



December 31, 2014

The Honorable Michael J. Madigan  
Speaker of the House of Representatives  
Capitol Building Room 300  
Springfield, IL 62706-1150

Dear Speaker Madigan:

The Personnel Code, at 20 ILCS 415/9(6), requires that the Department of Central Management Services (CMS) conduct an annual assessment of all agencies regarding their need for employees with bilingual capabilities to serve significant numbers of non-English speaking or culturally distinct persons. Furthermore, to increase the diversity of the state's workforce, the State Hispanic Employment Plan, enacted in 2006, calls for each state agency to include in its annual report its activities in implementing the State Hispanic Employment Plan and the bilingual employment plan.

To comply with these mandates, we have surveyed the personnel offices of state agencies under the jurisdiction of the Personnel Code regarding their work with non-English speaking or culturally distinct persons who require the assistance of an employee with bilingual skills to benefit fully from the services available. Staff at state agencies provided bilingual services in 406,796 instances, as compared to 340,154 instances in 2013, which represents a significant increase in services provided to non-English speaking individuals. Thirty-three agencies reported a need for bilingual services, while 19 agencies reported they did not have a need for bilingual services. Based on this survey, the number of state employees receiving the bilingual pay supplement for language skills, other than manual communication skills or Braille transcription skills, in a language other than English is: 1,241 Hispanic; 130 Non-Hispanic. The total number of state employees receiving bilingual pay reported for 2014 was 1,854, which is an increase of 201 employees paid for bilingual skills from 2013. There were 16 agencies that used telephone interpreters available from a master contract.

As a way of supplementing the diversity recruitment needs of each state agency, CMS works with the personnel staff at all state agencies to review specific areas of underutilization and identify recruitment strategies for various occupational areas. Establishing positions with multilingual options and incorporating multilingual skills into existing positions are valuable tools in improving access to state services for communities with significant culturally distinct populations and groups with special communication requirements.

The Honorable Michael J. Madigan  
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Additionally, CMS incorporates underutilization data provided by the Department of Human Rights into the open competitive eligible lists to further assist agencies in building a diverse workforce.

We have enclosed the survey results as reported by each agency. We hope this information is useful to you. If the Department of Central Management Services, Division of Statewide Services, can be of further assistance, please contact Carlos Charneco at 312/814-0922.

Sincerely,

A handwritten signature in cursive script, appearing to read "Simone McNeil".

Simone McNeil  
Acting Director

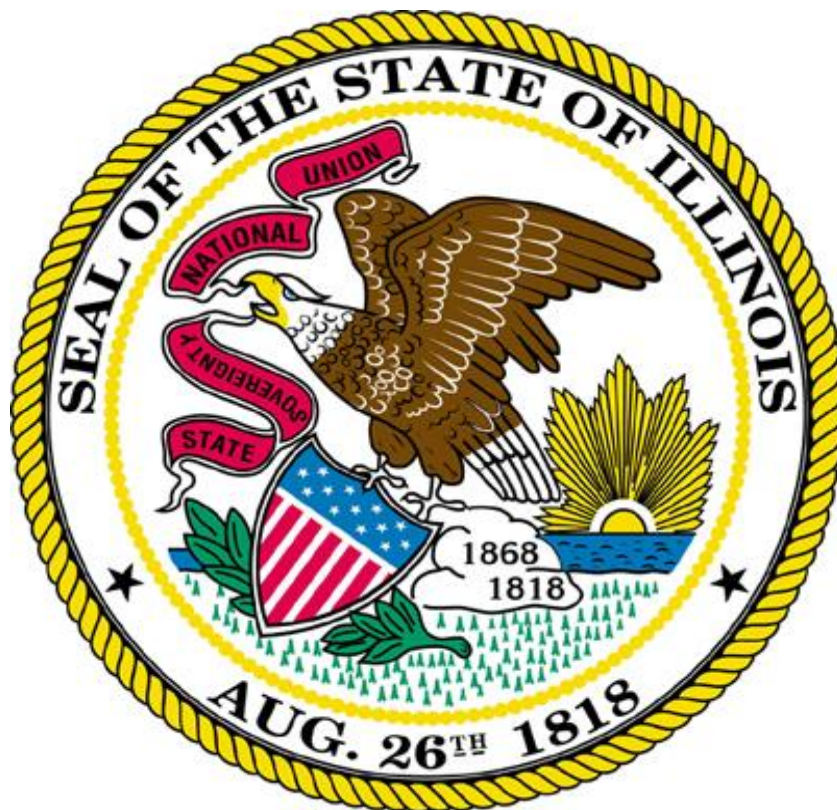
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cc: Carlos Charneco, CMS Division of Statewide Services

Enclosure

**THE BILINGUAL NEEDS AND BILINGUAL PAY SURVEY  
REPORT FOR FISCAL YEAR 2013**

**July 1, 2013 – June 30, 2014**



**In accordance with Personnel Code, the Director of the Department of  
Central Management Services submits this report to the members of the  
Illinois General Assembly  
December 31, 2014**

