0
DEKALB	3		1		17	21
DEWITT						0
DOUGLAS					5	5
DUPAGE	21	4	12		196	233
EDGAR					2	2
EDWARDS					1	1
EFFINGHAM	1				7	8
FAYETTE					1	1
FORD					3	3
FRANKLIN					3	3
FULTON					2	2
GALLATIN						0
GREENE						0
GRUNDY	2				5	7
HAMILTON					4	4
HANCOCK					2	2
HENDERSON						0
HARDIN						0
HENRY	1		2		3	6
IROQUOIS	1				4	5
JACKSON	1		5		11	17
JASPER						0
JEFFERSON					3	3
JERSEY	3				4	7
JO DAVIESS			2			2
JOHNSON					2	2
KANE	6				41	47
KANKAKEE	1				16	17
KENDALL			1		11	12
KNOX			1		4	5
LAKE	9		5		96	110
LA SALLE	1				19	20
LAWRENCE					3	3

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2016						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
LEE			1		10	11
LIVINGSTON					4	4
LOGAN			1		5	6
MACON					30	30
MACOUPIN					4	4
MADISON	6		1		42	49
MARION	1				9	10
MASON					2	2
MASSAC					2	2
MARSHALL						0
McDONOUGH					4	4
McHENRY	4				16	20
McLEAN	4				57	61
MENARD	1					1
MERCER						0
MONROE					2	2
MONTGOMERY	1				5	6
MORGAN					11	11
MOULTRIE			1			1
OGLE					3	3
PEORIA	3				76	79
PERRY					3	3
PIATT						0
PIKE					1	1
POPE						0
PULASKI						0
PUTNAM						0
RANDOLPH	1		1		3	5
RICHLAND						0
ROCK ISLAND	1		3		28	32
SALINE					8	8
SANGAMON	2		20		165	187
SCHUYLER						0
SCOTT						0
SHELBY					4	4
St. CLAIR	3		2		38	43
STARK						0
STEPHENSON			3		6	9
TAZEWELL	1				21	22
UNION	1				1	2
VERMILION	1				24	25
WABASH						0
WARREN	3				3	6
WASHINGTON	1					1
WAYNE			2		1	3
WHITE					2	2
WHITESIDE					5	5
WILL	8		8		77	93
WILLIAMSON			2		7	9
WINNEBAGO	6		6		33	45
WOODFORD					3	3
TOTAL CHARGES	289	6	214	3	2909	3421

**FY 2016
TOTAL CHARGES
FILED BY COUNTY**



Note: shaded counties indicate charges filed

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 DHR and its stakeholders. Mediation 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, non-confrontational 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 fiscal year 2016, the Mediation Unit held 271 conferences, and assisted in settling cases for a monetary recovery for charging parties of \$2,392,336.

MEDIATION UNIT ACTIVITY			
FISCAL YEAR 2016			
Mediation Conferences and Resolutions	FY14	FY15	FY16
Number of Mediation Conferences Held	259	263	271
Number of Conferences with Resolutions	247	254	263
Percent of Conferences with Resolutions	95%	97%	97%
Number of Additional Cases Resolved	37	63	8
Total Number of Cases Resolved Via Mediation	284	317	271
Total Number of Cases Completed*	3,742	3,325	3,132
Percent of Completed Cases Resolved Via Mediation	7.5%	9.5%	8.7%
Known Monetary Amounts (frequently kept confidential)	<u>\$1,198,260</u>	<u>\$1,715,612</u>	<u>\$2,392,336</u>

*excluding housing cases

FAIR HOUSING DIVISION

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), pregnancy, 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 HRA requires that charges involving real estate transactions be completed within 100 days of filing (unless it is impracticable to do so). If DHR dismisses the case (based on lack of substantial evidence, lack of jurisdiction, or failure to proceed) the Complainant has 90 days to file a Request for Review (appeal) of that dismissal with the Human Rights Commission. Where 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 Human Rights Commission or in circuit court, in which case the Illinois Attorney General’s Office represents the State of Illinois.

