

THE BILINGUAL NEEDS AND BILINGUAL PAY

SURVEY REPORT FOR FISCAL YEAR 2012

(JULY 1, 2011 – JUNE 30, 2012)

PREPARED BY THE DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

FY 2012 Bilingual Needs and Bilingual Pay Survey

| Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i> | Number of cases for which bilingual skills were required | TIME COMMITMENT | | | | How much of the assistance was in-depth | Did agency use Master Contract? |
|---|--|-----------------|-------------|------------------|-----------------|---|---------------------------------|
| | | 0 - 15 Min | 16 - 60 Min | 61 Min - 1/2 day | 1/2 day or more | | |
| Aging | 2,868 | 10% | 90% | 0% | 0% | 75% | No |
| Agriculture | 50 | 50% | 25% | 25% | 0% | 0% | Yes |
| Arts Council | 10 | 100% | 0% | 0% | 0% | 2% | No |
| Capital Development Board | | | | | | | |
| Central Management Services | 872 | 36% | 37% | 10% | 17% | 53% | No |
| Children and Family Services | 2,457 | 0% | 0% | 0% | 100% | 100% | Yes |
| Civil Service Commission | | | | | | | |
| Commerce and Economic Opportunity | 522 | 35% | 32% | 8% | 25% | 44% | No |
| Corrections | 20,000 | 0% | 10% | 70% | 20% | 60% | Yes |
| Criminal Justice Information Authority | | | | | | | |
| Deaf and Hard of Hearing Commission | 0 | 0% | 0% | 0% | 100% | 0% | No |
| Developmental Disabilities Council | 3 | 33% | 0% | 67% | 0% | 0% | Yes |
| Emergency Management Agency | | | | | | | |
| Employment Security | 81,727 | 49% | 50% | 1% | 0% | 0% | Yes |
| Environmental Protection Agency | 20 | 98% | 2% | 0% | 0% | 3% | No |
| Executive Ethics Commission | | | | | | | |
| Financial and Professional Regulation | 1,800 | 65% | 30% | 4% | 1% | 50% | Yes |
| Gaming Board | | | | | | | |
| Guardianship and Advocacy Commission | 250 | 25% | 40% | 30% | 5% | 0% | No |
| Healthcare and Family Services | 86,833 | 50% | 31% | 16% | 3% | 40% | Yes |
| Historic Preservation | | | | | | | |
| Human Rights Commission | 65 | 90% | 10% | 0% | 0% | 35% | No |
| Human Rights Department | 907 | 56% | 35% | 5% | 4% | 38% | Yes |
| Human Services | 337,724 | 49% | 28% | 20% | 3% | 97% | Yes |
| Illinois Commerce Commission | 564 | 50% | 50% | 0% | 0% | 100% | No |
| Insurance | 6,980 | 50% | 30% | 10% | 10% | 38% | No |
| Investment Board | | | | | | | |
| Juvenile Justice | 100 | 65% | 20% | 0% | 15% | 15% | No |
| Labor Department | 6,771 | 30% | 60% | 10% | 0% | 60% | Yes |
| Labor Relations Board | 55 | 50% | 50% | 0% | 0% | 40% | No |
| Labor Relations Board - Educational | | | | | | | |
| Law Enforcement Training and Standards Board | | | | | | | |
| Medical District Commission | | | | | | | |
| Military Affairs | | | | | | | |
| Natural Resources | 240 | 55% | 43% | 1% | 1% | 2% | No |
| Office of Executive Inspector General | 250 | 80% | 20% | 0% | 0% | 20% | No |
| Pollution Control Board | | | | | | | |
| Prisoner Review Board | 600 | 35% | 45% | 20% | 0% | 100% | Yes |
| Property Tax Appeal Board | 12 | 100% | 0% | 0% | 0% | 0% | No |
| Public Health | 3,953 | 92% | 7% | 1% | 0% | 3% | Yes |
| Racing Board | 0 | 100% | 0% | 0% | 0% | 0% | No |
| Revenue | 23,113 | 45% | 41% | 13% | 1% | 70% | Yes |
| Sentencing Policy Advisory Council | | | | | | | |
| State Fire Marshal | 17 | 100% | 0% | 0% | 0% | 0% | No |
| State Police | 720 | 50% | 50% | 0% | 0% | 100% | No |
| State Police Merit Board | | | | | | | |
| State Retirement Systems | | | | | | | |
| Transportation | 75 | 100% | 0% | 0% | 0% | 0% | No |
| Veterans Affairs | | | | | | | |
| Workers Compensation Commission | 655 | 74% | 26% | 0% | 0% | 0% | No |
| Statewide Totals: | 580,213 | | | | | | Yes: 13 No: 20 |