**Simone McNeil**  
ACTING DIRECTOR

**CMS** ILLINOIS  
DEPARTMENT OF CENTRAL  
MANAGEMENT SERVICES

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY14 are shaded in grey.	Number of instances 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	1,706	10%	90%	0%	0%	75%	Yes
Agriculture	50	50%	25%	25%	0%	0%	Yes
Arts Council	10	100%	0%	0%	0%	2%	No
Capital Development Board	0	100%	0%	0%	0%	0%	No
Central Management Services	2,738	53%	34%	10%	3%	35%	Yes
Children and Family Services	2,474	0%	80%	20%	0%	10%	Yes
Civil Service Commission	0	100%	0%	0%	0%	0%	No
Commerce and Economic Opportunity	950	41%	33%	9%	17%	49%	No
Corrections	3,390	70%	20%	5%	5%	45%	Yes
Criminal Justice Information Authority	0	100%	0%	0%	0%	0%	No
Deaf and Hard of Hearing Commission	0	0%	0%	0%	100%	100%	No
Developmental Disabilities Council	2	50%	0%	0%	50%	0%	Yes
Emergency Management Agency	0	100%	0%	0%	0%	0%	No
Employment Security	8,540	60%	38%	2%	0%	0%	Yes
Environmental Protection Agency	10	90%	10%	0%	0%	10%	No
Executive Ethics Commission *	0	100%	0%	0%	0%	0%	No
Financial and Professional Regulation	1,700	65%	30%	4%	1%	30%	Yes
Gaming Board	81	53%	46%	0%	1%	11%	Yes
Guardianship and Advocacy Commission	265	25%	40%	30%	5%	15%	Yes
Healthcare and Family Services	68,844	50%	34%	11%	5%	47%	Yes
Historic Preservation	0	100%	0%	0%	0%	0%	No
Human Rights Commission	1	90%	10%	0%	0%	1%	No
Human Rights Department	1,574	38%	34%	12%	16%	38%	Yes
Human Services	287,469	51%	14%	21%	14%	43%	Yes
Illinois Commerce Commission	497	50%	50%	0%	0%	100%	No
Insurance	938	59%	32%	9%	0%	34%	No
Investment Board	0	100%	0%	0%	0%	0%	No
Juvenile Justice	1,136	5%	75%	20%	0%	75%	No
Labor Department	945	35%	35%	25%	5%	15%	No
Labor Relations Board	50	50%	50%	0%	0%	40%	No
Labor Relations Board - Educational	0	100%	0%	0%	0%	0%	No
Law Enforcement Training and Standards Board	0	100%	0%	0%	0%	0%	No
Lottery	1,350	85%	15%	0%	0%	15%	No
Medical District Commission	0	0%	0%	0%	100%	0%	No
Military Affairs	0	100%	0%	0%	0%	0%	No
Natural Resources	254	65%	25%	10%	0%	0%	No
Office of Executive Inspector General *	200	80%	20%	0%	0%	20%	No
Pollution Control Board	0	100%	0%	0%	0%	0%	No
Prisoner Review Board	2	100%	0%	0%	0%	0%	No
Property Tax Appeal Board	1	100%	0%	0%	0%	0%	Yes
Public Health	6,801	95%	4%	1%	0%	4%	Yes
Racing Board	0	95%	5%	0%	0%	0%	No
Revenue	13,673	30%	36%	12%	22%	69%	Yes
Sentencing Policy Advisory Council *	0	100%	0%	0%	0%	0%	No
State Fire Marshal	18	90%	10%	0%	0%	0%	No
State Police	450	100%	0%	0%	0%	0%	No
State Police Merit Board	0	100%	0%	0%	0%	0%	No
State Retirement Systems	0	100%	0%	0%	0%	0%	No

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name Agencies that reported no bilingual staff for FY14 are shaded in grey.	Number of instances 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		
Tax Tribunal	0	100%	0%	0%	0%	0%	No
Transportation	50	95%	5%	0%	0%	0%	No
Veterans Affairs	0	100%	0%	0%	0%	0%	No
Workers Compensation Commission	627	60%	38%	2%	0%	0%	No
<b>Statewide Totals:</b>	<b>406,796</b>						<b>Yes: 16 No: 36</b>

\* Denotes non-code agencies which requested to participate in the survey but are not required to.

\*\* An "Instance" is anytime a state employee communicates with a customer using bilingual skills.

\*\*\* "Master Contract" refers to a service thru which state employees can contact a bilingual telephone operator to assist with communication.

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY14 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 14	Employees that used bilingual skills in FY14	FREQUENCY OF USE				Employees using bilingual skills but not in positions with bilingual skills requirement or supplement pay?	Employees paid temporary assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Aging	9	9	100%	0%	0%	0%	No	No
Agriculture	1	1	100%	0%	0%	0%	No	No
Arts Council	0	0	0%	0%	0%	100%	Yes	No
Capital Development Board	0	0	0%	0%	0%	100%	No	No
Central Management Services	6	6	50%	50%	0%	0%	Yes	No
Children and Family Services	152	152	100%	0%	0%	0%	No	Yes
Civil Service Commission	0	0	0%	0%	0%	100%	No	No
Commerce and Economic Opportunity	7	7	29%	26%	22%	23%	No	No
Corrections	26	14	55%	35%	5%	5%	Yes	Yes
Criminal Justice Information Authority	0	0	0%	0%	0%	100%	No	No
Deaf and Hard of Hearing Commission	7	7	100%	0%	0%	0%	No	No
Developmental Disabilities Council	0	0	0%	0%	0%	100%	No	No
Emergency Management Agency	0	0	0%	0%	0%	100%	No	No
Employment Security	146	146	98%	0%	2%	0%	No	Yes
Environmental Protection Agency	3	3	66%	34%	0%	0%	Yes	No
Executive Ethics Commission	0	0	0%	0%	0%	100%	No	No
Financial and Professional Regulation	15	15	65%	30%	4%	1%	No	No
Gaming Board	0	0	0%	0%	0%	100%	Yes	No
Guardianship and Advocacy Commission	6	6	30%	50%	20%	0%	No	No
Healthcare and Family Services	108	106	76%	18%	5%	1%	No	Yes
Historic Preservation	1	1	0%	100%	0%	0%	No	No
Human Rights Commission	3	3	0%	100%	0%	0%	No	No
Human Rights Department	29	29	14%	66%	20%	0%	No	No
Human Services	1,237	1,237	63%	31%	5%	1%	Yes	Yes
Illinois Commerce Commission	3	3	100%	0%	0%	0%	No	No
Insurance	4	4	25%	50%	0%	25%	No	No
Investment Board	0	0	0%	0%	0%	100%	No	No
Juvenile Justice	6	6	83%	17%	0%	0%	Yes	No
Labor Department	18	18	100%	0%	0%	0%	Yes	No
Labor Relations Board	1	1	5%	40%	55%	0%	No	No
Labor Relations Board - Educational	0	0	0%	0%	0%	100%	No	No
Law Enforcement Training and Standards Board	0	0	0%	0%	0%	100%	No	No
Lottery	2	2	90%	10%	0%	0%	No	No
Medical District Commission	0	0	0%	0%	0%	100%	No	No
Military Affairs	0	0	0%	0%	0%	100%	No	No
Natural Resources	2	2	0%	0%	50%	50%	Yes	No
Office of Executive Inspector General	1	1	0%	100%	0%	0%	Yes	No
Pollution Control Board	0	0	0%	0%	0%	100%	No	No
Prisoner Review Board	1	1	100%	0%	0%	0%	No	No
Property Tax Appeal Board	0	0	0%	0%	0%	100%	No	No
Public Health	23	23	25%	70%	2%	3%	No	No
Racing Board	0	0	0%	0%	0%	100%	Yes	No
Revenue	16	16	40%	15%	30%	15%	No	No
Sentencing Policy Advisory Council	0	0	0%	0%	0%	100%	No	No
State Fire Marshal	2	2	0%	0%	50%	50%	No	No
State Police	1	0	0%	100%	0%	0%	No	No
State Police Merit Board	0	0	100%	0%	0%	0%	No	No
State Retirement Systems	0	0	0%	0%	0%	100%	No	No
Tax Tribunal	0	0	0%	0%	0%	100%	No	No

