



State of Illinois
Illinois Department of Human Rights

2017 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 2017 Annual Report of the Illinois Department of Human Rights ("IDHR") and grateful 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 IDHR's work for the period between July 1, 2016 and June 30, 2017. 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.

In the face of a rapidly changing economy and despite FY2017 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:

- IDHR was a partner in passage of Public Act 100-0492, which amended the Illinois Human Rights Act to remove the requirement for respondents to file a formal response unless requested by the Department;
- IDHR 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 IDHR to receive over \$2 million in much-needed federal funding support, alleviating the pressure for state funds, and enabling IDHR to extend its outreach efforts; and
- IDHR's Institute for Training and Development continues to be a crown jewel within the agency. The trainers, who are certified and subject-matter experts, trained more than 3,900 people in 132 training sessions throughout Illinois for a variety of entities including numerous state agencies, municipal governments and private entities. This year, the Department was greatly sought after by all sectors for sexual harassment training, which remains one of the Institute's most popular courses.
- At the request of the Governor's Office, IDHR partnered with the Illinois Secretary of Education, the Illinois State Board of Education, the Illinois Community College Board and the Illinois Board of Higher Education to produce "An Open Letter to Illinois School Districts and Higher Learning Institutions Regarding Preventative Strategies to Address Acts of Discrimination and Bigotry." This letter was sent to encourage all Illinois educational institutions to implement proactive strategies to prevent acts of hate and bigotry from occurring in academic environments. IDHR further pledged to investigate any and all reports of discriminatory acts occurring in academic settings.

Again, it is truly an honor to lead IDHR, and ensure that we provide quality service to all Illinoisans.

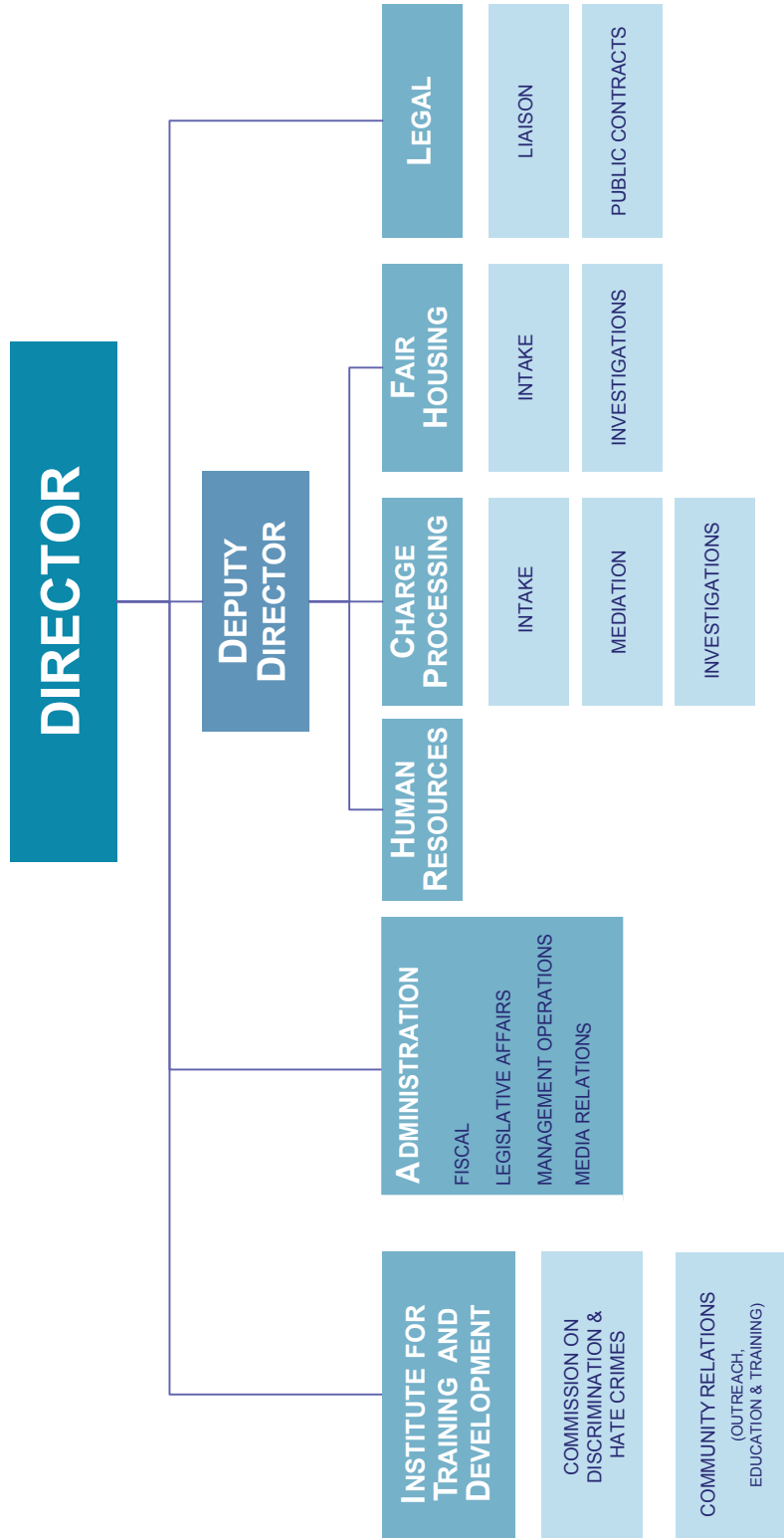
Sincerely,


Janice Glenn
Acting Director

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IDHR TABLE OF ORGANIZATION 2017



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.

CORE VALUES

Under the direction of Acting Director Janice Glenn, IDHR has intensified its focus around four core values:

NEUTRALITY

Driven by evidence.

We are fair and impartial in our interactions and in the investigation of discrimination allegations.

COMMUNICATION

Two-way communication promotes trust.

We communicate honestly, frequently and in a timely manner to ensure internal and external stakeholders have the information they need when they need it.

EFFICIENCY

Encouraging innovation to promote efficiency.

We maximize IDHR's and our stakeholders' time and resources in new, innovative and effective ways to ensure greater levels of success in implementing the agency's mission.

HIGH MORALE

Valuing one another.

We work together to build a culture of engagement in a workplace where we all contribute to our fullest potential.

ADMINISTRATION

FISCAL

Funds were appropriated for the Department of Human Rights (“DHR”) in the amount of \$15,111,000 during fiscal year 2017 (“FY17”). General Revenue Funds totaled \$9,473,200, Other State Funds were \$600,000, Budget Stabilization Funds were \$500,000 and Special Projects Funds or federal dollars appropriated were \$4,537,800 in contracts with:

- o The U.S. Equal Employment Opportunity Commission (“EEOC”) to investigate dual-filed employment

discrimination charges (\$577,000); and

- o The U. S. Department of Housing and Urban Development (“HUD”) to process dual-filed housing discrimination complaints and conduct special projects (890,244);

Expenditures for FY17 totaled \$11,923,064, of which \$9,224,440 derived from General Revenue Funds, \$2,108,891 derived from Special Projects Funds, \$499,996 derived from Budget Stabilization Funds and \$89,736 derived from Other State Funds.

Table 1: Expenditure Statement, FY2017

EXPENDITURE STATEMENT FISCAL YEAR 2017	
	Expenditures
Personal Services	10,328,002
Retirement	492,946
Social Security	80,614
Group Insurance	311,490
Contractual Services	76,042
Travel	30,967
Commodities	7,735
Printing	6,667
Statistical and Tabulating Services	274,191
Telecommunications	169,473
Computer Software	27,260
Office Equipment Rental	14,215
Repairs and Maintenance	8,599
Auto	3,000
Office Supplies	1,600
Office Furniture and Equipment	292
Insurance	234
Administration and Other Purposes	89,737
Total	11,923,064

Table 2: End of Year Headcount

END OF YEAR HEADCOUNT						
	FY12	FY13	FY14	FY15	FY16	FY17
IDHR Total	140	144	143	137	121	123

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 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.