FY 2012 Bilingual Needs and Bilingual Pay Survey

| Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i> | Bilingual positions required by agency | Employees paid bilingual supplement in FY12 | Employees that used skills in FY12 | FREQUENCY OF USE | | | | Employees NOT paid supplement for use of bilingual skills? | Employees paid temp. assignment pay for bilingual skills? |
|---|--|---|------------------------------------|------------------|-----------|------------|-----------|--|---|
| | | | | every day | 1x a week | 1x a month | 1x a year | | |
| Aging | 6 | 5 | 5 | 100% | 0% | 0% | 0% | No | No |
| Agriculture | 2 | 2 | 2 | 100% | 0% | 0% | 0% | No | No |
| Arts Council | 1 | 0 | 0 | 0% | 0% | 0% | 100% | Yes | No |
| Capital Development Board | | | | | | | | | |
| Central Management Services | 6 | 6 | 6 | 66% | 34% | | | No | No |
| Children and Family Services | 168 | 168 | 168 | 100% | | | | Yes | Yes |
| Civil Service Commission | | | | | | | | | |
| Commerce and Economic Opportunity | 8 | 8 | 8 | 48% | 22% | 11% | 19% | No | No |
| Corrections | 198 | 29 | 29 | 50% | 40% | 10% | 0% | Yes | Yes |
| Criminal Justice Information Authority | | | | | | | | | |
| Deaf and Hard of Hearing Commission | 7 | 7 | 7 | 100% | 0% | 0% | 0% | No | No |
| Developmental Disabilities Council | 0 | 0 | 0 | | | | 0% | No | No |
| Emergency Management Agency | | | | | | | | | |
| Employment Security | 170 | 168 | 168 | 98% | 0% | 2% | 0% | Yes | Yes |
| Environmental Protection Agency | 2 | 2 | 2 | 100% | 0% | 0% | 0% | Yes | No |
| Executive Ethics Commission | | | | | | | | | |
| Financial and Professional Regulation | 26 | 13 | 13 | 60% | 30% | 5% | 5% | No | No |
| Gaming Board | | | | | | | | | |
| Guardianship and Advocacy Commission | 7 | 6 | 6 | 30% | 50% | 20% | | Yes | No |
| Healthcare and Family Services | 109 | 106 | 106 | 72% | 18% | 7% | 3% | No | Yes |
| Historic Preservation | | | | | | | | | |
| Human Rights Commission | 3 | 3 | 3 | 0% | 100% | 0% | 0% | No | No |
| Human Rights Department | 38 | 24 | 23 | 69% | 9% | 22% | 0% | No | No |
| Human Services | 1,200 | 1,091 | 1,091 | 85% | 15% | 0% | 0% | No | No |
| Illinois Commerce Commission | 5 | 3 | 3 | 100% | 0% | 0% | 0% | No | No |
| Insurance | 8 | 7 | 7 | 43% | 29% | 14% | 14% | No | No |
| Investment Board | | | | | | | | | |
| Juvenile Justice | 9 | 6 | 6 | 75% | 20% | 5% | 0% | Yes | Yes |
| Labor Department | 11 | 10 | 10 | 95% | 5% | 0% | 0% | Yes | Yes |
| Labor Relations Board | 1 | 1 | 1 | 5% | 40% | 50% | 5% | No | No |
| Labor Relations Board - Educational | | | | | | | | | |
| Law Enforcement Training and Standards Board | | | | | | | | | |
| Medical District Commission | | | | | | | | | |
| Military Affairs | | | | | | | | | |
| Natural Resources | 7 | 3 | 3 | 0% | 0% | 30% | 70% | No | No |
| Office of Executive Inspector General | 1 | 1 | 1 | | 100% | | | No | No |
| Pollution Control Board | | | | | | | | | |
| Prisoner Review Board | 1 | 1 | 1 | 0% | 100% | 0% | 0% | No | No |
| Property Tax Appeal Board | 1 | 0 | 0 | | | | | Yes | No |
| Public Health | 24 | 20 | 20 | 35% | 30% | 30% | 5% | No | No |
| Racing Board | 1 | 0 | 0 | 0% | 0% | 0% | 100% | Yes | No |
| Revenue | 18 | 18 | 18 | 54% | 13% | 32% | 1% | No | Yes |
| Sentencing Policy Advisory Council | | | | | | | | | |
| State Fire Marshal | 6 | 3 | 2 | 0% | 0% | 50% | 50% | No | No |
| State Police | 1 | 1 | 1 | 100% | 0% | 0% | 0% | No | No |
| State Police Merit Board | | | | | | | | | |
| State Retirement Systems | | | | | | | | | |
| Transportation | 3 | 6 | 6 | 0% | 0% | 100% | 0% | No | No |
| Veterans Affairs | | | | | | | | | |
| Workers Compensation Commission | 5 | 3 | 3 | 0% | 80% | 20% | 0% | No | Yes |
| Statewide Totals: | 2,053 | 1,721 | 1,719 | | | | | Yes: 10 No: 23 | Yes: 8 No: 25 |