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY14 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 14	Employees that used bilingual skills in FY14	FREQUENCY OF USE				Employees using bilingual skills but not in positions with bilingual skills requirement or supplement pay?	Employees paid temporary assignment pay for bilingual skills?
			every day	1x a week	1x a month	1x a year		
Transportation	14	11	0%	0%	100%	0%	No	No
Veterans Affairs	1	0	0%	0%	0%	100%	No	No
Workers Compensation Commission	3	3	34%	33%	0%	33%	No	No
	<b>1,854</b>	<b>1,835</b>					<b>Yes: 11</b> <b>No: 41</b>	<b>Yes: 5</b> <b>No: 47</b>

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Filled Personnel Code positions with language codes	Vacant Personnel Code positions with language codes	Non-Personnel Code positions requiring bilingual skills	Posted bilingual vacancies with language code assigned	Posted bilingual vacancies with language code assigned that were filled	Positions with language codes assigned that were vacated	Positions revised to remove language code	Positions revised to add language code
<i>Agencies that reported no bilingual staff for FY14 are shaded in grey.</i>								
Aging	7	0	0	2	2	2	0	0
Agriculture	1	6	0	0	0	1	0	0
Arts Council	0	1	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0
Central Management Services	13	1	1	1	0	1	0	0
Children and Family Services	149	16	3	60	41	39	0	1
Civil Service Commission	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	7	8	0	1	0	0	0	1
Corrections	26	4	0	5	4	2	0	3
Criminal Justice Information Authority	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	7	1	0	0	0	0	0	0
Developmental Disabilities Council	0	0	0	0	0	0	0	0
Emergency Management Agency	0	1	0	0	0	0	0	0
Employment Security	146	45	0	5	5	13	0	0
Environmental Protection Agency	2	0	0	0	0	0	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0
Financial and Professional Regulation	13	15	0	0	0	3	0	0
Gaming Board	0	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	6	3	0	0	0	0	0	0
Healthcare and Family Services	74	90	0	15	6	12	0	4
Historic Preservation	1	2	0	1	1	0	0	1
Human Rights Commission	3	1	0	0	0	1	0	0
Human Rights Department	29	12	0	3	3	2	0	0
Human Services	1,096	290	8	243	154	194	3	5
Illinois Commerce Commission	0	0	3	0	0	0	0	0
Insurance	4	3	0	1	0	1	1	2
Investment Board	0	0	0	0	0	0	0	0
Juvenile Justice	5	7	0	1	0	1	1	0
Labor Department	17	6	0	5	3	1	0	1
Labor Relations Board	1	0	19	5	1	0	0	0
Labor Relations Board - Educational	0	0	0	0	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0	0	0
Lottery	2	2	0	2	0	1	0	2
Medical District Commission	0	0	0	0	0	0	0	0
Military Affairs	0	0	0	0	0	0	0	0
Natural Resources	2	4	0	4	0	1	3	0
Office of Executive Inspector General	0	0	0	0	0	0	0	0
Pollution Control Board	0	0	0	0	0	0	0	0
Prisoner Review Board	0	0	0	0	0	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0	0	0
Public Health	21	33	1	12	6	1	0	5
Racing Board	0	0	0	0	0	0	0	0
Revenue	15	46	0	5	2	1	0	4
Sentencing Policy Advisory Council	0	0	0	0	0	0	0	0
State Fire Marshal	2	4	0	0	0	0	0	0
State Police	1	0	0	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0	0	0
Tax Tribunal	0	0	0	0	0	0	0	0
Transportation	2	5	3	0	0	0	0	0
Veterans Affairs	1	1	0	0	0	0	0	1
Workers Compensation Commission	3	2	0	0	0	1	0	0
<b>Statewide Totals:</b>	<b>1,656</b>	<b>609</b>	<b>38</b>	<b>371</b>	<b>228</b>	<b>278</b>	<b>8</b>	<b>30</b>



FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY14 are shaded in grey.</i>	Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Non-Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Aging	10	0	0	0
Agriculture	1	0	0	0
Arts Council	0	0	0	0
Capital Development Board	0	0	0	0
Central Management Services	6	0	0	0
Children and Family Services	144	8	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity	5	2	0	0
Corrections	10	9	2	0
Criminal Justice Information Authority	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	7	0
Developmental Disabilities Council	0	0	0	0
Emergency Management Agency	0	0	0	0
Employment Security	129	16	1	0
Environmental Protection Agency	2	0	0	0
Executive Ethics Commission	0	0	0	0
Financial and Professional Regulation	13	2	0	0
Gaming Board	0	0	0	0
Guardianship and Advocacy Commission	4	2	0	0
Healthcare and Family Services	91	17	0	0
Historic Preservation	1	0	0	0
Human Rights Commission	3	0	0	0
Human Rights Department	21	8	0	0
Human Services	717	55	373	25
Illinois Commerce Commission	2	1	0	0
Insurance	2	2	0	0
Investment Board	0	0	0	0
Juvenile Justice	6	0	0	0
Labor Department	16	1	0	0
Labor Relations Board	0	1	1	0
Labor Relations Board - Educational	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0
Lottery	2	0	0	0
Medical District Commission	0	0	0	0
Military Affairs	0	0	0	0
Natural Resources	1	1	0	0
Office of Executive Inspector General	1	0	0	0
Pollution Control Board	0	0	0	0
Prisoner Review Board	1	0	0	0
Property Tax Appeal Board	0	0	0	0
Public Health	20	1	0	0
Racing Board	0	0	0	0
Revenue	13	3	0	0
Sentencing Policy Advisory Council	0	0	0	0
State Fire Marshal	2	0	0	0
State Police	1	0	0	0
State Police Merit Board	0	0	0	0
State Retirement Systems	0	0	0	0
Tax Tribunal	0	0	0	0

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY14 are shaded in grey.</i>	Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Non-Hispanic employees in positions requiring bilingual skills receiving bilingual pay (excluding Signing and Braille)	Employees with signing or manual communication skills	Employees with Braille transcription skills
Transportation	14	0	0	0
Veterans Affairs	1	0	0	0
Workers Compensation Commission	2	1	0	0
<b>Statewide Totals:</b>	<b>1,241</b>	<b>130</b>	<b>385</b>	<b>25</b>