While the LIA monitored several pieces of legislation this year, two legislative measures were signed into law that impact the Illinois Human Rights Act. They are:

P.A. 100-0492 (Verified Response) Provides that responses are required to be filed within a specified time from a request by the Department of Human Rights, rather than within a specified time from receipt of notice of the charge; authorizes a notice to be filed within a specified time from receipt of notice of a charge notwithstanding any request by the Department. Provides that, in charges brought under certain Articles of the Act, the Department shall conduct an investigation sufficient to determine whether the allegations set forth in the charge are supported by substantial evidence. Effective for charges filed on or after September 8, 2017.

P.A. 100-0100 (Religious Hair and Clothing) Amends the Illinois Human Rights Act. Provides that it is a violation for an employer to impose as a condition of obtaining or retaining employment any term or condition that requires a person to violate or forgo a sincerely held practice of his or her religion including the wearing of any attire, clothing, or facial hair in accordance with the requirements of his or her religion. Provides that dress codes or grooming policies that include restrictions related to the maintenance

of workplace safety or food sanitation are not prohibited. Effective August 11, 2017.

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 functions of Management Operations include:

Information Systems: Supports and manages all functions of DHR's mainframe applications such as the case management and public contracts systems. Supports all IT functions including local area network, email application, and website management.

Telecommunications Services: Supports and manages all landline and cellular hardware and voice line communication.

Operational Planning and Office Management: Creates and designs all office and department area layout configurations to maximize office workflow and productivity.

In addition to serving the DHR's employees, Management Operations' staff assisted approximately 12,125 visitors in the Chicago and Springfield Offices in fiscal year 2017.

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

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 Illinois Human Rights Commission (“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

Housing Cases:	28
Employment and Other Cases:	203
Total	231

Complaints:

Housing Cases:	10
Employment and Other Cases:	50
Total	60

Responses to Requests for Review:

Housing Cases:	40
Employment and Other Cases:	272
Total	312

LIAISON UNIT

Functions

The State Agency Liaison Unit (“Liaison Unit”) administers and enforces the equal employment opportunity / affirmative action provisions of the Illinois Human Rights Act (“Act”) and Department Rules and Regulations.

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.

Unit Activities

The Liaison Unit:

- Provided individual training sessions for new EEO/AA Officers regarding development of effective affirmative action programs and quarterly reports.
- Met with EEO/AA Officers regarding their agencies’ affirmative action performance in meeting the minimum compliance criteria.
- Made presentations to / participated in: a DHR outreach event in Chicago; DHR Black History Month; a speaking engagement for the Department of Children & Family Services and State

- Police about the affirmative action plan availability analysis process; ICED working group regarding the revision of the disability survey form; the Asian American Heritage festival at Daley Plaza; and the CMS Disability Hiring Initiative Committee.
- Provided to all agency EEO/AA Officers and ADA Coordinators the following documents, publications, announcements, and information: Technical Assistance Guide for Preparing Layoff Report Analysis Reports; contact information for filing an affirmative action plan with the State library; EEOC publication on the rights of job applicants and employees with mental health conditions; EEOC training in the Chicago area; information on EEOC harassment prevention; federal employment law updates; DHR Training Institute sessions; LGBT pride month celebration; information on transgender individuals; the on-line disability survey form process; National Disability Employment Awareness Month and Disability Mentoring Day; updates on ADA distance learning sessions and legal and legislative developments; ICED webinar investigating disability discrimination; job fair announcements and job vacancy notices from State agencies to assist in recruitment efforts.
 - Coordinated the FY2017 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.
 - Conducted an analysis of executive state agencies' underutilization for each of the affirmative action groups.
 - Responded to 786 technical assistance inquiries from state entities.
 - Approved affirmative action plans submitted by 70 agencies. There were no agencies who failed to comply with requirements of the Act or were recommended to establish or to continue training with the Department of Central Management Services (CMS) in accordance with Section 7-105 (H) of the Human Rights Act.
 - Along with the Department's Director, conducted a meeting with three agency directors and equal employment opportunity officers to discuss the agencies' equal employment opportunity / affirmative action performance: Department of Central Management Services, Department of Human Services, and Department of Transportation.
 - Granted extensions for submitting the FY2017 affirmative action plan to: Department on Aging, Department of Agriculture, Capital Development Board, Department of Corrections, Deaf and Hard of Hearing Commission, Board of Elections, Department of Juvenile Justice, Toll Highway Authority, Department of Transportation and Workers' Compensation Commission.
 - Sent an Affirmative Action Plan late notice to: Criminal Justice Information Authority.
 - Approved layoff reports during FY2017 for: Department of Agriculture, Department of Central Management Services, Criminal Justice Information Authority, Department of Military Affairs, Department of Natural Resources, State Retirement Systems, Department of Veterans' Affairs and Workers' Compensation Commission.
 - Granted an extension for submitting the quarterly report to: Department of Insurance and Department of Military

Affairs.

- o Notified the following agencies that they should develop ADA grievance procedures as required by Federal law: Department of Healthcare and Family Services and Department of Juvenile Justice. These agencies were notified that the Joint Committee on Administrative Rules (JCAR) annual report indicated that they do not have this procedure.

PUBLIC CONTRACTS UNIT

Functions

The Public Contracts Unit ("PCU") enforces provisions of the Act and the DHR 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 Department Rules, 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 Rules, 44 Ill. 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

The PCU registers potential public

contractors and eligible bidders seeking to establish state bidder status through DHR's Public Contracts Program. The PCU:

- o Received a combination of 2,026 Employer Report Forms submitted by potential bidders, public contractors and eligible bidders seeking to establish state eligibility status to competitively bid on state contracts.
- o Processed 754 Employer Report Forms from initial registrants applying for a DHR number.
- o Processed 1272 Employer Report Forms from public contractors and eligible bidders seeking to renew their existing eligibility status.
- o Responded to 1,087 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 filled numerous requests for how to obtain an Employer Report Form (PC-1).
- o Sent renewal notifications to 1,548 public contractors and eligible bidders reminding them that their DHR Public Contracts Number was about to expire or had expired.
- o Granted six (6) registration waiver requests from the Department of Central Management Services ("CMS") and zero (0) exemptions for companies located wholly outside the United States. These requests were granted in the interest of the State of Illinois.

Number of registered bidders as of June 30, 2017: 11,594

2014, 2015, 2016 and 2017 Desk Audits

The PCU developed, coordinated and implemented the DHR Desk Audit Procedure. Desk audits allow the examination of employers' 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 2017.

Calendar Year 2014 Audit:

Total entities selected for audit:	192
Total entities notified of selection:	192
Audit Results:	
Compliant	126
Revoked	36
Ineligible	2
No Longer in Existence	7
Relinquished PC-1 Number	14
Completed:	185
Non-Compliant/ Pending Completion:	7
Pending Review	0
Total	192

Calendar Year 2015 Audit:

Total entities selected for audit:	211
Total entities notified of selection:	211
Audit Results:	
Compliant	11
Revoked	20
Ineligible	4
No Longer in Existence	7
Relinquished PC-1 Number	5
Completed:	47
Non-Compliant/Need Additional Information	24
Pending Completion:	140
Total	211

Calendar Year 2016 Audit:

Total entities selected for audit:	230
Total entities notified of selection:	230

Audit Results:

Compliant	0
Revoked	17
Ineligible	0
No Longer in Existence	2
Relinquish PC-1 Number	6
Completed	25
Non-Compliant/Need Additional Information	0
Pending Completion	205
Total	230

Calendar Year 2017 Audit:

Total entities selected for audit:	253
Total entities notified of selection:	0
Audit Results:	
Compliant	0
Revoked	0
Ineligible	0
No Longer in Existence	0
Relinquish PC-1 Number	0
Completed	0
Non-Compliant/Need Additional Information	0
Pending Completion	253
Total	253