FY 2012 Bilingual Needs and Bilingual Pay Survey

| Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i> | Personnel Code positions with language codes | Non-Personnel-Code positions requiring | Posted vacancies with language code assigned | Posted vacancies with language code assigned that were filled | Positions with language codes assigned that were vacated | Positions revised to remove language code |
|---|--|--|--|---|--|---|
| Aging | 12 | 0 | 2 | 1 | 1 | 0 |
| Agriculture | 0 | 0 | 1 | 1 | 0 | 0 |
| Arts Council | 1 | 0 | 0 | 0 | 0 | 0 |
| Capital Development Board | | | | | | |
| Central Management Services | 13 | 0 | 1 | 1 | 1 | 0 |
| Children and Family Services | 201 | 0 | 15 | 8 | 0 | 0 |
| Civil Service Commission | | | | | | |
| Commerce and Economic Opportunity | 15 | 0 | 0 | 0 | 2 | 0 |
| Corrections | 211 | 0 | 2 | 0 | 182 | 0 |
| Criminal Justice Information Authority | | | | | | |
| Deaf and Hard of Hearing Commission | 7 | 0 | 0 | 0 | 0 | 0 |
| Developmental Disabilities Council | 0 | 0 | 0 | 0 | 0 | 0 |
| Emergency Management Agency | | | | | | |
| Employment Security | 154 | 0 | 31 | 30 | 10 | 0 |
| Environmental Protection Agency | 2 | 0 | 0 | 0 | 0 | 0 |
| Executive Ethics Commission | | | | | | |
| Financial and Professional Regulation | 26 | 0 | 0 | 0 | 1 | 0 |
| Gaming Board | | | | | | |
| Guardianship and Advocacy Commission | 7 | 0 | 1 | 0 | 0 | 0 |
| Healthcare and Family Services | 153 | 0 | 25 | 18 | 11 | 1 |
| Historic Preservation | | | | | | |
| Human Rights Commission | 3 | 0 | 0 | 0 | 0 | 0 |
| Human Rights Department | 38 | 0 | 3 | 0 | 1 | 0 |
| Human Services | 1,195 | 5 | 87 | 79 | 4 | 2 |
| Illinois Commerce Commission | 1 | 2 | 0 | 0 | 0 | 0 |
| Insurance | 8 | 0 | 0 | 0 | 1 | 0 |
| Investment Board | | | | | | |
| Juvenile Justice | 9 | 0 | 0 | 0 | 0 | 0 |
| Labor Department | 11 | 0 | 1 | 1 | 1 | 0 |
| Labor Relations Board | 1 | 0 | 0 | 0 | 0 | 0 |
| Labor Relations Board - Educational | | | | | | |
| Law Enforcement Training and Standards Board | | | | | | |
| Medical District Commission | | | | | | |
| Military Affairs | | | | | | |
| Natural Resources | 3 | 0 | 0 | 0 | 0 | 0 |
| Office of Executive Inspector General | 0 | 0 | 0 | 0 | 0 | 0 |
| Pollution Control Board | | | | | | |
| Prisoner Review Board | 1 | 0 | 0 | 0 | 0 | 0 |
| Property Tax Appeal Board | 1 | 0 | 1 | 0 | 0 | 0 |
| Public Health | 35 | 0 | 3 | 3 | 0 | 0 |
| Racing Board | 0 | 0 | 0 | 0 | 0 | 0 |
| Revenue | 84 | 0 | 1 | 1 | 3 | 3 |
| Sentencing Policy Advisory Council | | | | | | |
| State Fire Marshal | 6 | 0 | 1 | 1 | 1 | 1 |
| State Police | 1 | 0 | 0 | 0 | 0 | 0 |
| State Police Merit Board | | | | | | |
| State Retirement Systems | | | | | | |
| Transportation | 2 | 1 | 1 | 0 | 0 | 0 |
| Veterans Affairs | | | | | | |
| Workers Compensation Commission | 5 | 0 | 0 | 0 | 2 | 0 |
| Statewide Totals: | 2,206 | 8 | 176 | 144 | 221 | 7 |

FY 2012 Bilingual Needs and Bilingual Pay Survey

| Agency Name <i>Agencies that reported no bilingual service requirements for FY12 are shaded in grey.</i> | Hispanic ethnic category (excluding Signing and Braille) | Non-Hispanic ethnic category (excluding Signing and Braille) | Employees with signing or manual communication skills | Employees with Braille transcription skills |
|---|--|--|---|---|
| Aging | 5 | 0 | 0 | 0 |
| Agriculture | 2 | 0 | 0 | 0 |
| Arts Council | 0 | 0 | 0 | 0 |
| Capital Development Board | | | | |
| Central Management Services | 6 | 0 | 0 | 0 |
| Children and Family Services | 168 | 1 | 1 | 0 |
| Civil Service Commission | | | | |
| Commerce and Economic Opportunity | 6 | 2 | 0 | 0 |
| Corrections | 28 | 1 | 0 | 0 |
| Criminal Justice Information Authority | | | | |
| Deaf and Hard of Hearing Commission | 0 | 0 | 7 | 0 |
| Developmental Disabilities Council | 0 | 0 | 0 | 0 |
| Emergency Management Agency | | | | |
| Employment Security | 155 | 12 | 1 | 0 |
| Environmental Protection Agency | 2 | 0 | 0 | 0 |
| Executive Ethics Commission | | | | |
| Financial and Professional Regulation | 12 | 1 | 0 | 0 |
| Gaming Board | | | | |
| Guardianship and Advocacy Commission | 4 | 2 | 0 | 0 |
| Healthcare and Family Services | 104 | 2 | 0 | 0 |
| Historic Preservation | | | | |
| Human Rights Commission | 3 | 0 | 0 | 0 |
| Human Rights Department | 19 | 5 | 0 | 0 |
| Human Services | 644 | 34 | 398 | 15 |
| Illinois Commerce Commission | 3 | 0 | 0 | 0 |
| Insurance | 5 | 2 | 0 | 0 |
| Investment Board | | | | |
| Juvenile Justice | 6 | 0 | 0 | 0 |
| Labor Department | 8 | 2 | 0 | 0 |
| Labor Relations Board | 0 | 1 | 0 | 0 |
| Labor Relations Board - Educational | | | | |
| Law Enforcement Training and Standards Board | | | | |
| Medical District Commission | | | | |
| Military Affairs | | | | |
| Natural Resources | 2 | 1 | 0 | 0 |
| Office of Executive Inspector General | 1 | 0 | 0 | 0 |
| Pollution Control Board | | | | |
| Prisoner Review Board | 1 | 0 | 0 | 0 |
| Property Tax Appeal Board | 0 | 0 | 0 | 0 |
| Public Health | 17 | 3 | 0 | 0 |
| Racing Board | 0 | 0 | 0 | 0 |
| Revenue | 12 | 6 | 0 | 0 |
| Sentencing Policy Advisory Council | | | | |
| State Fire Marshal | 3 | 0 | 0 | 0 |
| State Police | 1 | 0 | 0 | 0 |
| State Police Merit Board | | | | |
| State Retirement Systems | | | | |
| Transportation | 6 | 0 | 0 | 0 |
| Veterans Affairs | | | | |
| Workers Compensation Commission | 2 | 1 | 0 | 0 |
| Statewide Totals: | 1,225 | 76 | 407 | 15 |