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	<p><b>For agencies with bilingual staff:</b> 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>
Aging	<p>The Illinois Department on Aging provides direct services to older adults and persons with disabilities through the toll-free Senior Health and the Senior Health Insurance Program (SHIP) which mobilizes a volunteer network to provide outreach and counseling to Medicare beneficiaries. Specifically, the Senior Helpline tracks the number of Limited English Proficient (LEP) individuals needing assistance. To date, the majority of LEP callers require assistance in Spanish. The Department has increased the number of Spanish speaking bilingual staff to ensure we accommodate client needs. We monitor calls on an on-going basis to evaluate if we need to hire staff that speaks additional languages such as Polish and Chinese. However, the number of calls has not justified such a need. When we do receive a call from a client needing assistance in a language other than English or Spanish we have access to the Proprio language service. In addition, the Department contracts with several social services agencies serving specific language needs through the Community Care Program that we can reach out to for assistance. With regard to SHIP, we have Spanish speaking staff that provides training and technical support regarding Medicare to our SHIP certified volunteer network that includes more than 700 counselors at approximately 250 sites throughout Illinois. The SHIP program volunteer network includes certified counselors that speak several languages including Spanish, Korean, Polish, Chinese and Russian. These counselors in the field are available to assist Medicare beneficiaries if needed in their native languages.</p>
Arts Council	<p>Judgement is made by the Agency based on the number of grant applications and phone inquiries received each year. In addition, by the number of grants submitted to the Agency receiving technical assistance pertaining to their own grant applications. The Illinois Arts Council Agency is very small and has utilized the language translation a handful of times. There is no need to employ any more bilingual positions.</p>
Capital Development Board	<p>The Capital Development Board has not encountered an issue where bilingual positions were needed to render effective services to the agencies we work with on a daily basis.</p>
Central Management Services	<p>The agency tracks cases for which translation and interpretation skills are required. The historical statistics reported on surveys such as this, and evaluated by management.</p>
Children and Family Services	<p>DCFS uses COA accreditation standards for case ratios of 25/1, and having at least 50 percent of the cases being of another language to determine the number of bilingual positions needed.</p>
Commerce and Economic Opportunity	<p>Determinations are assessed by management based on clients/customers served.</p>
Corrections	<p>Inmate Population</p>
Criminal Justice Information Authority	<p>NA</p>
Deaf and Hard of Hearing Commission	<p>All positions require the use of sign language in order to communicate effectively with individuals with a hearing loss. This includes the community we serve as well as staff.</p>
Emergency Management Agency	<p>N/A</p>
Employment Security	<p>Operational need and the demographics of the areas which each office serves.</p>
Environmental Protection Agency	<p>AVAYA reporting for contact center</p>
Financial and Professional Regulation	<p>Determination is made by the number of telephone inquiries and complaints received by the Department that require translators; and, the number of licensees who require translators during the investigations and examination process.</p>
Gaming Board	<p>The Illinois Gaming Board has not experienced a necessity to establish full time bilingual positions. We will re-evaluate this as needed.</p>
Guardianship and Advocacy Commission	<p>based upon need after determining client requirements.</p>
Healthcare and Family Services	<p>The numbers are generated by geographical need based on customer/client makeup and population demand.</p>
Historic Preservation	<p>n/a</p>
Human Rights Commission	<p>none</p>
Human Rights Department	<p>The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of the charges filed with the Department are filed by non-English speaking individuals. The number of bilingual positions required to process cases are based on the number of charges filed annually by individuals who do not speak English. The Department also has positions which do not process cases but are required to communicate orally and in writing with individuals who do not speak English. The need is determined by the type of service provided and required such as receptionist, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual option positions. Additionally, the Department has its "Filing A Charge of Discrimination" brochure in 14 different languages.</p>
Human Services	<p>Patient data, 6 month analysis of the number of bilingual cases and applications that are identified and divided by a case load ratio in order to determine staffing needs, monitoring the call volume, client inquiries-verbal/written, use of hiring monitors in order to attempt to address underutilization when hiring throughout the state.</p>
Illinois Commerce Commission	<p>We determine needs based on call statistics we gather via an automated call distribution system in our Consumer Services area.</p>
Insurance	<p>Discussion with Senior Staff and Managers at Staff Meetings. Review of position descriptions and vacancies.</p>

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</b> What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?
Juvenile Justice	Bilingual needs of clientele vary based on average commitment of 6 months or less. Union contractual provisions allow for temporary assignment pay when existing staff may be required to assist with bilingual need on an intermittent basis.
Labor Department	The Agency tracks our bilingual needs/usages in a spreadsheet on Sharepoint.
Labor Relations Board	The bi-lingual employee as well as the other staff communicate with the Personnel Manager if the needs of the agency increases to render effective bi-lingual needs to its clients.
Labor Relations Board - Educational	Annual needs assessment survey
Law Enforcement Training and Standards Board	NA
Lottery	n/a
Natural Resources	Bilingual positions are determined by Management staff and by the demand for services according to geographical area.
Office of Executive Inspector General	The OEIG evaluates the number of requests it receives from the clients who cannot speak/read English.
Prisoner Review Board	Review of use of master contract for bilingual needs in the field and within the agency day to day work.
Property Tax Appeal Board	PTAB has not had substantial instances arise that have required the use of bilingual positions. PTAB has utilized the CMS Master Contract in one instance in 2014.
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English proficient population.
Revenue	Bilingual needs are periodically assessed by direct observation of the supervisor based on demands in the walk-in areas where bilingual services are provided.
State Police	The agency relies on personnel in the field to request the need for bilingual skills.
Transportation	Organization entities notify the central office of the need based upon work unit functions and public interaction needs. The central office reviews the need and works with the entity to establish procedures.
Workers Compensation Commission	SPECIAL SERVICE REQUESTS