Notable Settlement

In Equal Housing Opportunity Council v. City of Wood River, Charge No. 2015SH3493, the Equal Housing Opportunity Council (“EHOC”) filed a housing charge of discrimination with DHR alleging that the City of Wood River was discriminating against families with children by requiring children to have separate bedrooms from their parents in rental property. The Fair Housing Division facilitated a settlement between the parties whereby the City of Wood River agreed to change their application for an occupancy permit to state that occupancy limits are determined solely by the number of occupants without consideration to the gender or relationships of the occupants, number of children, or familial status of the occupants. The City of Wood River also agreed to have all of the municipal employees involved in the issuance of occupancy permits, including the City Clerk and the City Inspector, to be trained by EHOC. Finally, DHR agreed to provide fair housing training to landlords located in the City of Wood River over a three year period.

Fair Housing Special Project

DHR successfully applied and was approved for a one-year HUD-funded Enhanced Education and Outreach Project during fiscal year 2016 to create a Housing Provider’s Handbook for Reasonable Accommodations and Modifications. DHR has partnered with Access Living, Inc., to create a detailed and comprehensive reasonable accommodation and

modification handbook for housing providers. The handbook would: (1) explain the applicable federal and state laws regarding a housing provider's duty to accommodate and grant modifications; (2) address specific common accommodation issues, such as assistance animals, parking, early termination of lease or transfer requests to different unit, smoke free and allergy/chemical free environments, access to supportive health care workers, criminal histories, etc.; (3) address specific common modification issues, such as modifications to exterior of the unit, imposing conditions on the modification, requiring deposits or the restoration of the unit, etc.; (4) address unique issues for certain housing providers, such as landlord and property managers, condominium and cooperative associations, shared living facilities (nursing homes, university residential halls, etc.), public housing providers, municipalities, etc.; (5) set forth best practices for responding to requests for accommodations or modifications; and (6) explain the legal ramifications for failing to accommodate or allow a modification. The handbook would have an appendix which would include: (1) legal authorities; (2) sample forms or documents; and (3) referral information.

Fair Housing Affiliations

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

- 1) Through its affiliation with the **Chicago Area Fair Housing Alliance**, DHR networks with private fair housing organizations, municipalities, and other organizations to advance fair housing issues in the Chicago area.
- 2) 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.
- 3) 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 to report on housing activities in the State of Illinois.
- 4) DHR works with the **Illinois Municipal Human Relations Association** to coordinate educational events for the benefit of municipal/state officials and staff.

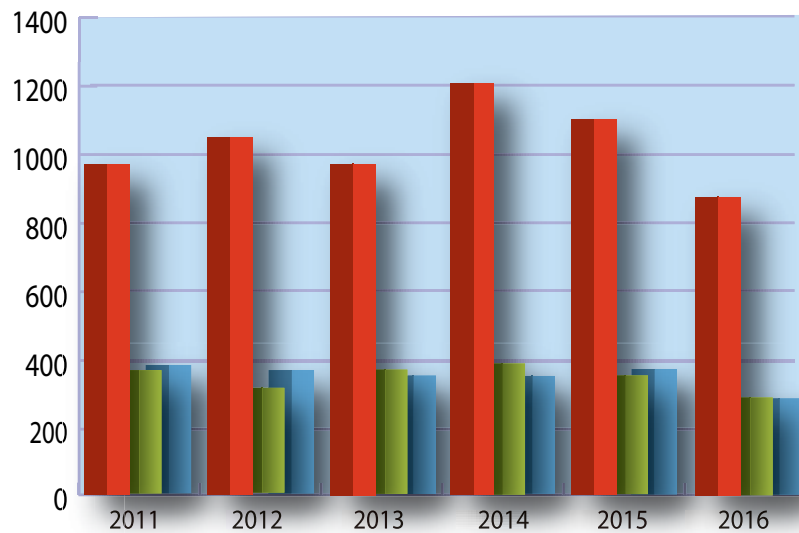
The following pages offer a graphic summary of activity for charges involving real estate transactions.