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 2017.¹

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

Table 3: Charges Docketed by Jurisdiction, FY 2015 - FY 2017

CHARGES DOCKETED BY JURISDICTION Fiscal Year 2015 - 2017			
Fiscal Year	2015	2016	2017
Employment	3163	2909	2748
Housing	353	289	282
Public Accommodations	197	214	165
Financial Credit	1	6	3
Sexual Harassment in Education	6	3	3
	<u>TOTAL</u>	<u>3,720</u>	<u>3,421</u>
		<u>3,421</u>	<u>3201</u>

Figure 1: Charges Docketed by Jurisdiction, FY 2017

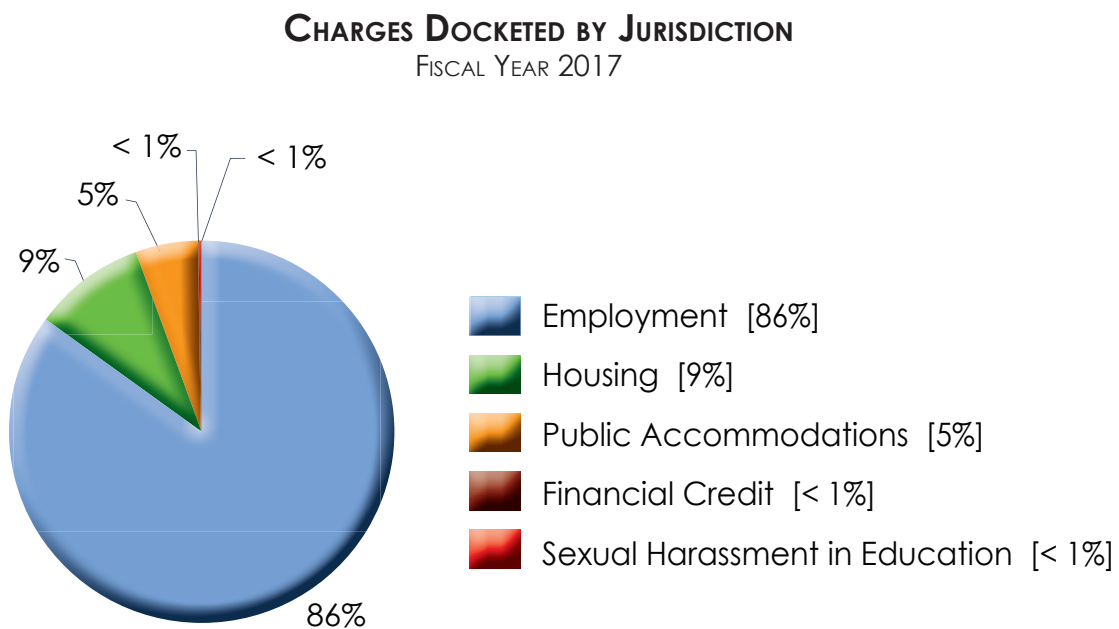


Table 4: Disposition of Completed Investigations, FY 2015 - FY 2017

DISPOSITION OF COMPLETED INVESTIGATIONS*			
FISCAL YEAR 2015 - 2017			
Fiscal Year	2015	2016	2017
Inquiries Received	10,763	10,474	11,516
Charges Filed	3,367	3,132	2,919
Completed Investigations	3,325	3,050	3,069
COMPLETED INVESTIGATIONS			
Lack of Substantial Evidence	1,434	1,316	1,376
Settlements	930	771	809
Withdrawn by Complainant	379	350	349
Substantial Evidence/Default	239	187	181
Failure to Proceed	167	229	153
Lack of Jurisdiction	153	154	151
Administrative Closures	23	43	50
Completed Investigations			3,069

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

Figure 2: Disposition of Completed Investigations, FY 2017

DISPOSITION OF COMPLETED INVESTIGATIONS
FISCAL YEAR 2017
(Excluding Housing)

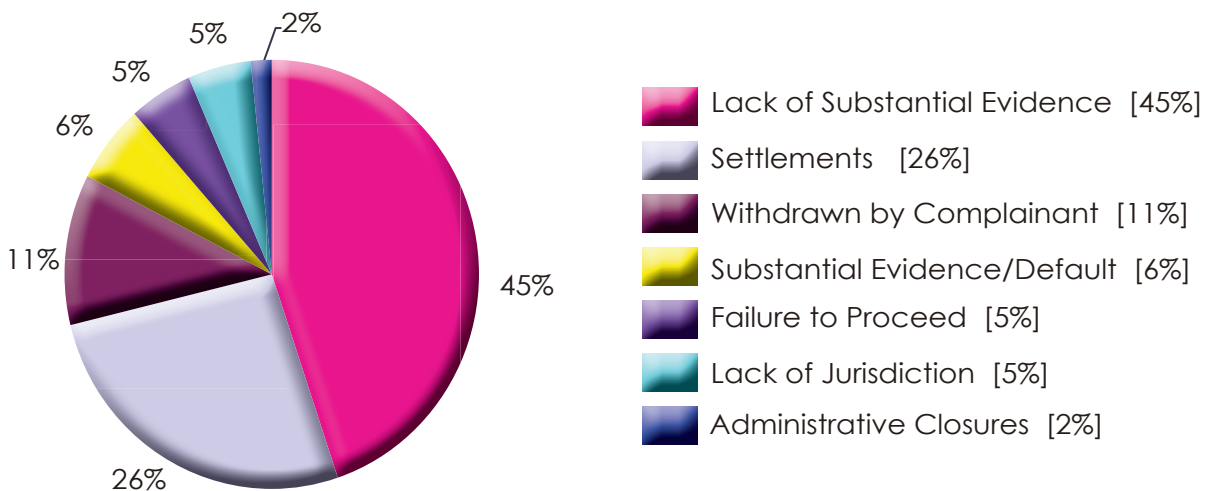


Table 5: Inquiries, Charges Filed and Completed Investigations, FY 2012 - FY 2017

INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS						
Fiscal Year 2012 - 2017 (Excluding Housing Cases)						
Fiscal Year	2012	2013	2014	2015	2016	2017
Inquiries	11085	10760	9644	10763	10474	11516
Charges Filed	3784	3390	3200	3367	3132	2919
Completed Investigations	3186	3529	3792	3325	3050	3069

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

Figure 3: Inquiries, Charges Filed and Completed Investigations, FY 2012 -2017

INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS
FISCAL YEAR 2012 - 2017

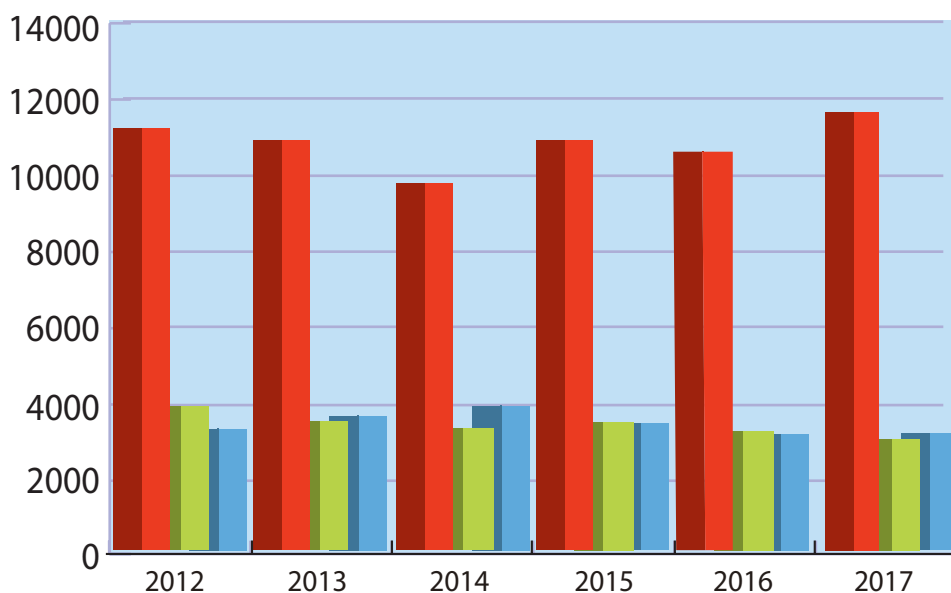
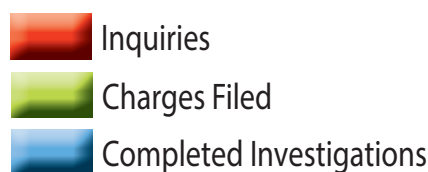