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</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?
Aging	The Senior Helpline responds to callers contacting the Department regarding a full range of programs and services. Assistance is usually provided via the telephone, but may also be provided in-person or through written correspondence. The Senior HelpLine logs all bilingual calls and assistance through a client tracking system. The Senior HelpLine and SHIP Program bilingual staff also assist with other outreach activities such as the translation of publications, participation at conference and exhibits, and public speaking opportunities. The Department constantly monitors operations to ensure staffing is adequate to render effective service to Spanish speaking clients.
Arts Council	The Agency has 14 full-time employees and one position has the Spanish language Option for the Agency.
Capital Development Board	The Capital Development Board has not encountered an issue where bilingual positions were needed to render effective services to the agencies we work with on a daily basis.
Central Management Services	See 14a.
Children and Family Services	DCFS uses COA accreditation standards for case ratios of 25/1, and having at least 50 percent of the cases being Spanish Speaking to determine the number of bilingual positions needed.
Commerce and Economic Opportunity	Same as 14a, determinations are assessed by management based on clients/customers served.
Corrections	Inmate Spanish Population
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	If we do provide services to spanish speaking individuals, we hire interpreters with spanish speaking sign language knowledge.
Emergency Management Agency	N/A
Employment Security	Operational need and the demographics of the areas which each office serves.
Environmental Protection Agency	AVAYA reporting for contact center
Financial and Professional Regulation	See 14a above.
Gaming Board	Same as above
Guardianship and Advocacy Commission	based upon need after determining client requirements.
Healthcare and Family Services	The numbers are generated by geographical need based on customer/client makeup and population demand.
Historic Preservation	n/a
Human Rights Commission	none
Human Rights Department	The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of the charges filed with the Department are filed by non-English speaking individuals. The number and type of bilingual positions required to process cases are based on the number of charges filed annually by individuals who do not speak English. The Department also has positions which do not process cases but are required to communicate orally and in writing with individuals who do not speak English. The need is determined by the type of service provided and required such as receptionist, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual option positions. Additionally, the Department has its "Filing A Charge of Discrimination" brochure in 14 different languages.
Human Services	Refer to 14.a)
Illinois Commerce Commission	We determine needs based on call statistics we gather via an automated call distribution system in our Consumer Services area.
Insurance	Discussion with Senior Staff and Managers at Staff Meetings. Review of position descriptions and vacancies.
Juvenile Justice	Bilingual needs of clientele vary based on average commitment of 6 months or less. Union contractual provisions allow for temporary assignment pay when existing staff may be required to assist with bilingual need on an intermittent basis.
Labor Department	The Agency uses the data from the spreadsheet in Sharepoint to determine the volume.
Labor Relations Board	Same as above. The agency believes that having one bilingual position is sufficient to manage the Spanish speaking assistance that is needed.
Labor Relations Board - Educational	Based on the results of the annual needs assessment survey and call logs.
Law Enforcement Training and Standards Board	NA
Lottery	n/a
Natural Resources	Bilingual positions are determined by Management staff and by the demand for services according to geographical area.
Office of Executive Inspector General	The OEIG evaluates the requests it receives from clients for Spanish-language clients who cannot speak English.
Prisoner Review Board	Review of the number of incoming phone calls received and made and also the number of incoming citizens to the agency.
Property Tax Appeal Board	Two employees in our Des Plaines office, one clerical and one ALJ, have the ability to answer questions for Spanish speaking clients; to date this option has not been needed.

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with bilingual staff:</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?
Public Health	Bilingual needs are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English proficient population.
Revenue	Bilingual needs are periodically assessed by direct observation of the supervisor based on demands in the walk-in areas where bilingual services are provided.
State Police	The agency relies on supervisors to evaluate the need for bilingual positions.
Transportation	Same as above.
Workers Compensation Commission	SPECIAL SERVICE REQUESTS

## FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	<b>For agencies with no bilingual staff:</b> How does the agency determine that it does not require any bilingual staff?
Agriculture	NA
Civil Service Commission	The Civil Service Commission has not encountered this situation. As anyone who deals with the agency is an employee of the State of Illinois, this situation has never arisen.
Developmental Disabilities Council	The Illinois Council on Developmental Disabilities does not provide direct services and therefore has experienced no need for bilingual employees. The Council currently utilizes Tele-Interpreters to assist people who speak Spanish or other languages when necessary.
Executive Ethics Commission	The EEC has no regular, direct interaction with members of the public. Furthermore, all EEC employees are exempt from Jurisdictions A, B, and C of the Illinois Personnel Code.
Investment Board	ISBI is a very small agency with minimal contact with the public. Retirement questions are answered by the retirement systems directly as opposed to coming to ISBI.
Medical District Commission	The agency's responsibilities and services are not based on direct contact with the public.
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	It is based on need.
Racing Board	Population serviced typically has an interpreter available to them.
Sentencing Policy Advisory Council	SPAC is an independent commission that is not engaged in direct client services. We do research on the fiscal impact of sentencing policies and report directly to the General Assembly, Governor and Judiciary.
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 our Springfield and Chicago Offices and in areas of the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions.
State Police Merit Board	by assessing the needs of the agency and requirements of ISP. We have never had the need for bilingual staff.
State Retirement Systems	na
Tax Tribunal	Review of past activity and discussion by Agency staff of an anticipated need.
Veterans Affairs	Veterans Affairs senior mangement staff consist of two bilingual staff members. In addition, there are other staff members who are bilingual.

## FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	How are the instances in which interpretation or translation of a source language into English was necessary to assist non-English-speaking tracked? Call log, case management software, LEP tracking etc.
Aging	Senior Helpline Client Tracking System
Agriculture	Call Log
Arts Council	We have constituents call our Agency for inquiries and some walk-ins. The Agency does not have a tracking system since translation is not used very often.
Capital Development Board	call log
Central Management Services	Call logs, case logs, LEP tracking, etc.
Children and Family Services	CMS Master contract database request. No tracking software available, tracking dollars spent.
Civil Service Commission	The Civil Service Commission has not encountered this situation
Commerce and Economic Opportunity	Tracking varies, case management software is utilized, others are estimates based on calls received, or day-to-day interaction with business/customer clients.
Corrections	Either individual facility logs or Case Management Software
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	See attached
Developmental Disabilities Council	They are tracked by expenditure as well as staff notifying the Fiscal & Operations Director when tele-interpreting services have been used.
Emergency Management Agency	No formal tracking system.
Employment Security	LEP Tracking
Environmental Protection Agency	AVAYA reporting for contact center software
Executive Ethics Commission	N/A
Financial and Professional Regulation	Only master contract translation services are can be monitored; via invoice vouchers.
Gaming Board	The reported data has been collected via e-mail survey of all IGB employees.
Guardianship and Advocacy Commission	Case management software
Healthcare and Family Services	These interactions are tracked via a call log.
Historic Preservation	n/a
Human Rights Commission	call log
Human Rights Department	It depends on the Division; however, the Department uses its internal case management system and a federal case management system to track cases. Calls are tracked a number of ways (logs, calendars, production reports, etc.) and in accordance with the Department's Division/Unit policies and procedures.
Human Services	Email, BAJA request forms, M/SExcels+M/SAccess Client Data Bases, Call logs,VOIP Reporting System,CARS Accounting System, Client Clinical Plans.
Illinois Commerce Commission	Call center software - Spanish callers are tracked in queues that go only to Spanish speaking counselors.
Insurance	calls/walk-ins are logged on call sheets and we have a walk in log which separates Spanish and English consumers. The Department will also have the ability to tack via the new VOIP phone system.
Investment Board	Not applicable
Juvenile Justice	They are tracked using case management cumulative summaries and employee time sheets.
Labor Department	LEP Spreadsheet
Labor Relations Board	No
Labor Relations Board - Educational	Call log
Law Enforcement Training and Standards Board	N/A, as a Training Board, we communicate with agencies, not people.
Lottery	n/a
Medical District Commission	0
Military Affairs	N/A
Natural Resources	No current system in place. However, employees are asked annually whether or not they have encountered a client who has requested bilingual services during the previous fiscal year and if the need for interpretation was necessary.
Office of Executive Inspector General	The above number is estimated based on an average of calls per week, from non-English-speaking clients who contact the OEIG for the purpose of reporting wrongdoing, among other things.
Pollution Control Board	Logged
Prisoner Review Board	log
Property Tax Appeal Board	Through charges identified on Communication Revolving Fund billing
Public Health	Interactions are tracked through database, call logs and calendars
Racing Board	N/A
Revenue	Case management software, call logs, check-in sheets in walk-in areas, Excell spreadsheets
Sentencing Policy Advisory Council	SPAC does not have any clients. We are a research organization that reports to the Governor and the General Assembly.



### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	How are the instances in which interpretation or translation of a source language into English was necessary to assist non-English-speaking tracked? Call log, case management software, LEP tracking etc.
State Fire Marshal	Other
State Police	Information estimated by supervisor.
State Police Merit Board	n/a
State Retirement Systems	N/A
Tax Tribunal	Docket System
Transportation	Estimated with the Emergency Traffic Patrol. BPM maintains interview files which require language translation. No interviews required this in FY'14.
Veterans Affairs	There were no requests.
Workers Compensation Commission	DAILY REPORTS

## FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate the number of instances and the source language(s) for which those services were required. (Agencies should review the Master Contract Invoices).
Aging	4 Proprio Polish
Agriculture	Source language and cases are unknown. This was a temp hire to serve during the Illinois State Fair and DuQuoin State Fair only
Arts Council	0
Capital Development Board	NA
Central Management Services	We used translation services for Web Media via our Illinois Office of Communications and Information to translate a web video for the Medicare Advantage (Bureau of Benefits).
Children and Family Services	323 instances for languages including: Spanish, Vietnamese, Swahili, English, Arabic, Chinese, French, Hindi, Polish, & other.
Civil Service Commission	The Civil Service Commission has not encountered this situation.
Commerce and Economic Opportunity	NA
Corrections	3 Chinese 2 Polish # N/A Spanish
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	IDHHC hires independent Sign Language Interpreters as needed for meetings, trainings and presentations when necessary.
Developmental Disabilities Council	The Council utilized the Master Contract for one tele-interpreter call that was received. In addition, the Council utilized the Master Contract to translate one written report during FY14. Spanish with the source language for both of these services.
Emergency Management Agency	N/A
Employment Security	8,540. The top 10 language requests were Spanish, Polish, Chinese (Cantonese & Mandarin), Arabic, French, Russian, Vietnamese, Hindi and Korean. Also used were Albanian, Burmese, Farsi, Italian, Lao, Lithuanian, Portuguese, Swahili, Urdu & others.
Environmental Protection Agency	N/A
Executive Ethics Commission	NA
Financial and Professional Regulation	One - Korean.
Gaming Board	1 instance- German
Guardianship and Advocacy Commission	Once - Swahili
Healthcare and Family Services	9327
Historic Preservation	n/a
Human Rights Commission	n/a
Human Rights Department	There were two requests in the Department's Intake Unit for Russian and two for Polish. Additionally, there were requests to translate brochures from English to Chinese, Spanish and Polish.
Human Services	1843- Arabic, Assyrian, Bosnian, Bulgarian, Cantonese, Czech, Hungarian, Lithuanian, Mandarin, Polish, Russian, Spanish.
Illinois Commerce Commission	NA
Insurance	N/A
Investment Board	NOT APPLICABLE
Juvenile Justice	N/A
Labor Department	N/A
Labor Relations Board	NA
Labor Relations Board - Educational	N/A
Law Enforcement Training and Standards Board	NA
Lottery	n/a
Medical District Commission	NA
Military Affairs	N/A
Natural Resources	NA
Office of Executive Inspector General	N/A
Pollution Control Board	NA
Prisoner Review Board	n/a
Property Tax Appeal Board	One instance - the source language was Spanish
Public Health	139, Spanish
Racing Board	0
Revenue	Spanish - 10,797; Arabic - 4; Bambara - 1; Burmese - 2; French - 17; Haitian-creole - 1; Hindi - 1; Japanese - 1; Korean - 1; Mandarin - 6; Nepali - 2; Polish - 26; Romanian - 3; Russian - 5; Serbo-croatian - 1; Somali - 1; Ukrainian - 3; Vietnamese - 5
Sentencing Policy Advisory Council	N/A

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? If the answer is yes, please indicate the number of instances and the source language(s) for which those services were required. (Agencies should review the Master Contract Invoices).
State Fire Marshal	N/A
State Police	N/A
State Police Merit Board	n/a
State Retirement Systems	NA
Tax Tribunal	N/A
Transportation	None
Veterans Affairs	There were no requests.
Workers Compensation Commission	NONE

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? Please include the number of all language interpretation service requests, and the source language(s) for which these services were required.
Aging	N/A
Agriculture	Temporary hire for sign language interpreter for ILL/DuQuoin State Fair
Arts Council	0
Capital Development Board	NA
Central Management Services	See 1f above.
Children and Family Services	Ability Interpreting LLC - 4; State Employee - 5; Deaf Communication by Innovation - 6; State Employee - 15; Quintana Multi Lingual Services Inc (sign language) - 2; Translations Unlimited Inc (English, Swahili, other) - 34; Western Avenue Community Center 3. Languages were not tracked on payment vouchers
Civil Service Commission	The Civil Service Commission has not encountered this situation.
Commerce and Economic Opportunity	No known services utilized.
Corrections	Google Translate and IDOC staff # N/A
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	See attached.
Developmental Disabilities Council	None
Emergency Management Agency	N/A
Employment Security	Deaf Communication by Innovation; Edwards Interpreting Services
Environmental Protection Agency	Report card (proof reading) Repair outreach team. Spanish
Executive Ethics Commission	NA
Financial and Professional Regulation	None
Gaming Board	Outside of current IGB staff and the master contract, no other resources were utilized.
Guardianship and Advocacy Commission	Illinois Relay telephone communication with hearing impaired.
Healthcare and Family Services	NA
Historic Preservation	n/a
Human Rights Commission	spanish & polish translation of agency annual report and informational brochure.
Human Rights Department	In addition to the language interpretation services, the Agency utilized its bilingual staff who receive the bilingual pay option and sign language interpreters (six for sign language interpreters).
Human Services	DHS Bilingual Spanish, Polish Employees. ICIR contract & Heartland. American Sign Language(ASL) interpreters, Computer Aided Real-Time services. Center for Sight & Hearing. Deaf Communication By Innovation, LLC
Illinois Commerce Commission	None
Insurance	N/A
Investment Board	NOT APPLICABLE
Juvenile Justice	None
Labor Department	N/A
Labor Relations Board	NA
Labor Relations Board - Educational	N/A
Law Enforcement Training and Standards Board	NA
Lottery	n/a
Medical District Commission	NA
Military Affairs	N/A
Natural Resources	NA
Office of Executive Inspector General	The OEIG did not utilize any interpreter services.
Pollution Control Board	None
Prisoner Review Board	n/a
Property Tax Appeal Board	None
Public Health	Translation of documents, Spanish
Racing Board	0
Revenue	in-house bilingual employees
Sentencing Policy Advisory Council	0
State Fire Marshal	N/A
State Police	N/A