FY 2012 Bilingual Needs and Bilingual Pay Survey

| | |
|---------------------------------------|---|
| Agency Name | For agencies with bilingual staff: What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients? |
| Aging | The Illinois Department on Aging utilizes the Nextalk/Textnet units to effectively serve clientele with disabilities. The Nextalk/Textnet services enable PCs to function like a TDD/TTY unit and allow callers to be routed to any user within an agency or a |
| Agriculture | As IDOA's HR Manager, I keep a close relationship with all Division managers to make sure we can render an effective service in terms of filling bilingual positions. At present, there is no need to hire a full-time employee to serve any communication need |
| Arts Council | Judgement is made by the agency based on the number of grant applications and phone inquiries recieved each year. In addition, by the number of grants submitted to the agency receiving technical assistance pertaining to their own applications. |
| Central Management Services | The agency tracks cases for which translation and interpretation skills are required. The historical statistics reported on surveys such as this, evaluations by the individuals in bilingual positions of the time and effort spent; and whether CMS efforts |
| Children and Family Services | The number of bilingual positions needed to render effective service to our clients is based on based on the number of investigations, the number of open intact family cases, the number of placement cases and the volume of calls to the DCFS Call Center. |
| Commerce and Economic Opportunity | Determinations are made by management, based on client needs in respective offices. Needs are also assessed with vacancies or work activity changes requiring bilingual skills. |
| Corrections | The agency is planning on conducting a survey of current inmate population of the number of non-english speaking and writing inmates we have currently. With this information, we will determine the number of biklingual staff needed |
| Deaf and Hard of Hearing Commission | IDHHC requires all staff to be have bilingual skills in order to have effective communication with staff and the public we serve. |
| Developmental Disabilities Council | NA |
| Employment Security | American Community Survey, Number of non English speakers filing claims and number of request for telephone interpreters. |
| Environmental Protection Agency | The Agency uses a sample of calls to determine adequate service is provided to the public and surveys bilingual staff annually in conjunction with this survey to verify utilization of bilingual skill. |
| Financial and Professional Regulation | Determination is made by the number of telephone inquiries and complaints received by the Department that requires translators; and, the number of licensees or witnesses who require translators during investigations, examinations, or trials. |
| Guardianship and Advocacy Commission | Based upon need after detemining client requirements. |
| Healthcare and Family Services | The number pf bilingual needs/positions required is based on geographical need. |
| Human Rights Commission | none |
| Human Rights Department | The Department's Charge Processing, Fair Housing and Legal Divisions process charges of discrimination. A number of these charges are filed by non-English speaking individuals. The number of bilingual positions required to process cases are reviewed per |
| Human Services | IDHS has a centralized Recruitment and Selection Unit responsible for hiring. Hiring staff use EEO Monitors and Underutilization Summaries. Additionally, IDHS, through its Recruitment, Hiring and Discipline Committee conducts monthly meetings to discuss |
| Illinois Commerce Commission | Currently, the agency is only required to handle consumer inquiries in English and Spanish. To the best of our knowledge, the agency did not receive requests for communications in languages other than English or Spanish in FY2012. |
| Insurance | The DOI continues to look at the particular language services needed, the technology available to provide assistance, the specific areas where it is used the most (i.e. consumer assistance and interviews) as well as the number of staff available to provid |
| Juvenile Justice | Bilingual needs of clients vary based on an average commitment of 6 months or less. Contractual provisions allow for temporary assignment pay when existing staff are required to assist with bilingual needs on an intermittent basis. |
| Labor Department | We have dtermined the need for 11 bilingual positions in our chicago office based on the volume of phone calls, complaints filed and walk-ins from non-English speaking clientele in that geograhic area. |
| Labor Relations Board | N/A |
| Natural Resources | Need for bilingual positions is determined by the demand for services according to geographical area. |
| Office of Executive Inspector General | NA - The OEIG is a non-code agency exempt from the personnel code. However, we do service our spanish-speaking clients with translation assistance. |
| Prisoner Review Board | By reviewing the number of calls, hearings, etc each year to be sure we are maintaining a sufficient amount of bilingual staff. |
| Property Tax Appeal Board | An assessment of needs based on inquiries by the public of PTAB's services and requirements. |
| Public Health | Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls received from the Limited English Proficient population. |
| Revenue | Based on feedback received from both customers and staff. |

