



State Services Assurance Act Annual Report

April 1, 2022

Annual Report on the staffing level of bilingual on-board frontline employees within the Illinois Department of Central Management Services.

In accordance with 5 ILCS 382/3-1 *et seq.*, the Illinois Department of Central Management Services submits the following report to the Illinois General Assembly on or before April 1, 2022.

Janel L. Forde
Director



Executive Summary

The State Services Assurance Act recognizes that State government delivers many services to all Illinois residents. The Act notes that State services are used by many Illinois residents who do not speak the English language fluently. As such, the Act recognizes a need for bilingual State employees and “ensures the hiring and retention of additional bilingual frontline staff in State agencies where public services are most used.”

The Act requires that on or before April 1st of each year, “each executive branch agency, board, and commission shall prepare and submit a report to the General Assembly on the staffing level of bilingual employees. The report shall provide data from the previous month, including but not limited to each employee’s name, job title, job description, and languages spoken.”

As of March 1, 2022, the Illinois Department of Central Management Services (CMS) had one bilingual on-board frontline staff. This staff member speaks Spanish and is a Human Resources Specialist. Please note this number reflects the fact that, as of January 1, 2022, five additional bilingual on-board frontline staff moved from CMS to the Commission on Equity and Inclusion (CEI). This move occurred pursuant to Public Act 101-0657, which created the CEI.



ILLINOIS

JB Pritzker, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Janel L. Forde, Director

April 1, 2022

To the Honorable Members of the General Assembly:

Subject: State Services Assurance Act

Pursuant to the State Services Assurance Act, 5 ILCS 382/3-1 *et seq.*, enclosed please find the Department of Central Management Services' (CMS) Annual Report. As required by law, the Annual Report contains the staffing level from the previous month of frontline State employees in certain bargaining units represented by the American Federation of State, County, and Municipal Employees (AFSCME), including but not limited to each employee's name, job title, job description, and languages spoken.

CMS strives to ensure that all Illinois residents can fully access State of Illinois services, many of which are vital for health, welfare, safety, and quality of life. Bilingual employees are essential to ensure a fully representative, responsive, and effective State government.

Sincerely,

A handwritten signature in black ink that reads "Janel Forde".

Janel L. Forde
Director



State Services Assurance Act: Annual Report

The [State Services Assurance Act](#)¹ requires each executive branch agency to submit a report to the Illinois General Assembly on or before April 1st every year on the staffing level of bilingual on-board frontline staff in the RC-6, RC-9, RC-10, RC-14, RC-28, RC-42, RC-62, RC-63, and CU-500 bargaining units in titles represented by AFSCME as of June 1, 2007.² “On-board frontline staff” means frontline staff in paid status.³

The State Services Assurance Act Annual Report must contain each employee’s name, job title, job description, and languages spoken as of the previous month.⁴

The chart below identifies bilingual on-board frontline staff employed by the Department of Central Management Services as of March 1, 2022, by name, job title, and languages spoken.

Central Management Services					
Bilingual On-Board Frontline Staff (as of March 1, 2022)					
Employee Name	Job Title	Position Number	Bargaining Unit	Languages Spoken	Job Description
Magaña, Mayra	Human Resources Specialist	19693-37-00-010-02-01	RC-62	Spanish	See Appendix A

¹ [State Services Assurance Act](#), 5 ILCS 382/3-1 *et seq.*

² *Id.*, at §§3-5, 3-20.

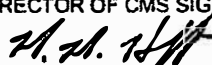
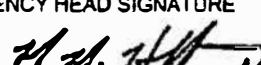
³ *Id.*, at §3-5.

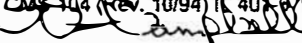
⁴ *Id.*, at §3-20.

