

The Bilingual Needs And
Bilingual Pay Survey Report
For Fiscal Year 2011
(July 1, 2010 – June 30, 2011)

Prepared for Distribution on December 30, 2011

By The Department Central Management Services Bureau of Personnel

THIS IS A SAMPLE SURVEY: This survey is provided as a reference for the Bilingual Needs & Bilingual Pay Survey Summary Tables that immediately follow. The full survey questions may be found here in the text. Additionally, each survey question appears in the columns of the tables. Each individual agency's responses to these questions appear as the rows of the tables.^{12/28/2011}

**BILINGUAL NEEDS AND BILINGUAL PAY SURVEY
FOR FISCAL YEAR 2011
(July 1, 2010—June 30, 2011)**

DATE DUE: Friday, December 9, 2011

PLEASE RETURN THIS SURVEY TO: Chris Nickols
Department of Central Management Services
Bureau of Personnel, Division of Technical Services

MAILING ADDRESS: 504 Stratton Office Building
Springfield, Illinois 62706

E-MAIL: chris.nickols@illinois.gov

PHONE: 217-782-4282 FAX: 217-524-4570 TDD: 217-785-3979

INSTRUCTIONS FOR COMPLETING THE SURVEY:

- Please restrict the answers for each question to the time period representing fiscal year 2011 which is July 1, 2010 – June 30, 2011.
- The information provided by the agency should pertain to bargaining unit employees, salary grade employees, and merit compensation employees (unless otherwise specified).
- If there are questions for which you must provide estimates, please indicate so next to each answer that has been estimated.
- Every agency under the Executive Branch is required by statute to provide answers to this survey whether or not the agencies have bilingual positions or incumbents in those positions. Agencies that do not provide bilingual services or require bilingual staff must still complete the survey by indicating Not Applicable (N/A) or answering with zeroes where appropriate.
- This survey is not the same as the Hispanic Employment Plan Survey.
- If you encounter problems, the CMS Division of Technical Services can provide assistance, however, it is a statutory requirement that the survey be completed and submitted by a representative of each state agency. If you need help, please contact Chris Nickols via one of the methods listed above.

PLEASE PROVIDE YOUR CONTACT INFORMATION HERE:

AGENCY: _____

NAME OF REPRESENTATIVE
COMPLETING THE SURVEY: _____

PHONE NUMBER & E-MAIL: _____

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1. a) Please indicate the number of cases in which an agency employee engaged their bilingual capabilities to assist non-English-speaking clients. _____

- b) In approximately what percentage of those cases was the time commitment...?
 - i) 15 minutes or less? _____ %
 - ii) 16 minutes to 60 minutes? _____ %
 - iii) 61 minutes to half of a work day? _____ %
 - iv) more than half of a work day? _____ %

PLEASE CHECK THAT THE PERCENTAGES ADD UP TO 100%. = 100 %

- c) What percentage of those cases required in-depth assistance? _____ %

NOTE: For the purposes of this survey, in-depth assistance is defined as:

 - More than written translation (the transference of meaning from text to text), and more than speech translation for the purpose of facilitating dialogue.
 - A commitment of extensive time and resources.
 - The simultaneous or consecutive interpretation of complex concepts.

- d) Did any of the cases require the agency to engage the language interpretation services of an outside vendor as provided by a State of Illinois Master Contract? _____
 If the answer is yes, please indicate how many cases and the source language for which those services were required. _____
 Attach a list if necessary. _____

2. How many total positions with bilingual options would the agency need to provide effective service to non-English speaking clients? _____

3. a) How many agency employees received a bilingual pay supplement in the past fiscal year? _____

- b) Of those employees how many have utilized their bilingual skills within the past fiscal year? _____

- c) What percentage of those employees used bilingual skills...?
 - i) every day? _____ %
 - ii) at least once a week? _____ %
 - iii) at least once a month? _____ %
 - iv) at least once a year? _____ %

PLEASE CHECK THAT THE PERCENTAGES ADD UP TO 100%. = 100 %

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- 4. a) Were there any agency employees that utilized bilingual skills to assist clients but did not receive a bilingual pay supplement? _____
If the answer is yes, please attach a list indicating the number of employees, the employees' position titles, and the language skills that were used.

- b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? _____
If the answer is yes, please attach a list indicating the number of employees, the employees' position titles, and the language skills that were used.

- 5. a) How many agency positions *subject to the provisions of the Personnel Code* exist for which a language option is indicated on the position description? _____

- b) Are there any agency positions *not subject to the provisions of the Personnel Code* that require bilingual capabilities? _____
If the answer is yes, please indicate how many. _____

- 6. a) How many vacancy notices were posted for agency positions designated with language options within the past fiscal year? _____

- b) Of those, how many positions were filled within the past fiscal year? _____

- 7. a) How many agency positions designated with language options were vacated within the past fiscal year? _____

- b) How many agency positions designated with language options were revised by deleting the language option within the past fiscal year? _____

- 8. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many belong to the Hispanic or Latino ethnic category? _____

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9. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to an ethnic category that is not Hispanic or Latino? _____

10. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills? _____

11. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills? _____

12. Agencies with bilingual staff, please answer 12a and 12b *but not* 12c. Agencies with no bilingual staff, please answer only 12c, *not* 12a or 12b.

a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

b) What methods does the agency employ to determine the number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking clients?

c) How does the agency determine that it *does not require* any bilingual staff?

-END OF SURVEY, edited 09.30.2011.