FY 2012 Bilingual Needs and Bilingual Pay Survey

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|---------------------------------|--|
| Agency Name | <p>For agencies with bilingual staff: What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?</p> |
| State Fire Marshal | <p>The agency determines the number of bilingual positions needed to render effective services throughout the state of Illinois based on translations needed for our field staff and phone calls received in our offices. We have bilingual positions located in</p> |
| State Police | <p>The agency relies on personnel in the field to request the need for bilingual skill.</p> |
| Transportation | <p>The organizational entities notify the central office of the need based upon work functions provided by the unit and the public interaction needs. The central office reviews the need and works with the entity to establish appropriate position(s).</p> |
| Workers Compensation Commission | <p>THE NUMBER OF REQUESTS AND THE AVAILABILITY OF INTEPRETERS</p> |

FY 2012 Bilingual Needs and Bilingual Pay Survey

| | |
|---------------------------------------|---|
| Agency Name | For agencies with bilingual staff: 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? |
| Aging | In addition to answering the Senior HelpLine, our bilingual staff responds to clients contacting the Department on the status of their "Ride for Free" program with bilingual Spanish calls, correspondence, translations, and walk-in assistance. The Senior |
| Agriculture | The Chicago area consists of predominantly Spanish-speaking state licensed and inspected establishments. Based on the number of plants requiring Spanish-speaking inspectors, IDOA strives to always have at least one Spanish-speaking inspectors, IDOA striv |
| Arts Council | The IAC is a small agency with only 15 full-time employees. One position has the Spanish language option for the agency. |
| Central Management Services | See 30. |
| Children and Family Services | The number of bilingual positions with Spanish language options needed to render effective service to its Spanish speaking client is based on the number of investigations, the number of open intact family cases, the number of placement cases and the volum |
| Commerce and Economic Opportunity | Same process ultitized as in Item 30. Determinations are made by management, based on client needs in respective offices. Needs are also assessed with vacancies or work activity changes requiring addition or deletion of bilingual needs. |
| Corrections | Same as above in #30 |
| Deaf and Hard of Hearing Commission | IDHHC does not have spanish speaking option. |
| Developmental Disabilities Council | NA |
| Employment Security | American Community Survey, Number of non English speakers filing claims and number of request for telephone interpreters. |
| Environmental Protection Agency | See above. |
| Financial and Professional Regulation | Same as 30 above. |
| Guardianship and Advocacy Commission | Based upon need afgter determining client requirements. |
| Healthcare and Family Services | The number pf bilingual needs/positions required is based on geographical need. |
| Human Rights Commission | none |
| Human Rights Department | Same as the answer to question number 30. Currently, approximately 18% of the Department's staff receive bilingual pay. |
| Human Services | IDHS has a centralized Recruitment and Selection Unit responsible for hiring. Hiring staff use EEO Monitors and Underutilization Summaries. Additionally, IDHS, through its Recruitment, Hiring and Discipline Committee conducts monthly meetings to discuss |
| Illinois Commerce Commission | In FY2012, there were 761 calls offered to our counselors in Spanish, with 25.9% not answered over the same time period. 6.3% of English speaking calls were not answered. With only three bilingual employees, there were frequent unavoidable gaps in phone |
| Insurance | The DOI uses the same considerations noted in (a) above, as well as the growth of the Spanish speaking population. |
| Juvenile Justice | Bilingual needs of clients vary based on an average committment of 6 months or less. Contractual provisions allow for temporary assignment pay when existing staff are required to assist with bilingual needs on an intermittent basis. |
| Labor Department | We have determined the need for 9 Spanish-speaking positions in our Chicago office based on the volume of phone calls, complaints filed and walk-ins from Spanish-speaking clientele in that geographic area. |
| Labor Relations Board | The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred this past year. |
| Natural Resources | Need for bilingual positions is determined by the demand for services according to geographical area. |
| Office of Executive Inspector General | NA - The OEIG is a non-code agency exempt from the personnel code. However, we do service our spanish-speaking clients with translation assistance. |
| Prisoner Review Board | By reviewing the number of calls, hearings, etc each year to be sure we are maintaining a sufficient amount of bilingual staff. |
| Property Tax Appeal Board | An assessment of needs based on inquiries by the public of PTAB's services and requirements. |
| Public Health | Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls received from the Limited English Proficient population. |
| Revenue | Based on feedback received from both customers and staff. If our staff started telling us they were getting an increasing volume of Spanish speaking taxpayers seeking assistance and that the volume was affecting the service being provided, we would likely |
| State Fire Marshal | The agency determines the number of bilingual positions needed to render effective services throughout the state of Illinois based on translations needed for our field staff and phone calls received in our offices. We have bilingual positions located in |
| State Police | The agency relies on personnel in the field to request the need for bilingual skill and makes a determination based on this information. |
| Transportation | Same as above. |
| Workers Compensation Commission | THE NUMBER OF REQUESTS AND THE AVAILABILITY OF INTERPRETERS |