Table 6: Employment Charges by Basis, FY 2017

EMPLOYMENT CHARGES BY BASIS	
FISCAL YEAR 2017	
BASIS OF DISCRIMINATION	
Retaliation	948
Race	768
Age	628
Physical Disability*	558
Sex	539
Sexual Harassment	410
National Origin	382
Mental Disability*	156
Religion	77
Sexual Orientation	72
Arrest Record	31
Color	28
Citizenship	19
Aiding And Abetting	14
Marital Status	14
Military Status	10
Other	10
Gender Identity	5
Immigration Related Status	4
Order Of Protection	4
Coercion	1
Total Bases	4,678
Total Charges Filed	2,748

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

* Combined, physical and mental disability charges total 714, or 26% of total charges and 15% of total bases.

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

EMPLOYMENT CHARGES BY BASIS FISCAL YEAR 2017

Figure 4: Employment Charges by Basis of Discrimination as a Percent of Total Bases, FY 2017

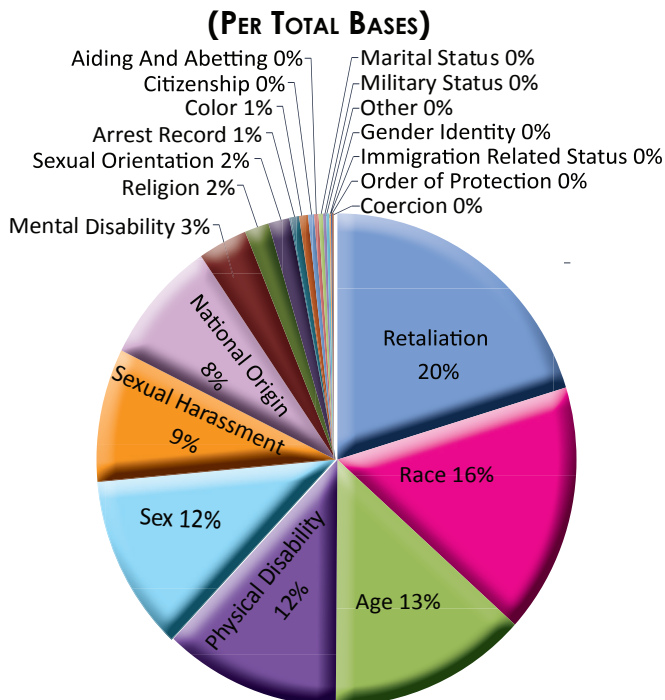


Figure 5: Employment Charges by Basis as a Percent of Total Charges, FY 2017

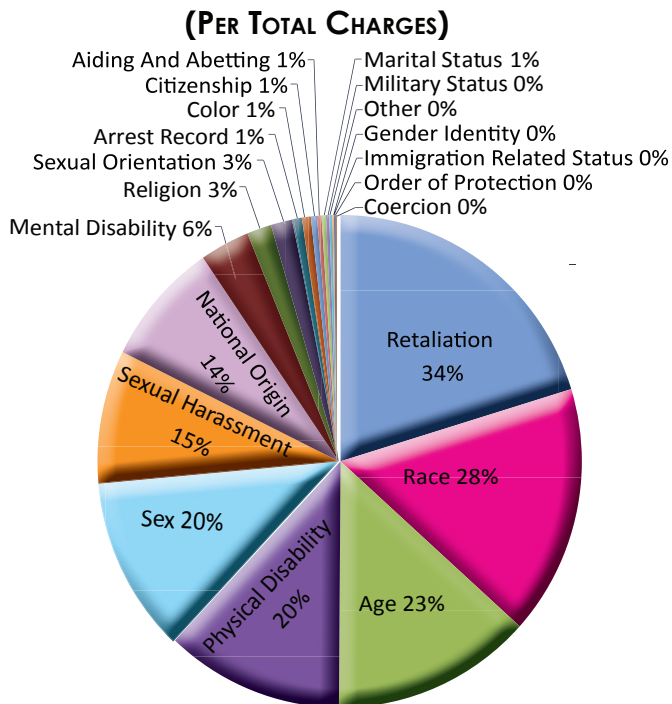


Table 7: Public Accommodations Charges by Basis, FY 2017

PUBLIC ACCOMMODATIONS CHARGES BY BASIS	
FISCAL YEAR 2017	
Race	72
Physical Disability	39
Retaliation	27
National Origin	26
Age	21
Mental Disability	18
Gender Identity	16
Sex	14
Religion	10
Color	9
Sexual Orientation	7
Military Status	4
Marital Status	2
Other	1
Sexual Harassment	1
<u>Total Bases</u>	<u>267</u>
<u>Total Charges Filed</u>	<u>165</u>

*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 2017

Figure 6: Public Accommodations Charges by Basis as a Percent of Total Bases, FY 2017
(PER TOTAL BASES)

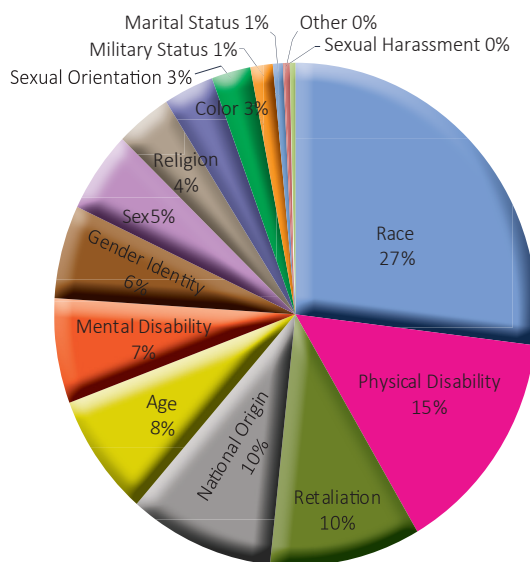


Figure 7: Public Accommodations Charges by Basis as a Percent of Total Charges, FY 2017

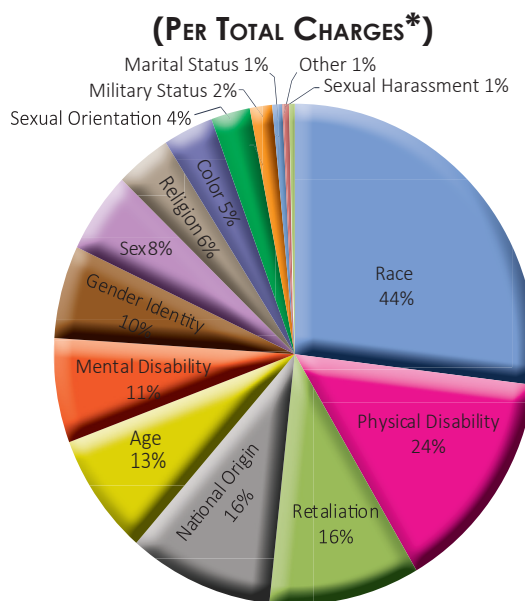


Table 8: Employment Charges by Respondent Type, FY 2017

EMPLOYMENT CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2017	
Private Employers	2,095
Individuals	189
Government, Local	169
Government, State	96
Elementary and Secondary Schools, Public	58
Colleges and Universities, Public	47
Unions	36
Private Employment Agencies	31
Secondary Schools, Private	14
Colleges and Universities, Private	11
State Employment Agencies	2
Total Charges Filed	2,748