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS

<i>Fiscal Year</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>2014</i>	<i>2015</i>	<i>2016</i>
Inquiries	969	1046	972	1205	1099	878
Charges Filed	366	313	369	389	353	289
Completed Investigations	380	366	352	350	372	282

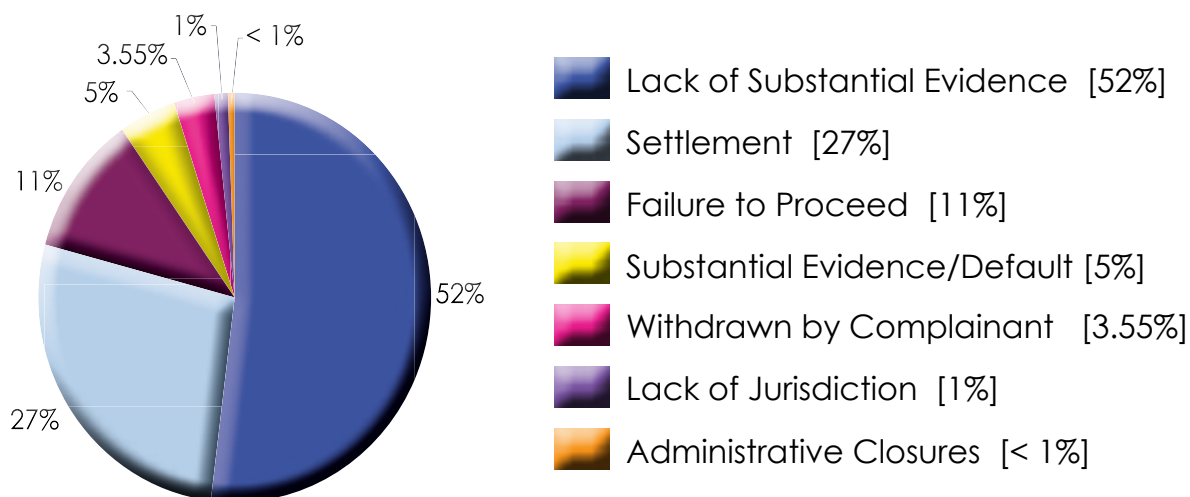
Housing Inquiries, Charges Filed and Completed Investigations

■ Inquiries
 ■ Charges Filed
 ■ Completed Investigations



Disposition of Completed Housing Investigations FISCAL YEAR 2016	
Inquiries Received	878
Charges Filed	289
Completed Investigations	282
Completed Investigations:	
Lack of Substantial Evidence	147
Settlement	77
Failure to Proceed	31
Substantial Evidence/Default	13
Withdrawn by Complainant	10
Lack of Jurisdiction	3
Administrative Closures	1
Total:	282

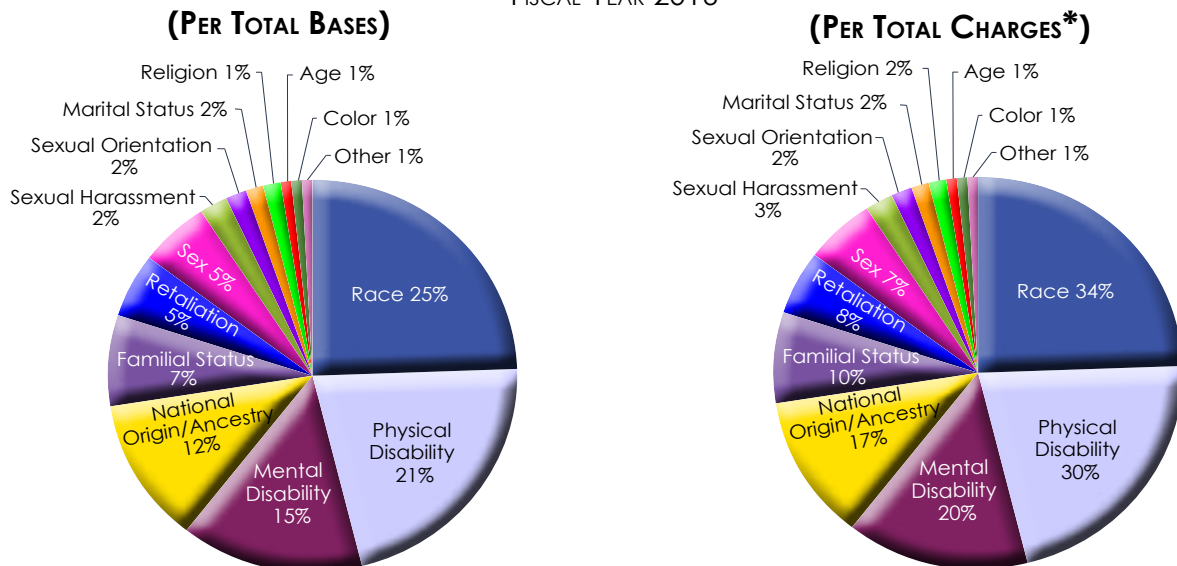
DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS
FISCAL YEAR 2016