FY 2012 Bilingual Needs and Bilingual Pay Survey

| Agency Name | For agencies with bilingual staff: Does your agency have a designated Hispanic Liaison who works with the Hispanic Community and the Hispanic Employment Plan Advisory Council to recruit bilingual staff? If so, please provide the name(s): |
|---------------------------------------|---|
| Aging | Rafael Valencia, Senior HelpLine Supervisor |
| Agriculture | NA |
| Arts Council | We do not have a designated Hispanic Liaison however, the bilingual staff does work with the Hispanic Community. Eliud Hernandez and Encarnacion Teruel for agency Programs. |
| Central Management Services | Yes. Her name is Evonne Velasquez. |
| Children and Family Services | Yes. Jose Rodriguez is the designated Hispanic Liaison who works with the Hispanic Community. Lourdes Rodriguez is the designated person to work with the Hispanic Employment Plan Advisory Plan Advisory Council to recruit bilingual staff. |
| Commerce and Economic Opportunity | Agency does not have a designated Hispanic Liaison. |
| Corrections | Not at this time |
| Deaf and Hard of Hearing Commission | EEO Officer, Tonia Bogener and Patty Greene, Personnel Manager work together at reaching out to all individuals for recruitment of vacancies. |
| Developmental Disabilities Council | NA |
| Employment Security | Carlos R. Charneco |
| Environmental Protection Agency | No. |
| Financial and Professional Regulation | Mario Pantoja |
| Guardianship and Advocacy Commission | No |
| Healthcare and Family Services | No |
| Human Rights Commission | no |
| Human Rights Department | Blanca Vargas is the liaison for recruitment Amalia Martinez works with the Hispanic Employment Plan Advisory Council Abdi Maya and Amalia Martinez are members of the Governor's Office of New Americans |
| Human Services | Nelida Smyser-DeLeon, Director Hispanic/Latino Affairs |
| Illinois Commerce Commission | No |
| Insurance | No |
| Juvenile Justice | No |
| Labor Department | We have determined the need for 2 Polish-speaking positions in our Chicago office based on the volume of phone calls, complaints filed and walk-ins from Polish-speaking clientele in that geographic area. |
| Labor Relations Board | No |
| Natural Resources | Jeffrey Jones, Director of Community Outreach |
| Office of Executive Inspector General | NA - The OEIG is a non-code agency exempt from the personnel code. However, we do service our spanish-speaking clients with translation assistance. |
| Prisoner Review Board | No |
| Property Tax Appeal Board | No |
| Public Health | Yes. Mireya Hurtado, Community Public Health Outreach Manager. |
| Revenue | Yes, Jose Borjon |
| State Fire Marshal | Vacant position. |
| State Police | N/A |
| Transportation | Not at this time. |
| Workers Compensation Commission | NO |

FY 2012 Bilingual Needs and Bilingual Pay Survey

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|--|---|
| Agency Name | For agencies with no bilingual staff: How does the agency determine that it does not require any bilingual staff? |
| Capital Development Board | CDB has limited involvement with the Spanish speaking public and has not encountered a need for bilingual staff. |
| Civil Service Commission | A situation did not arise requiring the use of a bilingual staff member. |
| Criminal Justice Information Authority | Same as above |
| Emergency Management Agency | IEMA has not identified any unmet needs as it relates to bilingual staff. IEMA does have a translator tool on its website and has access to the language interpretation services provided by the State of Illinois Master Contract. |
| Executive Ethics Commission | NA |
| Gaming Board | The Illinois Gaming Board communicates with the public and other industry personnel without the need to designate permanent bi-lingual positions. |
| Historic Preservation | Patron request. |
| Investment Board | ISBI has limited dealing with public. There have been no accommdation requests requiring bilingual staff. |
| Labor Relations Board - Educational | The agency's needs are evaluated on whether staff members have received any requests for bilingual services while processing their cases, handling public information calls, etc. |
| Law Enforcement Training and Standards Board | This agency does not deal with the general public. We work with state, county, and local law enforcement agencies. We have never had a request for any type of interpretation or translations. |
| Medical District Commission | Not applicable. |
| Military Affairs | The Department of Military Affairs does not have public clients. The agency has one organizational client – the IL National Guard. The IL National Guard meets its own bilingual requirements by/through US Federal Government resources and employees. |
| Pollution Control Board | The need has not presented itself in the past. The Board will review its staffing if a need becomes evident. |
| Sentencing Policy Advisory Council | We are a research organization that does not deal directly with the public therefore we do not have a need for bilingual staff. |
| State Police Merit Board | The State Police Merit Board (SPMB) is allocated ten positions and currently has a staff of five persons in addition to the board members themselves. The Board's constituency is not the general public and its focus is limited. The State Police Merit Board |
| State Retirement Systems | Based on requests received by membership, telephone calls and assessment of the number of instances, if any, which required bilingual assistance. |
| Veterans Affairs | A study was conducted in the past to determine the need for bilingual staff. In recent months, it was determined that a translation services are used approximately two times per year. |