Figure 8: Employment Charges by Respondent Type, FY 2017

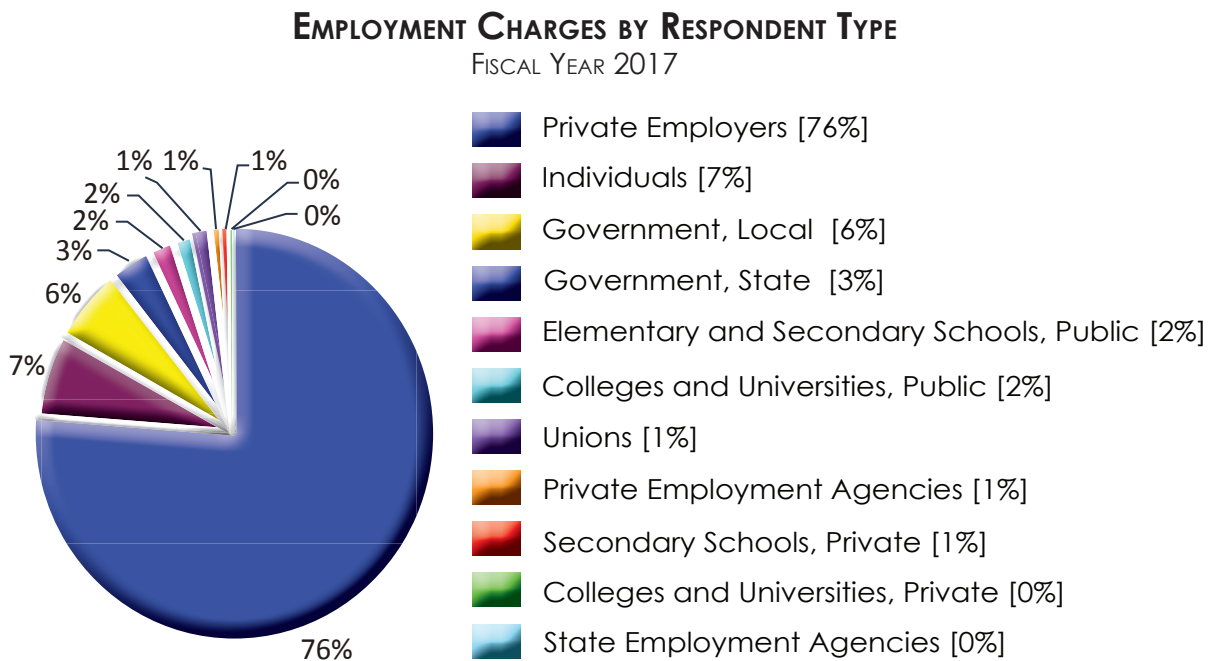


Table 9: Employment Discrimination, Issues Alleged as Acts of Discrimination, FY 2013 - FY 2017

EMPLOYMENT DISCRIMINATION					
ISSUES ALLEGED AS ACTS OF DISCRIMINATION*					
FISCAL YEARS 2013 - 2017					
ISSUE	2013	2014	2015	2016	2017
DISCHARGE	1635	1535	1549	1425	1409
HARASSMENT	516	563	687	654	668
TERMS AND CONDITIONS	289	302	400	365	365
FAILURE TO ACCOMMODATE	150	173	160	199	248
SUSPENSION	251	220	206	262	232
WRITTEN REPRIMAND	195	146	203	270	198
CONSTRUCTIVE DISCHARGE	34	25	30	133	117
OTHER	96	81	67	114	103
HIRING	151	135	149	139	93
REDUCTION IN HOURS	50	40	41	88	88
PROMOTION	103	110	109	91	80
UNEQUAL JOB ASSIGNMENTS	73	70	66	81	66
RACIAL HARASSMENT	50	18	25	36	57
TRANSFER	36	22	34	48	51
ORAL REPRIMAND/DISCIPLINARY ACTIONS	31	34	42	60	49
WAGES	46	56	75	57	46
PERFORMANCE EVALUATION	38	28	22	54	41
DEMOTION	61	62	50	55	39
UNEQUAL PAY	46	23	21	31	35
UNION REPRESENTATION	38	32	25	40	33
LAYOFF	72	59	41	54	28
FAILURE TO RETURN/MEDICAL LEAVE	19	18	18	18	27
FORCED MEDICAL LEAVE	6	11	8	17	25
TENURE	18	15	26	32	22
BENEFITS	11	11	25	27	21
TRAINING/APPRENTICESHIP	18	27	34	25	20
FAILURE TO REASSIGN	6	10	7	6	16
PROBATION	8	20	10	24	15
OVERTIME	7	11	11	14	14
POSITION ELIMINATION	9	8	7	10	12
FORCED RESIGNATION	5	6	8	17	8
AIDING AND ABETTING	2	2	1	13	8
INTIMIDATION/REPRISAL	4	0	5	9	4
FORCED RETIREMENT	4	3	2	6	3
EMPLOYMENT REFERENCE	6	2	6	5	3
VACATION	2	3	4	2	3
SEVERANCE PAY	3	5	4	17	2
REFERRAL	6	4	2	6	2
SENIORITY	1	0	0	0	1
RECALL	12	4	6	11	0
JOB CLASSIFICATION	3	1	2	3	0
DRUG TESTING	0	0	1	3	0
EXCLUSION	4	4	1	3	0
QUALIFICATION/TESTING	1	0	0	3	0
ADVERTISING	1	0	0	3	0
TOTALS	4117	3899	4190	4927	4252

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

Table 10: Type of Discrimination by County, FY 2017

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2017						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
ADAMS	1				19	20
ALEXANDER					2	2
BOND	2					2
BOONE					4	4
BROWN					3	3
BUREAU					7	7
CALHOUN						0
CARROLL						0
CASS	1				1	2
CHAMPAIGN	6		2		35	43
CHRISTIAN					6	6
CLARK			1			1
CLAY					1	1
CLINTON	1				1	2
COLES	1				5	6
COOK	183	3	113	3	1617	1919
CRAWFORD						0
CUMBERLAND						0
DEKALB	1				29	30
DEWITT					1	1
DOUGLAS					2	2
DUPAGE	18		11		215	244
EDGAR						0
EDWARDS					2	2
EFFINGHAM						0
FAYETTE						0
FORD					2	2
FRANKLIN	1				5	6
FULTON	1				6	7
GALLATIN					1	1
GREENE					1	1
GRUNDY	1				1	2
HAMILTON					3	3
HANCOCK						0
HARDIN					2	2
HENDERSON						0
HENRY	1				6	7
IROQUOIS					7	7
JACKSON			4		8	12
JASPER						0
JEFFERSON			2		9	11
JERSEY					2	2
JO DAVIESS						0
JOHNSON						0
KANE	6		6		63	75
KANKAKEE	3		1		13	17
KENDALL			2		6	8
KNOX					6	6
LAKE	4		4		92	100
LaSALLE	2				13	15
LAWRENCE					1	1