HOUSING CHARGES BY BASIS	
FISCAL YEAR 2016	
<i>Basis of Discrimination</i>	
Race	99
Physical Disability**	86
Mental Disability**	58
National Origin/Ancstry	48
Familial Status	30
Retaliation	22
Sex	22
Sexual Harassment	9
Sexual Orientation	6
Marital Status	6
Religion	5
Age	4
Color	3
Other	3
Total Bases	401
Total Charges Filed	289

HOUSING CHARGES BY BASIS

FISCAL YEAR 2016

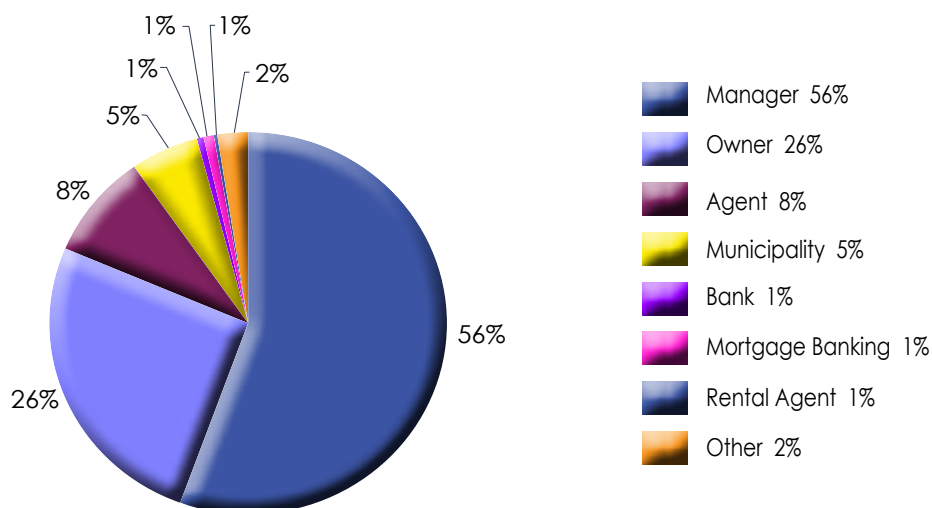


*Number and Percent of total charges filed is greater than 100% because charges can be filed on more than one basis