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| Agency Name | For agencies with no bilingual staff: Does your agency have a designated Hispanic Liaison who works with the Hispanic Community and the Hispanic Employment Plan Advisory Council to recruit bilingual staff? If so, please provide the name(s): |
|--|--|
| Capital Development Board | Gilbert Villegas |
| Civil Service Commission | No |
| Criminal Justice Information Authority | We do not work with the public so the need bilingual staff is not needed. |
| Emergency Management Agency | No. |
| Executive Ethics Commission | NA |
| Gaming Board | No |
| Historic Preservation | No |
| Investment Board | No. |
| Labor Relations Board - Educational | Yes, Victor Blackwell |
| Law Enforcement Training and Standards Board | No, the Board does not have a designated Hispanic Liaison. However, the Board is proactive and follows legislative mandates related to EEO employment. |
| Medical District Commission | Not applicable |
| Military Affairs | No |
| Pollution Control Board | Not at this time. |
| Sentencing Policy Advisory Council | No |
| State Police Merit Board | No |
| State Retirement Systems | No |
| Veterans Affairs | Not at this time, although there have been discussions regarding the identification of a Hispanic Liaison. |

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APPENDIX: Special Response Questions with Follow-up Part 1

| Agency Name Note: Only agencies who responded to one of the particular questions indicated here are listed below. | If the agency utilized language interpretation services as provided by the State of Illinois Master Contract, how many cases were required? | If the agency utilized language interpretation services as provided by the State of Illinois Master Contract, include the source language for which those services were required. | In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? |
|--|---|---|--|
| Aging | 0 | N/A | CLESE: Coalition of Limited English Speaking Elderly |
| Children and Family Services | 1866 | The information to answer questions 8 and 9 was not available by the deadline to submit this survey. The only information available at this time is that the Department spent \$28,381.93 on interpretive services in FY12 under the State Of Illinois Master Contract. The information has been requested and the survey will be updated when the information is received. | The Illinois Department of Human Services Interpreter Resources of Community Agencies list is utilized for interpreter services. There are 30 agencies on the list that provide free interpreter services. |
| Corrections | 20000 | N/A | N/A |
| Developmental Disabilities Council | 1 | Spanish | Sign language interpreters |
| Employment Security | 16309 | Spanish, Polish, Cantonese, Mandarin, Russian, Arabic, Hindu, Korean, Burmese, Bulgarian, Farsi, French, Assyrian, Vietnamese, Lao, Lithuanian, Albanian, Bosnian, Croatian, Serbian, Afrikan; Greek, IBO, Nepalese, Toi, Ukrainian, Tagalog, Uzbek, Turkish, Oro, Urdu, Swahili, Japanese | Used bilingual Spanish, Polish and Cantonese/Mandarin |
| Financial and Professional Regulation | 2 | Spanish and Polish | None |
| Healthcare and Family Services | 12227 | The HFS vendor provided translation for 53 languages. | None |
| Human Rights Department | 12 | Spanish and Chinese | None, other than the Department's bilingual staff who serviced the clients in need of language interpretation. |
| Human Services | 337724 | Spanish, Manual Communication, Polish, Assyrian, Swahili, French, Korean, Russian, Vietnamese, Amhoric, Chinese, Greek, Philippine, Japanese, Serbian, Other | Health Alliance, Bridges, ZFRP Corantee, Bilingual Staff, Translation Smart, Inc., Contractual Interpreter |
| Labor Department | 120 | Spanish, Polish, Korean | None |
| Office of Executive Inspector General | 0 | NA | The OEIG used the services of Horizon for the Blind, Inc. to translate annual offline ethics training packet into Braille. |
| Prisoner Review Board | 2 | Sign Language | Missy Kinsel - Interpreter; Juli Greene - sign Language Interpreter; |
| Property Tax Appeal Board | 0 | NA | An associate of the Spanish-speaking person who spoke both English and Spanish, obtained by the Spanish-speaking person. |
| Public Health | 44 | Spanish, Polish and Urdo | n/a |
| Revenue | 8023 | 95% Spanish | None |

FY 2012 Bilingual Needs and Bilingual Pay Survey
 APPENDIX: Special Response Questions with Follow-up Part 2