APPENDIX A

CMS ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
						19693-37-22-200-01-02			
New/Revised Position Human Resources Specialist				29	SS	19693-37-00-010-02-01			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position		Personnel/Statewide Services							
New/Revised Position Central Management Services		Director's Office			0	016	N	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							06/16/17		
New/Revised Position Diversity Enrichment Program					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position Chicago									
New/Revised Position Cook		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction of the Manager, Diversity Enrichment Program (DEP), serves in a journey level professional Capacity performing complex specialized human resources administration duties; provides journey level advice on professional employment and Career development counseling to DEP management, the general public and State employees at DEP Job Forums; prepares documentation of activities in accordance With the State Hispanic Employment Plan and participates in drafting and final preparation of the Annual Report; consults With and serves as liaison between DEP and the CMS Bureau of Personnel In the interpretation and adherence to the Personnel Code, Personnel Rules, and collective bargaining agreements; analyzes, interprets, evaluates and determines information associated with the CMS Classification Plan, Pay Plan and applicant assessment processes to provide effective skills match and career counseling services and consultation to agency management, management of other State agencies and Job Forum attendees; maintains information on career counseling activities on the CMS Job Applicant Counseling and Career Development System. Translates functions, procedures and documents into Spanish for individuals who cannot speak or read English.</p>								
25%	<p>1. Provides journey level advice to agency management, staff of all agencies and the general public on human resources Information related to the Diversity Enrichment Program; utilizing the CMS Classification Plan, Pay Plan, and applicant assessment processes, provides effective skills match and career counseling services at DEP Job Forums; ensures advice given adheres to the Classification Plan, the Personnel Code, Personnel Rules and collective bargaining contracts; consults with the CMS Division of Examining and Counseling, Upward Mobility Program and Tuition Reimbursement Programs to obtain current and revised information on client services to maintain accurate information to be conveyed to Job Forum attendees.</p>								
25%	<p>2. Conducts Job Forums statewide in communities and neighborhoods consisting of substantial protected class populations; provides skills match and career counseling services to Forum attendees comparing qualifications and career goals with the structure of the Classification Plan and applicant selection process to recommend target titles best suited to the attendees; works in consultation with minority advocacy groups to foster participation and support of the forums; disseminates information on position availability, job posting information, class specifications and other information materials to the general public; maintains career counseling activities on the CMS Job Applicant Counseling and Career Development System; provides follow up services to Forum attendees.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	
 22						 AA		6/20/17	

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By Kevin West

16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	3. Prepares documentation of activities in accordance with the State Hispanic Employment Plan and participates in drafting and final preparation of the Annual Report; analyzes, interprets, evaluates and determines via various research methodologies involving the CMS Classification Plan, Pay Plan, career development and applicant assessment processes to develop skills match and career counseling guidelines and service packages to be utilized at Program Job Forums; conducts individual and group meetings with agencies to facilitate efforts.
10%	4. Utilizing data provided by the Department of Human Rights, meets with representatives from various state agencies to determine areas of underutilization and assists DEP Manager in the development and implementation of recruitment strategies for various occupational areas.
10%	5. Serves as liaison for the implementation of Job Forums with communities, organizations and other State agencies' recruitment staff who participate in Job Forums; counsels staff from other agencies on skills match and career counseling guidelines; assists in the coordination and implementation of Job Forums by developing press releases and other methods of informational conveyance educating the public in the targeted areas of the upcoming forums, works in consultation with minority advocacy groups to foster participation and support of the forums.
10%	6. Translates functions, procedures and documents into Spanish for individuals who cannot speak or read English.
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Senior Public Service Administrator 40070-37-00-010-00-01	<p>WORKING TITLE (IF ANY)</p> <p>Manager, Diversity Enrichment Program</p>
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

Position Title	Position Number	No. of Incumbents or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to completion of four years of college and two years of professional human resources experience. Requires the ability to work with the public. Requires extensive knowledge of the Personnel Code, Personnel Rules, Position Classification Plan, Pay Plan collective bargaining agreements and policies and procedures of the Diversity Enrichment Program. Requires the ability to make oral presentations to groups and individuals. Requires a valid Illinois driver's license and ability to travel. Requires the ability to speak and write Spanish at a colloquial skill level.