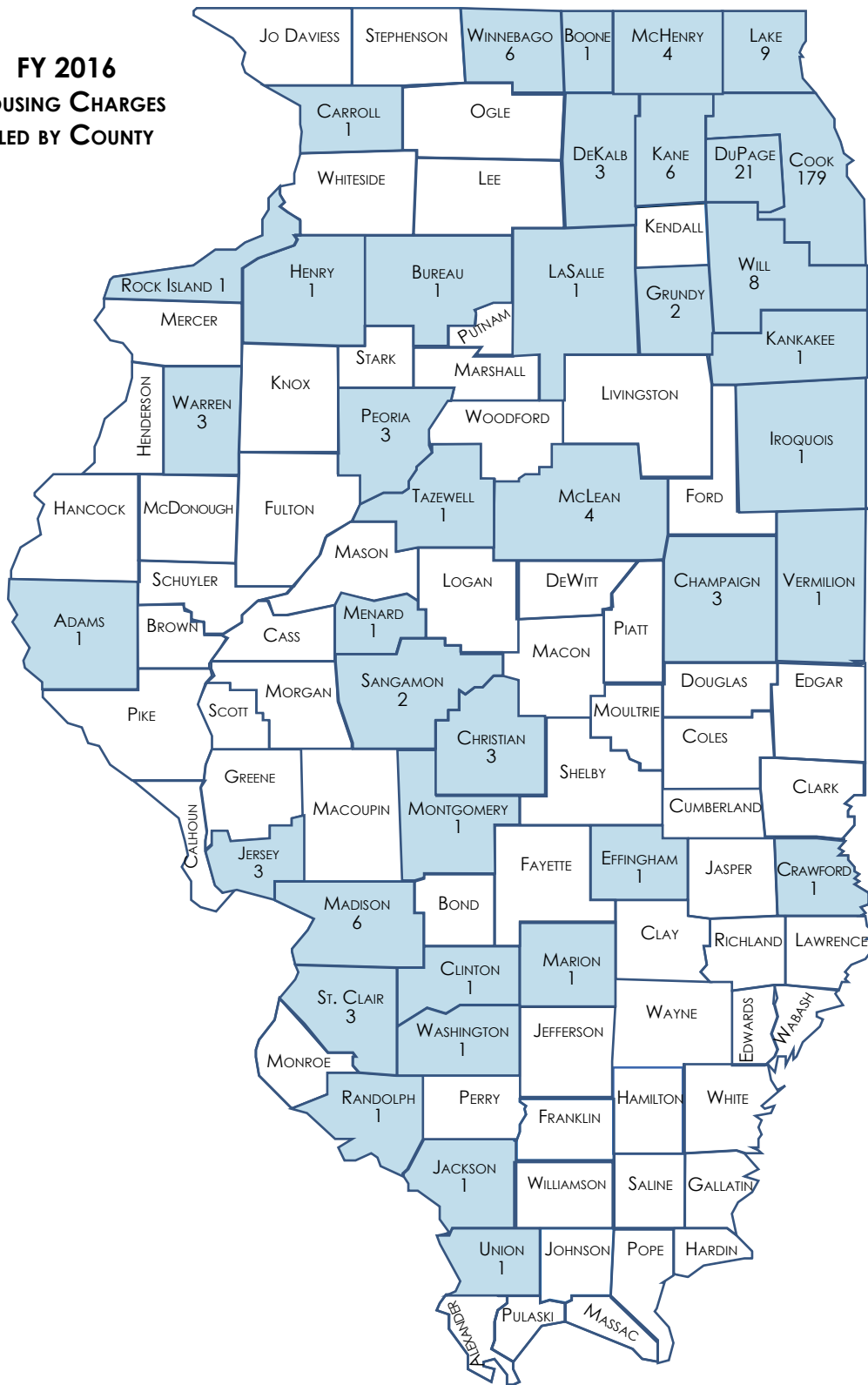
**Physical and mental disability cases combined total 188 (53% of total charges filed).

HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2016	
	<i>Number of Charges</i>
Manager	161
Owner	75
Agent	25
Municipality	16
Bank	2
Mortgage Banking	2
Rental Agent	1
Other	7
Total	289

HOUSING CHARGES BY RESPONDENT TYPE
FISCAL YEAR 2016



**FY 2016
HOUSING CHARGES
FILED BY COUNTY**



Note: shaded counties indicate charges filed



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 FY16 the Institute trained more than 4,000 people in 139 training sessions, which adds up to nearly 417 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 46,300 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 Institute 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.

As of April 2015, DHR will provide basic fair housing training for housing providers and landlords through the Institute's public training schedule on a quarterly basis.

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 2016	
Company Name	Type of Training
Bloomington Police Department	It's More than Sex: Harassment in the Workplace Training
Champaign County Housing Authority	An EQ Driven Workplace: Self-Awareness and Effective Communication Sexual Harassment Prevention: Is It or Isn't It? Work Shouldn't Hurt: A Practical Guide to Eliminating Workplace Bullying 5 Generations in the Workplace: Communicating Through a Multigenerational Lens
Columbus Park Refectory	Fair Housing Training For Landlords
Cook County Health and Hospital Systems	An EQ Driven Workplace: Self-Awareness and Effective Communication It's More than Sex: Harassment in the Workplace Out and Equal in the Workplace: A Manager's Guide to Inclusivity Out and Equal in the Workplace: Building Bridges with LGBT Employees
Elgin Mental Health Facility	Harassment in the Workplace
Four Seasons Hotel	Legal Guidelines for Sexual Harassment Prevention in the Workplace
Illinois Auditor General	It's More Than Sex: Harassment in the Workplace The Civility Crisis
Illinois Criminal Justice Information Authority	Diversity Awareness Sexual Harassment Prevention: Is It or Isn't It?
Illinois Department of Labor	Sexual Harassment Prevention: Is It or Isn't It?
Illinois Department of Transportation	Diversity Awareness: It's About Respect Diversity of Thought: Moving Beyond the Basics It's Up to You: Sexual Harassment in the Workplace Civility in the Workplace
Illinois Housing Development Authority	Conflict Resolution: Take the Win/Win Approach Diversity Awareness: It's About Respect Sexual Harassment Prevention; It's Up to You
Illinois Municipal Clerks (Eastern Illinois Univ.)	Diversity Awareness: It's About Respect
Illinois Public Employer Labor Relations Association	Americans with Disabilities Act (ADA)
Illinois State Treasurer's Office	Sexual Harassment Prevention: Is It or Isn't It?
Illinois Worker's Compensation Commission	The Civility Crisis
Marquette Associates, Inc.	Sexual Harassment Prevention: Is It or Isn't It?
Metropolitan Pier and Exposition Authority	It's More Than Sex: Harassment in the Workplace
Niemann Foods, Inc	It's More Than Sex: Harassment in the Workplace
Office of Senate President	It's More Than Sex: Harassment in the Workplace
Orchard Village	Diversity Awareness It's Up to You: Sexual Harassment in the Workplace
SOI Executive Ethics Commission	It's More Than Sex: Harassment in the Workplace
Village of Brookfield	Sexual Harassment Prevention: Is It or Isn't It?
Village of Glenview	It's Up to You: Sexual Harassment in the Workplace
Village of Lombard	It's More Than Sex: Harassment in the Workplace
Village of Niles	Civility in the Workplace The Civility Crisis
Youth Conservation Corp	Diversity of Thought: Moving Beyond the Basics It's More Than Sex: Harassment in the Workplace