| Agency Name Note: Only agencies who responded to one of the particular questions indicated here are listed below. | How many agency employees utilized bilingual skills to assist clients, but did not receive a bilingual pay supplement? | For the number of employees identified who did not receive bilingual pay, enter each employee's name, position title, and the language skill that was used. | How many agency employees received temporary assignment pay for utilizing bilingual skills? | For the number of employees who received temporary assignment pay, enter each employee's name, position title, and the language skill that was used. |
|---|--|---|---|---|
| Arts Council | 4 | Eliud Hernandez, SPSA - Spanish; Romie Munoz, PSA - Spanish; Encarnacion Teruel - Spanish; Zenie Pruitt - Spanish | 0 | 0 |
| Children and Family Services | 21 | The 21 employees listed below are self reports of utilized the Spanish language translation or interpretation skills: <i>Child Welfare Advance Specialists</i> - Marisol Davilla, Kevin Gehl, Lilly Lopez, Doroteo Ramirez; <i>Child Welfare Court Facilitator</i> - Rebecca Crnovich; <i>Child Welfare Senior Specialist</i> - Maria Mayol; <i>Child Welfare Specialists</i> - Urbano Anacleto, Lisa Healey, Dahlia Roman, Pedro Thomas, Ada Weistart; <i>Day Care Licensing Representative IIs</i> - S Carrillo-Camacho, Laura Correa, Jose Medina, Maritza Rosario; <i>Internal Security Investigator II</i> - Monica Zimbron; <i>Public Service Admin - Opt 1</i> - Andrew Martinez <i>Public Service Admin - Opt 6s</i> - Joseph Becerra, De Monzon Camacho, Marcia Gold, Pedro Mendoza; Senior Public Service Administrator - Daniel Fitzgerald | 1 | Pedro Tomas - Child Welfare Specialist - Spanish |
| Corrections | 13 | N/A | 8 | N/A |
| Employment Security | 15 | Shirley Chung, Special Agent, Cantonese, Miriam Moses, Special Agent, Spanish, Maria DiMuzio, PSA, Spanish, Andrea Torres, ESSR, Spanish, Armando Atempa, ESPR Int, Spanish, Eugene Biolik, FOS Polish, Elizondo Abraham, ESPR Int Spanish, Ewa Kukla, ESSR Polish, Leonardo Lara, ESPR int, Rodrigo Ortiz, ESPR int Spanish, Berta Pena, ESSR, Spanish, Marisol Smith ESPR, Spanish, Rosa Velez, ESPR, Spanish, Piotr Wolodkowicz, ESSR Polish, Antonio Zotta, ESPR Spanish. | 18 | Shirley Chung, Special Agent, Cantonese, Miriam Moses, Special Agent, Spanish, Maria DiMuzio, PSA, Spanish, Andrea Torres, ESSR, Spanish, Armando Atempa, ESPR Int, Spanish, Eugene Biolik, FOS Polish, Elizondo Abraham, ESPR Int Spanish, Ewa Kukla, ESSR Polish, Leonardo Lara, ESPR int, Leo Levin, ISA, Russian, Karin Malmgrem, ESPR manual communicator, Rodrigo Ortiz, ESPR int Spanish, Berta Pena, ESSR, Spanish, Marisol Smith ESPR, Spanish, Rosa Velez, ESPR, Spanish, Stanislav, Volkhovsky, EX I Russian, Piotr Wolodkowicz, ESSR Polish, Antonio Zotta, ESPR Spanish. |
| Environmental Protection Agency | 7 | Hernando Albarracin, Senior Public Service Administrator, language translation German Barria, Environmental Protection Engineer, language translation Jose Mora, Environmental Protection Engineer, language translation Ricky Munoz, Vehicle Emission Compliance Inspector, language translation Emilio Salis, Public Service Administrator, language translation Adolpho Gonzales, Environmental Protection Engineer, language translation Mark Retzlaff, Environmental Protection Specialist, language translation | 0 | NA |
| Guardianship and Advocacy Commission | 1 | Louis Williams, Guardianship Representative Language skilled used - Polish and Sign Language | 0 | Not applicable |
| Healthcare and Family Services | 0 | NA | 2 | Pablo Medina, Executive II, Spanish Mario Jimenez, Executive II, Spanish |
| Human Rights Department | 0 | DHR staff with the bilingual option receive bilingual pay to utilize their bilingual option. | 0 | There were no DHR employees who received temporary assignment pay to utilize bilingual skills. |
| Juvenile Justice | 5 | Margarita Mendoza, SPSA, Spanish Olivia Robles, Exec Sec 3, Spanish Jose Santiago, JJ YFS, Spanish Janet Cisneros, JJ YFS, Spanish Jose Guzman, JJ Specialist, Spanish | 5 | Jorge Trujillo, JJ YFS, Spanish Jacqueline Raguay, JJ YFS, Spanish Hector Castillo, JJ YFS, Spanish Anna Vilchis, JJ YFS, Spanish Dario Gonzalez, JJ Specialist, Spanish |
| Labor Department | 3 | Labor Conciliator, Spanish Speaking Office Associate, Spanish Speaking Safety Superintendent, Spanish Speaking | 1 | Office Assistant assigned to Office Associate, Spanish Speaking |
| Property Tax Appeal Board | 1 | Carmen Guzman, Appraisal Specialist II, Spanish | 0 | NA |
| Racing Board | 4 | Jenny Thorpe License Clerk Spanish Shannon Kascher, License Clerk, Spanish Eddy Arroyo, Steward, Spanish Chris Ezzo, Steward Secretary, Spanish | 0 | 0 |
| Revenue | 0 | N/A | 1 | Ricardo Zambrano - Revenue Tax Specialist II - Spanish |
| Workers Compensation Commission | 0 | N/A | 1 | ENRIQUE CABRERA, EXECUTIVE 1 SPANISH |