TYPE OF DISCRIMINATION BY COUNTY						
FISCAL YEAR 2017						
COUNTY	HOUSING	FINANCIAL CREDIT	PUBLIC ACCOMMODATIONS	SEXUAL HARASSMENT IN EDUCATION	EMPLOYMENT	TOTAL
LEE					1	1
LIVINGSTON					3	3
LOGAN	1				8	9
MACON	2		1		26	29
MACOUPIN					4	4
MADISON	7				19	26
MARION					6	6
MARSHALL					1	1
MASON					1	1
MASSAC					1	1
McDONOUGH					1	1
McHENRY	2		3		26	31
McLEAN	4		1		28	33
MENARD						0
MERCER						0
MONROE	1					1
MONTGOMERY					4	4
MORGAN	2				12	14
MOULTRIE						0
OGLE					2	2
PEORIA	4		1		35	40
PERRY					1	1
PIATT					1	1
PIKE					2	2
POPE						0
PULASKI						0
PUTNAM						0
RANDOLPH					2	2
RICHLAND					1	1
ROCK ISLAND	4				25	29
SALINE	1				2	3
SANGAMON	3		5		124	132
SCHUYLER					5	5
SCOTT						0
SHELBY	1				1	2
St. CLAIR	2				21	23
STARK						0
STEPHENSON	1				4	5
TAZEWELL	3				12	15
UNION	1					1
VERMILION			2		17	19
WABASH	1					1
WARREN					2	2
WASHINGTON						0
WAYNE					1	1
WHITE						0
WHITESIDE					9	9
WILL	3		3		100	106
WILLIAMSON	1				7	8
WINNEBAGO	5		3		35	43
WOODFORD					1	1
TOTAL CHARGES	282	3	165	3	2748	3201

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 2017, the Mediation Unit held 291 conferences, and assisted in settling cases for a monetary recovery for charging parties of \$1,297,123.

Table 11: Mediation Unit Activity, FY 2015 - FY2017

MEDIATION UNIT ACTIVITY			
FISCAL YEAR 2015 - 2017			
Mediation Conferences and Resolutions	FY15	FY16	FY17
Number of Mediation Conferences Held	263	271	291
Number of Conferences with Resolutions	254	263	252
Percent of Conferences with Resolutions	97%	97%	87%
Number of Additional Cases Resolved	63	8	18
Total Number of Cases Resolved Via Mediation	317	271	270
Total Number of Cases Completed*	3,325	3,050	3,069
Percent of Completed Cases Resolved Via Mediation	9.5%	8.9%	8.8%
Known Monetary Amounts (frequently kept confidential)	<u>\$1,715,612</u>	<u>\$2,392,336</u>	<u>\$1,297,123</u>

*excluding housing cases

FAIR HOUSING DIVISION

HOUSING CHARGE INVESTIGATIONS

The Illinois Department of Human Rights (“DHR”) takes and investigates charges of discrimination involving real estate transactions (residential and commercial) on the bases of race, color, religion, sex (including sexual harassment), national origin, familial status (children under 18), pregnancy, 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. DHR also investigates charges of discrimination involving retaliation and intimidation, interference or coercion in connection with a person’s enjoyment of any of the protected housing rights.

A complainant may file a charge of discrimination in a real estate transaction with the Fair Housing Division within one year of an occurrence of an alleged civil rights violation. 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 Illinois Human Rights Act requires that charges involving real estate transactions be completed within 100 days of filing (unless it is impracticable to do so). If DHR dismisses the case (based on lack of substantial evidence, lack of jurisdiction or failure to proceed) the complainant has 90 days to file a Request for Review (appeal) of that dismissal with the Illinois Human Rights Commission (“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 before the Commission or in circuit court, in which case the Illinois Attorney General’s Office represents DHR.

FAIR HOUSING SPECIAL PROJECT

Reasonable Accommodations and Modifications Guidebook: DHR successfully applied and was approved for a HUD-funded Partnership Project during FY2016 to create a Housing Provider’s Guidebook for Reasonable Accommodations and Modifications. The project will be completed during FY2018. DHR and its partner, Access Living, Inc., are creating a detailed and comprehensive Reasonable Accommodation and Modification Guidebook for Housing Providers. The Guidebook will: (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, and access to supportive health care workers; (3) address specific common modification issues, such as modifications to exterior of the unit, imposing conditions on the modification, and requiring deposits or the restoration of the unit; (4) address unique issues for certain housing providers, such as landlord and property managers, condominium and cooperative associations, shared living facilities (e.g. nursing homes, university residential halls), public housing providers and municipalities; (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. An appendix to the handbook will include a list of legal authorities, such as the DOJ/HUD guidance and referral information.

FAIR HOUSING AFFILIATIONS

In order to further coordinate fair housing activities, DHR maintains close working relationships with several organizations:

1. 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.
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 submits information to the Illinois Housing Development Authority ("IHDA") to assist IHDA in reporting to HUD on housing activities in the State of Illinois.
4. DHR works with the Illinois Municipal Human Relations Association ("IMHRA") to coordinate educational events for the benefit of municipal/state officials and staff.

LETTERS OF COLLABORATION AND SUPPORT

During FY2017, DHR provided letters of support to the following organizations to support their applications for grants under HUD's Fair Housing Initiatives Program: Equal Housing Opportunity Council of Metropolitan St. Louis, John Marshall Law School Fair Housing Legal Support Center and Prairie State Legal Services. The support DHR offered to provide included

specific in-kind resources, such as DHR's participation in fair housing training seminars or the distribution of DHR's fair housing materials.

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

Table 12: Housing Inquiries, Charges Filed and Completed Investigations, FY 2012 - FY 2017

HOUSING INQUIRIES, CHARGES FILED AND COMPLETED INVESTIGATIONS						
<i>Fiscal Year</i>	2012	2013	2014	2015	2016	2017
Inquiries	1046	972	1205	1099	878	1034
Charges Filed	313	369	389	353	289	282
Completed Investigations	366	352	350	372	282	309

Figure 10: Housing Inquiries, Charges Filed and Completed Investigations, FY 2012 - FY 2017

Housing Inquiries, Charges Filed and Completed Investigations

■ Inquiries
 ■ Charges Filed
 ■ Completed Investigations

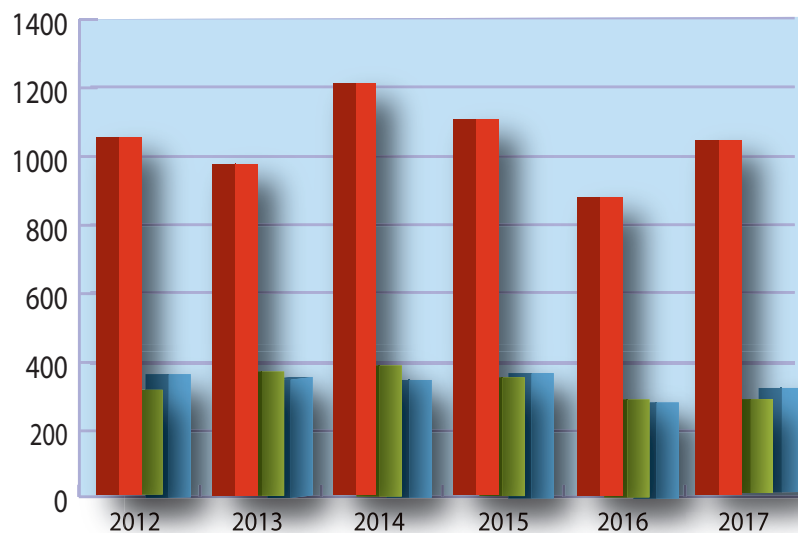


Table 13: Disposition of Completed Housing Investigations, FY 2015 - FY 2017

Disposition of Completed Housing Investigations			
FISCAL YEAR 2015 - 2017			
Fiscal Year	2015	2016	2017
Inquiries Received	1099	878	1,034
Charges Filed	353	289	282
Completed Investigations	372	282	309
Completed Investigations:			
Lack of Substantial Evidence	160	147	186
Settlement	113	77	60
Failure to Proceed	49	31	35
Substantial Evidence/Default	23	13	20
Lack of Jurisdiction	6	3	4
Withdrawn by Complainant	13	10	3
Administrative Closures	8	1	1
Total:			309