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	In addition to the language interpretation services phone line; what other interpreter services, persons or organizations were utilized? Please include the number of all language interpretation service requests, and the source language(s) for which these services were required.
State Police Merit Board	n/a
State Retirement Systems	NA
Tax Tribunal	N/A
Transportation	None
Veterans Affairs	There were no requests.
Workers Compensation Commission	NONE

## FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency conduct language assessment needs to determine the number of language option positions needed to provide effective services to clients who communicate in a language other than English? If yes, how many bilingual positions were determined to be needed based on that assessment?
Aging	7
Agriculture	1/Cook County
Arts Council	0
Capital Development Board	0
Central Management Services	14
Children and Family Services	208
Civil Service Commission	0
Commerce and Economic Opportunity	Determinations are assessed by management based on client and service needs of programs. Assessment is primarily evaluated with vacancies of work activity changes.
Corrections	It would depend on the number of inmates at each facility
Criminal Justice Information Authority	NA
Deaf and Hard of Hearing Commission	8 positions established for the agency and all have the bilingual requirement.
Developmental Disabilities Council	0
Emergency Management Agency	N/A
Employment Security	146 - Operational need and the demographics of the areas which each office serves.
Environmental Protection Agency	3
Executive Ethics Commission	0
Financial and Professional Regulation	0
Gaming Board	N/A
Guardianship and Advocacy Commission	6
Healthcare and Family Services	0
Historic Preservation	n/a
Human Rights Commission	n/a
Human Rights Department	41
Human Services	585
Illinois Commerce Commission	There have been no requests for services in languages other than English and Spanish in FY2014. In determining the number of Spanish positions needed, the Consumer Services Division reviews the number of calls taken and handled in Spanish. In FY2013, 721 calls were offered to counselors in Spanish, but we were only sufficiently staffed to handle 497 of these requests, for a 31.1% failure rate. There are daily unavoidable gaps in phone coverage due to our low staffing level. We have determined that we need an additional Spanish speaking counselor.
Insurance	N/A
Investment Board	NOT APPLICABLE
Juvenile Justice	3
Labor Department	19
Labor Relations Board	The agency believes that having one bilingual position is sufficient to manage the increase in Spanish speaking assistance that has occurred.
Labor Relations Board - Educational	There is not a need for a bilingual employee at this time
Law Enforcement Training and Standards Board	N/A
Lottery	n/a
Medical District Commission	NA
Military Affairs	0
Natural Resources	NA
Office of Executive Inspector General	N/A
Pollution Control Board	NA
Prisoner Review Board	1
Property Tax Appeal Board	0
Public Health	54
Racing Board	0
Revenue	Bilingual needs are periodically assessed by direct observation of the supervisor based on demands in the walk-ins area where bilingual services are provided.
Sentencing Policy Advisory Council	0

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency conduct language assessment needs to determine the number of language option positions needed to provide effective services to clients who communicate in a language other than English? If yes, how many bilingual positions were determined to be needed based on that assessment?
State Fire Marshal	The agency determines the number of bilingual positions needed to render effective services throughout the state of Illinois based o translations needed for our field staff and phone calls received in our offices. We have bilingual positions located in our Springfield and Chicago Offices.
State Police	N/A
State Police Merit Board	0
State Retirement Systems	NA
Tax Tribunal	0
Transportation	None
Veterans Affairs	Not applicable.
Workers Compensation Commission	NONE

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used.	Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please list the number of employees, the employees' position titles, the duration of the temporary assignment pay and the language skills that were used.
Aging	N/A	N/A
Agriculture	NA	NA
Arts Council	2 Employees - PSA and Arts Council Program Coordinator - Spanish	0
Capital Development Board	NA	NA
Central Management Services	Four Senior Public Service Administrators and one Private Secretary II. All spoke Spanish.	NA
Children and Family Services	NA	13 Titles: Child Protection Specialist, Child Welfare Specialist, Child Protection Advanced Specialist, Public Service Administrator, and Office Associate; Duration: An employee only gets TA pay for the portion of the day that he/she is providing bilingual services so most instances are around 30 minutes per day; Language skills: not tracked on the pay file
Civil Service Commission	NA	na
Commerce and Economic Opportunity	NA	NA
Corrections	7 Correctional Officer Spanish 3 Correctional Residence Counselors Spanish 1 Correctional Officer Polish 1 Center Supervisor Spanish 1 AWP Spanish 1 Corr Counselor	2 Correctional Officers 2 Correctional Counselor II's
Criminal Justice Information Authority	NA	NA
Deaf and Hard of Hearing Commission	N/A	N/A
Developmental Disabilities Council	NA	NA
Emergency Management Agency	N/A	N/A
Employment Security	N/A	1. Information Services Analyst II, 8/1/13-4/30/14, Russian translation.
Environmental Protection Agency	7 Spanish	NA
Executive Ethics Commission	NA	NA
Financial and Professional Regulation	N/A	N/A
Gaming Board	Office Coordinator- Spanish; Gaming Special Agent- Spanish; Gaming Special Agent- Spanish; Senior Gaming Special Agent- Spanish	N/A
Guardianship and Advocacy Commission	N/A	N/A
Healthcare and Family Services	0	2 Executive II (36 days, Spanish) 1 PSA (1 day, Spanish)
Historic Preservation	n/a	n/a
Human Rights Commission	n/a	not applicable.
Human Rights Department	N/A	N/A
Human Services	1-SW-Polish,1-RN-Spanish,1-Residential Services Supervisor-Spanish,1-Public Service Administrator-Sign Language.	1-Rehab Case Coordinator II-Spanish Throughout FY14, 1-Office Coordinator-Spanish FY14, 1 HSC-Spanish- 12/2/13-6/30/14,1HSC-Spanish-7/1/13-8/31/13, 1HSC-Spanish-4/15/14-6/14/14, 1HSC-Spanish-4/29/13-10/15/13, 1SBO II-Spanish-4/1/13-7/31/13, 1 HSC-Spanish-4/1/13-10/15/13, 1 HSC-Spanish-8/26/13-9/27/13, 1 PAEA-Spanish-2/13/14-5/7/14, 1 HSCM-Spanish-2/18/14-9/30/14, 1 HSC - Spanish-3/1/14-9/30/14, 1 HSC-Spanish-2/20/14-9/30/14.
Illinois Commerce Commission	NA	NA
Insurance	N/A	N/A
Investment Board	NOT APPLICABLE	NOT APPLICABLE
Juvenile Justice	5 Juvenile Justice Specialist - Provides Spanish translation, written and oral. 1 Administrative Assistant I - Provides Spanish translation, written and oral.	N/A
Labor Department	Chief Information Officer - Spanish FLS Division Manager - Spanish Private Secretary II - Spanish Executive II- Mandarin Office Associate Option 2 - Spanish 5 Employees	N/A
Labor Relations Board	NA	NA
Labor Relations Board - Educational	N/A	N/A
Law Enforcement Training and Standards Board	NA	NA
Lottery	n/a	n/a
Medical District Commission	NA	NA
Military Affairs	N/A	N/A



## FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used.	Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? If the answer is yes, please list the number of employees, the employees' position titles, the duration of the temporary assignment pay and the language skills that were used.
Natural Resources	3 Employees - Office Associate, Opt 2 - Spanish Executive Secretary - Spanish Office Director - Spanish	NA
Office of Executive Inspector General	One Investigator provided Spanish-language translations.	N/A
Pollution Control Board	NA	NA
Prisoner Review Board	n/a	n/a
Property Tax Appeal Board	NA	NA
Public Health	n/a	n/a
Racing Board	5 total in Spanish: 2 License Clerks, 1 Steward, 1 Steward Secretary, 1 Assistant to the Director	0
Revenue	N/A	N/A
Sentencing Policy Advisory Council	N/A	N/A
State Fire Marshal	N/A	N/A
State Police	N/A	N/A
State Police Merit Board	n/a	n/a
State Retirement Systems	NA	NA
Tax Tribunal	N/A	N/A
Transportation	NA	NA
Veterans Affairs	Not Applicable.	Not Applicable.
Workers Compensation Commission	N/A	N/A

FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option?	Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.
Aging	N/A	Region 1 - 5 Region 7 - 5
Agriculture	NA	1-Cook Co
Arts Council	0	0
Capital Development Board	NA	0
Central Management Services	NA	6 in Region 1
Children and Family Services	NA	Region 1 - 139 Region 2 - 4 Region 3 - 2 Region 7 - 7
Civil Service Commission	na	0
Commerce and Economic Opportunity	NA	2 - Region 7 5 - Region 1
Corrections	n/a	Reg 1-6 Reg 4-2 Reg 7-4 Reg 10-1 Reg 2-1 Reg 5-1 Reg 8-2 Reg 11-5 Reg 3-1 Reg 6-1 Reg 9-2
Criminal Justice Information Authority	NA	0
Deaf and Hard of Hearing Commission	N/A	7 ins Springfield
Developmental Disabilities Council	NA	0
Emergency Management Agency	N/A	0
Employment Security	N/A	REG. 1 - 128; REG. 2 - 9; REG. 3 - 2; REG. 4 - 1; REG. 5 - 4; REG. 6 -2
Environmental Protection Agency	N/A	2 in Region 1
Executive Ethics Commission	NA	0
Financial and Professional Regulation	N/A	Region 1 = 15
Gaming Board	N/A	N/A
Guardianship and Advocacy Commission	N/A	IDHR region 1 (which includes Cook County) = 6 employees
Healthcare and Family Services	NA	Region 1 - 68; Region 2 - 4, Region 3 - 1, Region 7 - 35
Historic Preservation	0	1 in Region 7
Human Rights Commission	not applicable.	3
Human Rights Department	N/A	Region 1 - Cook/Chicago (25)
Human Services	The need was re-assessed and no longer needed,staff transfer,MIS does not perform direct client service.	Region 1 - 516 Region 2 - 160 Region 3 - 2 Region 4 - 3 Region 5 - 3 Region 6 - 2 Region 7 - 186 Region 8 - 3 Region 9 - 2 Region 10 - 0 Region 11 - 0
Illinois Commerce Commission	NA	3 in Cook County
Insurance	Upon Agency request and bilingual incumbent vacated position.	Region 1 - Four Region 7 - Zero
Investment Board	NOT APPLICABLE	ISBI is a very small agency with minimal public contact. Calls for retirement related questions are referred to the retirement systems for disposition.
Juvenile Justice	We received no applications.	Region 1 - 5 staff Region 3 - 1 staff
Labor Department	N/A	Region 1 - 17 employees All other regions - 0 employees
Labor Relations Board	NA	Region 1=1
Labor Relations Board - Educational	N/A	0
Law Enforcement Training and Standards Board	0	0
Lottery	n/a	Region 1 - 2 employees
Medical District Commission	NA	0
Military Affairs	N/A	N/A
Natural Resources	Lack of Candidates Technical Skills Set Operational needs	Region 1 Cook County - 1 Region 7 Sangamon County - 1
Office of Executive Inspector General	N/A	The OEIG has one staff memeber in Region 1 that receives bilingual supplemental pay.
Pollution Control Board	NA	0
Prisoner Review Board	n/a	Region 7 - 1
Property Tax Appeal Board	NA	0
Public Health	n/a	Region 1 (Chicago, Bellwood, W. Chicago) 9 staff Region 7 (Springfield) 14 staff
Racing Board	N/A	0

### FY 2014 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option?	Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.
Revenue	N/A	Region 1 - 13 Region 7 - 3
Sentencing Policy Advisory Council	0	0
State Fire Marshal	N/A	1 - Region 1 1 - Region 7
State Police	N/A	Region 1 - 1
State Police Merit Board	n/a	0
State Retirement Systems	NA	0
Tax Tribunal	N/A	0
Transportation	NA	Region 1: 11; Region 2: 1; Region 4: 1, Region 7: 1
Veterans Affairs	NA	Veterans' Affairs has one employee in Region One, Cook County receiving bilingual supplemental pay.
Workers Compensation Commission	N/A	3 IN REGION 1 ONLY