OUTREACH ACTIVITIES

Summary

While DHR is responsible for enforcing the Act, it also has an important role in facilitating voluntary compliance through education, training and outreach. The outreach staff is the community relations arm of DHR, which seeks to keep our community informed about changes to the Act, as well as issues pertaining to equal opportunity in housing, employment, public accommodations and more. DHR outreach staff coordinates workshops, training opportunities, educational programs, social media content, and assists other units as needed.

During fiscal year 2016, DHR staff participated in over a hundred outreach events. The following are some of the highlights of the year's outreach and education activities:

Public Education and Outreach Efforts

DHR outreach staff members are dedicated to establishing working relationships with community-based organizations, individuals, businesses, and government representatives who interact with populations adversely affected by discriminatory practices in the workplace, housing market, or public spaces due to their status in a protected class.

Throughout fiscal year 2016, DHR outreach staff members made special efforts to increase awareness about the agency's Public Contracts Unit, which enforces provisions of the Act and DHR Administrative Rules that apply to public contractors and eligible bidders, requiring them to refrain from unlawful discrimination, undertake affirmative action in employment, and develop a written sexual harassment policy.

In fiscal year 2016, DHR outreach staff conducted a variety of meetings with various government and community

groups in an effort to establish relationships for future collaboration on outreach and education efforts. In addition, DHR staff members conducted presentations and keynote addresses on topics related to the Act, the role of the Department, its investigations procedures, and how to file a charge of discrimination. DHR staff also participated in a variety of events with an information table in an effort to disseminate materials on protections offered under the Illinois Human Rights Act.

The following is a partial list of partners DHR collaborated with for its outreach throughout fiscal year 2016.

- Access Living
- Black Women Lawyers Association
- Consulate General of Mexico in Chicago (Fair Housing Month, Labor Rights Week)
- Chicago Area Fair Housing Alliance
- Chicago Bar Association
- Chicago Lawyers' Committee for Civil Rights Under Law, Inc.
- Chicago Small Business Expo
- City of Peoria
- Cook County States Attorney
- Cook County Labor Trafficking Subcommittee
- Erie Neighborhood House
- Equality Illinois
- Hope Response Coalition
- Illinois African American Coalition for Prevention
- Illinois Association of Hispanic State Employees
- Illinois Central Management Services (Make a Connection Events with Businesses)
- Illinois Department of Children and Family Services
- Illinois Department of Human Services
- Illinois Diversity Council
- Illinois Housing Council
- Illinois State Police
- John Marshall Law School Fair Housing Legal Clinic

- Korean American Resource Center
- Latino Union
- Malcolm X College
- Metropolitan Tenants Organization
- Oak Park Regional Housing Center
- Restaurant Opportunities Center – Chicago
- St. Augustine College
- United Airlines
- U.S. Equal Employment Opportunity Commission
- U.S. Small Business Association
- University of Illinois at Chicago

Annual Celebrations/Educational Events:

DHR participated in the Annual Disability Pride Parade in celebration of the 25th Anniversary of the Americans with Disability Staff. Various disability organizations, advocates and individuals participated in the downtown parade of 1.5 miles from Van Buren and Dearborn to the Daley Plaza. A program with entertainment and resource tables were available for all attendees to enjoy and partake in.