Figure 11: Disposition of Completed Housing Investigations, FY 2017

DISPOSITION OF COMPLETED HOUSING INVESTIGATIONS
FISCAL YEAR 2017

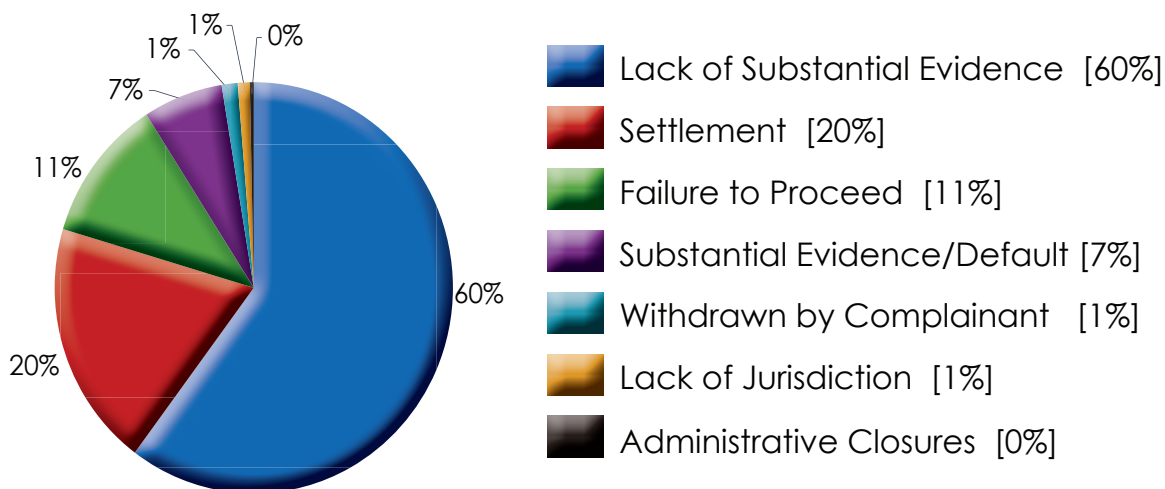


Table 14: Housing Charges by Basis, FY 2017

HOUSING CHARGES BY BASIS	
FISCAL YEAR 2017	
<i>Basis of Discrimination</i>	
Physical Disability**	87
Race	75
Mental Disability**	61
National Origin/Ancstry	42
Familial Status	34
Retaliation	14
Sex	10
Sexual Orientation	8
Marital Status	7
Age	5
Religion	3
Gender Identity	2
Color	1
Order of Protection	1
Sexual Harassment	1
Military Status	1
<u>Total Bases</u>	<u>252</u>
<u>Total Charges Filed</u>	<u>282</u>

*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 148 (52% of total charges filed).

HOUSING CHARGES BY BASIS

FISCAL YEAR 2017

Figure 12: Housing Charges by Basis, as a Percent of Total Bases, FY 2017

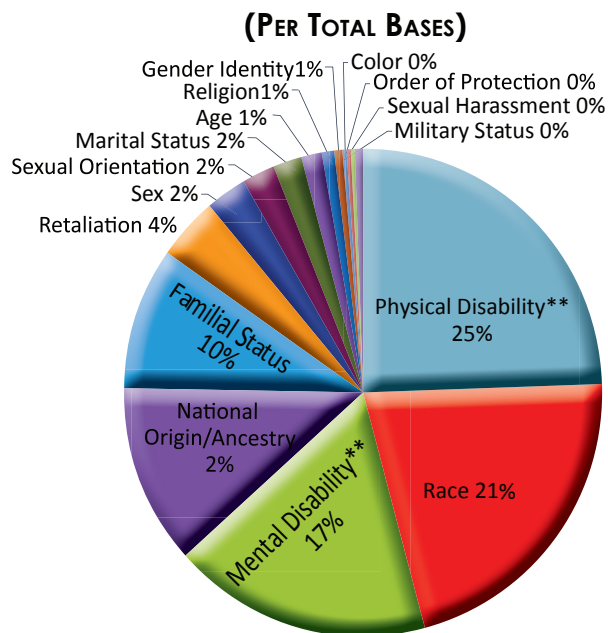


Figure 13: Housing Charges by Basis, as a Percent of Total Charges, FY 2017

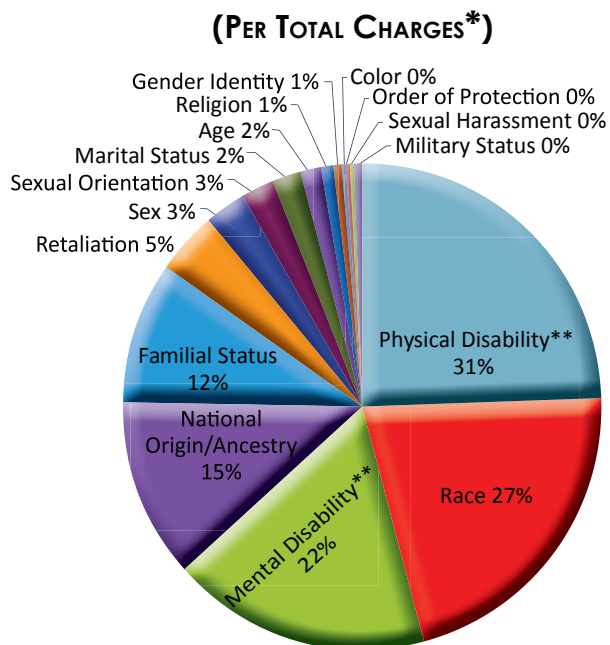
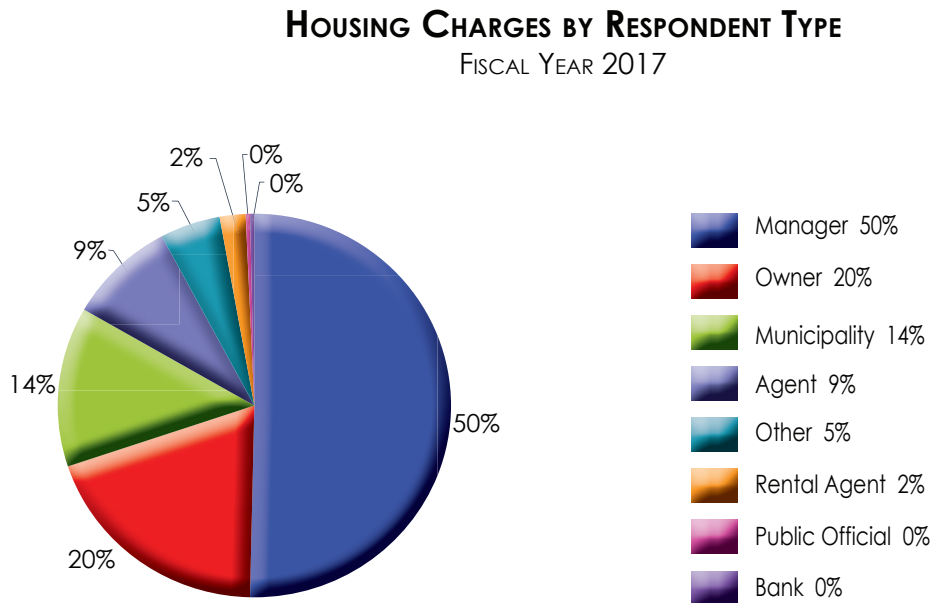


Table 15: Housing Charges by Respondent Type, FY 2017

HOUSING CHARGES BY RESPONDENT TYPE	
FISCAL YEAR 2017	
	Number of Charges
Manager	142
Owner	55
Municipality	38
Agent	25
Other	14
Rental Agent	6
Public Official	1
Bank	1
Total	282

Figure 14: Housing Charges by Respondent Type, FY 2017



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 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 FY17 the Institute trained more than 3,900 people in 132 training sessions, which adds up to nearly 396 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 50,218 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 provides basic fair housing training for housing providers and landlords through the Institute's public training schedule on a quarterly basis.

Course Offerings and Training Topics:

- *Building Bridges with LGBTQ+ Employees*
- *Civility in the Workplace*
- *Communicating Effectively in a Multigenerational Workplace*
- *Conflict Resolution*
- *Diversity Awareness*
- *Eliminating Workplace Bullying*
- *Emotional Intelligence and Effective Workplace Communication*
- *Fair Housing Training for Housing Providers and Property Managers*
- *Harassment in the Workplace*
- *Inter-Cultural Communication*
- *Navigating Social Media in the Workplace*
- *Sexual Harassment Prevention*

Table 16: Partial List of Agencies and Companies Trained, FY 2017

PARTIAL LIST OF AGENCIES AND COMPANIES TRAINED IN FISCAL YEAR 2017	
Company Name	Type of Training
Aunt Martha's	Americans With Disabilities Act
Boyer Rosene Moving & Storage	It's Up To You: Sexual Harassment Prevention
Capital Development Board	Diversity Awareness: It's About Respect Work Shouldn't Hurt: Bullying in the Workplace
Cook County Department of Revenue	It's More Than Sex: Harassment in the Workplace
Cook County Government	Out and Equal in the Workplace: Building Bridges with LGBTQIA Employees
Cook County Health and Hospital Systems	Conflict Resolution: A Win/Win Approach It's Up To You: Sexual Harassment Prevention Work Shouldn't Hurt: Bullying in the Workplace
Cook County Human Resources	Diversity Awareness: It's About Respect
Educational Labor Relations Board	It's Up To You: Sexual Harassment Prevention
Governor's Office	Out and Equal in the Workplace: Building Bridges with Transgender Employees
Illinois Board of Higher Education	The Diversity Advantage: How to Handle Micro-Inequities and Bias at Work
Illinois Capital Development Board	Five Generations in the Workplace: Communicating through a Multigenerational Lens
Illinois Department of Human Services	It's More Than Sex: Harassment In the Workplace
Illinois Department of Employment Security	Diversity Awareness
Illinois Department of Transportation	Diversity Awareness: It's About Respect It's Up To You: Sexual Harassment Prevention
Illinois Environmental Protection Agency	It's Up To You: Sexual Harassment Prevention
Illinois Housing Development Authority	The Civility Crisis
Illinois Municipal Clerks	Diversity Awareness Conflict Resolution: Take a Win Win Approach Interpersonal Skills Training: Harnessing the Power of Emotional Intelligence
Illinois Toll Highway Authority	The Civility Crisis Civility: The Framework for a Harassment-Free Work Environment It's More Than Sex: Harassment in the Workplace
Kane County States Attorney	Sexual Harassment Prevention: Is It or Isn't it?
Marquette Associates, Inc.	Sexual Harassment Prevention: Is It or Isn't it?
Niemann Foods, Inc.	It's Up To You: Sexual Harassment Prevention
Office of the Illinois Auditor General	Interpersonal Skills: Harnessing the Power of Emotional
Office of the Illinois State Treasurer	Diversity Awareness
Reaco Battery Service Corporation	It's More Than Sex: Harassment in the Workplace
SoHo House Chicago	It's More Than Sex: Harassment in the Workplace For Managerial Employees
Village of Bloomingdale	Diversity Awareness: It's About Respect
Village of Frankfort	Sexual Harassment Prevention
Village of Glenview	It's More Than Sex: Harassment in the Workplace
Village of Lombard	Conflict Resolution: A Win/Win Approach It's More Than Sex: Harassment in the Workplace
Village of New Lenox	It's More Than Sex: Harassment in the Workplace

OUTREACH ACTIVITIES

Summary

Education, training and outreach play a significant role in facilitating voluntary compliance with the Illinois Human Rights Act ("Act"). As the public relations arm of DHR, outreach staff members coordinate and conduct a variety of outreach and educational activities throughout the State of Illinois. Outreach staff are charged with establishing partnerships with experts in the business, government and advocate communities across the State to keep the public informed about updates to the Act, issues pertaining to equal opportunity and how to access the Department's services.

During fiscal year 2017, DHR staff participated in **127** outreach events and distributed over **5,512** pieces of educational material to over **10,563** people at numerous events throughout the year. The following are some of the highlights of the year's outreach and education activities.

DHR staff members conduct a variety of outreach activities such as presentations, training, workshops, radio interviews, keynote addresses at public events and other educational initiatives on topics related to the Act, the role of the Department, its investigation procedures, how to file a charge of discrimination and how to obtain an eligible bidder number.

Fiscal Year Highlights

September 23, 2016 – Chicago, IL

DHR celebrated the 38th Anniversary of Peace Day at Daley Plaza, an annual event founded by the Chicago Peace School. Chicago is the only major city in the world with a 30+ year history of peacebuilding through annual Peace Day events, and it is an official United Nations Peace Messenger city. DHR Acting Director Janice Glenn is an

Honorary Co-Chair and she presented the State of Illinois Peace Day Proclamation at this event on behalf of the Governor.

March 29, 2017 – Chicago, IL

DHR celebrated Women's History Month with its Second Annual "Leadership in Action" Panel discussion, featuring women leaders in government including Illinois Deputy Governor Leslie Munger and Illinois Acting Commissioner for the Illinois Commerce Commission, Sadzi Martha Olivo. Panelists discussed their experiences in government, including challenges and accomplishments, and took questions from the audience.

April 27, 2017 – Chicago, IL

In honor of National Fair Housing Month, DHR hosted "Thriving Communities: Equitable Housing and Creative Spaces" – a panel discussion exploring balanced community development strategies that create equitable housing, foster creative spaces and encourage civic participation. The panel was moderated by Chicago Area Fair Housing Alliance (CAFHA) Executive Director Patricia Fron, and guest panelists included Carson Poole of University of Place Lab, Ciere Boatright of Chicago Neighborhood Initiatives, Alan Quick of the Illinois Housing Development Authority and Luis Bermudez of The Resurrection Project.

May 19, 2017 – Chicago, IL

DHR partnered with the State of Illinois to celebrate Asian American and Pacific Islander Heritage Month honoring several community leaders for their commitment and service to Asian Americans in Illinois and the community at large. The keynote speaker was Hardik Bhatt, Secretary Designate and Chief Digital Officer of the Illinois Department of Innovation and Technology

May 20, 2017 – Chicago, IL

DHR partnered with the Chicago Area Fair Housing Alliance (CAFHA) to host an "On the Table" discussion on racial equity in housing and how housing segregation

impacts communities. On the Table is a city-wide initiative from the Chicago Community Trust; its purpose is to bring diverse groups of people together on one day to talk about issues of concern.

Staff Training & Conferences Attended

- 7/18–7/21/2016: 2016 Equal Employment Opportunity Commission EXCEL Training – San Francisco, CA
- 9/10/2016: 2016 Annual Fair Housing Conference, John Marshall Law School Fair Housing Clinic – Chicago, IL
- 10/7/2016: Illinois Association of Hispanic State Employees (“IAHSE”) Conference – Chicago, IL
- 10/27/2016: Illinois Department of Human Rights Staff Lunch and Learn on Disability Etiquette – Chicago, IL
- 11/3/2016: Chicago Bar Association Labor & Employment Law Committee Fall Seminar - Chicago, IL
- 1/12/2017: Illinois Department of Human Rights Staff Lunch and Learn on Religious Accommodations – Chicago, IL
- 1/26/2017: Illinois Department of Human Rights Staff Training on Civility – Chicago, IL
- 3/13– 3/14/2017: Illinois Governor's Conference on Affordable Housing – Chicago, IL
- 3/28/2017: 2017 Annual Ethics Officer Conference – Chicago, IL
- 4/12/17 and 6/14/17: Arab American Family Services and Welcome Illinois - Palos Hills, IL
- 4/5/2017: Illinois Association of Code Enforcement Conference – Springfield, IL
- 5/4/2017: Illinois Paralegal Association Conference – Chicago, IL
- 6/7/2017: State of Illinois Safety Training for Staff – Chicago, IL

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