DHR participated in the planning and execution of the American with Disabilities Act 25th Anniversary Celebration that took place at the James R. Thompson Center in Chicago. Approximately 250 people were in attendance throughout the day.

DHR celebrated International Human Rights Day by hosting a screening of the film "Selma: The Bridge to the Ballot," which highlighted courageous teachers and students from Alabama who stood up against injustice despite facing intimidation, arrests, and violence during the Civil Rights Movement.

DHR celebrated Black/African-American History Month with a screening of "The Greens," a local documentary highlighting a conversation on housing and inequality between a white college kid and black barber. The free screening and discussion with individuals featured in the film

was partnered with the Chicago Area Fair Housing Alliance and The Chicago Lawyers' Committee for Civil Rights Under Law, Inc.

DHR celebrated Women's History Month with a panel on "Women in Government" featuring Lieutenant Governor Evelyn Sanguinetti, Director of the Illinois Department of Veteran Affairs Erica Jeffries and Ellen Meyers, Deputy Director of Intergovernmental Affairs at the Illinois Secretary of State's Office.

In honor of National Fair Housing Month, DHR collaborated with Latino Policy Forum and the Consulate General of Mexico to conduct Spanish-language presentations to approximately 150 people at the Consulate General Office in Chicago. In addition, DHR kicked off a series of bi-monthly trainings specifically geared towards landlords and property managers at no charge. Also, as part of the celebration, DHR collaborated with Illinois Governor Bruce Rauner on issuing a Fair Housing Month Proclamation to mark the 48th anniversary of the passage of the U.S. Fair Housing Act and the 37th anniversary of the Act.

DHR participated in the Annual Asian American Festival at the Daley Plaza in partnership with the Illinois Department of Children and Family Services. Over 100 people were in attendance throughout the day and DHR shared a tent with other state agencies that were also disseminating information on their programs.

In celebration of Pride Month, DHR hosted "Pride in Action," an event celebrating the 10th Anniversary of LGBTQIA protections under the Illinois Human Rights Act. DHR co-sponsored this event with Equality Illinois to provide an update on nationwide trends and laws in the community. Approximately 60 people were in attendance.

DISCRIMINATION STUDY

In March of 2015, Governor Bruce Rauner directed the Illinois Department of Human Rights ("DHR") to initiate a discrimination study. The stated aim of the study is to identify barriers to success for groups that face discrimination and compile recommendations to prevent discrimination and promote diversity and inclusion in Illinois.

During fiscal year 2016, DHR appointed a full-time project manager and organized the study into five phases: Planning and Recruitment, Information Gathering, Report Writing, Publication and Publicity, and Follow-up. A preliminary report was delivered to Governor Rauner on January 30, 2016 framing the project's issues, outlining the progress of initial phases, listing organizational participants, and laying the groundwork for additional phases of work.

DHR divided the identified issue areas into eleven working groups, comprised of volunteers and partners recruited from numerous expert organizations to contribute data, information, or perspective to this effort. DHR sought to include voices of experts from major identity groups in Illinois who would be familiar with barriers to opportunity for those groups. Participating organizations were solicited from state, city, and county entities, as well as private businesses, community organizations and academic institutions, aiming to represent all segments and geographic areas of Illinois.

The various working groups convened several times during fiscal year 2016 and worked to present their reports and recommendations to DHR, where they will be organized into a final report by the Spring of 2017, titled "Illinois Scorecard on Discrimination: Recommendations to Promote Diversity and Inclusion." Through the study, DHR hopes to encourage racial equity and social justice

policies and practices in Illinois State government. This can be accomplished by working collaboratively with other state agencies and stakeholders to develop equity objectives, action plans, and implementation strategies, as well as inclusive policies and procedures for state services and programs.

Identified Issue Areas:

- Criminal Justice
- Educational Equity
- Educational Inclusion
- Public Employment
- Private Employment
- Financial Services
- Public Accommodations
- Procurement (State Contracting)
- Fair and Affordable Housing
- Government Services
- Civic Engagement

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