



State of Illinois  
Department of Central Management Services

# THE BILINGUAL NEEDS AND BILINGUAL PAY SURVEY REPORT FOR FISCAL YEAR July 1, 2016 – June 30, 2017



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  
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**Michael M. Hoffman**  
Acting DIRECTOR

**CMS** ILLINOIS  
DEPARTMENT OF CENTRAL  
MANAGEMENT SERVICES



**BILINGUAL NEEDS AND BILINGUAL PAY REPORT 2017**

**Table of Contents**

**I.** EXECUTIVE SUMMARY .....1

**II.** METHODOLOGY .....5

**III.** RESULTS .....13

**IV.** ANALYSIS .....24

**V.** CMS RECOMMENDATIONS .....25

**VI.** BEST PRACTICES .....28

**VII.** CMS CONTACT .....30

**VIII.** APPENDIX

A. Results .....Appendix A

B. Bilingual Need/Bilingual Proficiency Matrix .....Appendix B

C. 2017 BNPB Survey .....Appendix C

D. IDHR State Regional Map .....Appendix D

E. Chart Summary of BNPB Survey Responses .....Appendix E

F. Agency Responses to 2017 BNPB Survey .....Appendix F



**THE BILINGUAL NEEDS AND BILINGUAL PAY REPORT**  
**FOR FISCAL YEAR JULY 1, 2016 – JULY 30, 2017**

**I. EXECUTIVE SUMMARY**

**A. State of the State: Bilingual Needs and Services**

Illinois Governor Bruce Rauner advocates that public service is a public trust and instructs his administration to operate as a team of public servants working for our fellow citizens.<sup>1</sup> It is our goal to ensure that all Illinois residents can fully participate in civic life and can fully access the services provided by the State of Illinois that are vital for the health, welfare, safety, and quality of life for all Illinois residents.

The Illinois legislature has passed several laws to increase the number of appropriately skilled bilingual State employees and recently created a Language Access to Government Services Task Force to study and reduce language barriers in order to maximize the ability of Illinois residents with limited English proficiency to access government services, rights, and privileges.

**1. Illinois' Need**

Illinois enjoys a rich diversity and is home to the fifth largest concentration of individuals with limited English proficiency in the United States. More than one million Illinois residents, nearly 10% of the population, do not communicate effectively in English.<sup>2</sup>

**2. Agency Resources**

Bilingual employees are essential to ensure a fully effective State government. Collectively, state agencies employed nearly 2,000 bilingual employees during fiscal year 2017, over 1,000 of whom worked for the Department of Human Services. In addition to spoken languages, over ten percent of the State's bilingual staff was fluent in American Sign Language and one percent could read Braille. On average bilingual staff handled 374 interactions during FY 2017. Sixty percent of agencies that reported encountering 15 or more bilingual interactions employed at least one bilingual staff member. During FY 2017 some agencies' bilingual staff handled up to 4,000 bilingual interactions per staff member. In addition to in-person staff members, over half of the agencies supplemented their bilingual services with the telephonic language interpreter services available through CMS,<sup>3</sup> as well as other resources. Some state agencies also publicized the availability of bilingual services through conspicuously posted notices in the languages most commonly encountered. Further, several agencies translated their websites, and most relevant written materials.

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<sup>1</sup> See, Governor Rauner's TEAM (Transparent, Ethical, Accountable, Motivated) website.

<sup>2</sup> Language Access to Government Services Task Force Act, 20 ILCS 5095/5(1).

<sup>3</sup> CMS Master Contract #CMS3672730 provides language interpreter services by way of a three-way telephone conversation.

## **B. CMS Survey Administration**

CMS is the State agency designated to monitor State agencies' bilingual programs and to offer recommendations to enhance their capacity to effectively serve populations in need. In doing so, CMS endeavors to accurately assess the current needs of Illinois residents for bilingual services through a series of metrics and identify the proficiency of state agencies in meeting those needs by evaluating the agencies' capabilities and efforts.

This year, CMS added new questions to the online survey in an effort to better assess how well agencies are meeting the needs of Illinois residents. To that end, CMS developed uniform metrics that enable interagency comparisons and control for agency size, and degree of direct public contact. The results help agencies, legislators, CMS, the public, and other stakeholders better appreciate the State's efforts to address the need for bilingual services. This year, CMS supplemented its prior surveys with additional questions designed to obtain further information regarding bilingual needs and bilingual proficiency. Given that some of the additional questions sought data that had not been previously required, CMS assured agencies they could estimate their responses yet should implement tracking mechanisms by January 1, 2018 to collect the data necessary to enable full and complete responses for the 2019 BBNP survey.

A key component of this assessment is the self-reported data provided by the participating agencies. While we believe each agency made every effort to provide the best data available, we also recognize that some agencies have opportunities for improvement in tracking and compiling data regarding their interactions with the public. Recommendations for tactics to improve tracking are discussed in further detail below in this report. In addition, some agency participants could not respond to some of the survey questions. To fairly compare agencies and accurately report information, several criteria were adjusted for non-responses. These items are identified below in the Methodology section of the report.

To identify the bilingual needs of Illinois residents, the survey inquired across four vectors, including 1) Volume of Bilingual Interactions, 2) Duration of Bilingual Interactions, 3) Frequency of Bilingual interactions, and 4) Nature of Bilingual Interaction. To identify the proficiency of each agency in meeting those needs, the survey inquired across 4 vectors, including 1) Bilingual Interactions/Staff member, 2) Compliance with State Services Assurance Act, 3) Advertised Available Bilingual Services, and 4) Website translations.

For each of the vectors above, an evaluation system was created and point values were assigned to enable aggregation and comparison of scores for need and proficiency by agency. Thereafter, each agency was evaluated on whether, and to what degree, it was meeting the need identified. In order to compare across agencies, all agencies were then placed into a matrix showing their scores relative to each other. The matrix is provided in further detail below in the Methodology section.

### C. Survey Results

One of the key learnings from this year’s survey is that timely frequent tracking is critical. Several agencies acknowledged that they were not tracking interactions on a regular basis. Moreover, 35% of the agencies surveyed reported zero interactions that required bilingual services. While this is possible, better record keeping would increase the confidence in this result. Overall results for the survey indicate that there is significant need for bilingual services in Illinois. Nearly 700,000 bilingual interactions were reported during FY 2017. Of those with the highest interactions were critical agencies that serve Illinois, including the Departments of Aging, Agriculture, Children and Family Services, Employment Security, Human Rights, Human Services, Juvenile Justice, Public Health, Veterans Affairs and others. Almost half of the agencies reported that most of their bilingual interactions occurred on a weekly basis.

There are also several key actions that each agency can take to improve its proficiency in meeting the identified need. Only 40% of agencies subject to the State Services Assurance Act were in compliance. Further, 80% of agencies reported having English-only websites. Once improved, these areas would significantly elevate the proficiency of many of the agencies surveyed.

Most of the agencies surveyed either met or exceeded their relative needs for bilingual services. Thirty percent of agencies met their respective need for bilingual services and 22% exceeded their need. While 48% of the agencies surveyed were found to have a need that exceeded their proficiency, the majority of those were within one point of meeting the need. Moreover, translating their websites and publishing notices in the most often encountered languages would positively shift the proficiency rating of 46% of agencies surveyed.

Of particular concern is the distribution of interactions across agencies that are not meeting their respective needs. Nearly 95% of the interactions reported are with agencies that have a proficiency score below their need. As such, while the distribution of agencies is favorable, the distribution of interactions shows that there is significant improvement to be made in service levels for the Illinois residents.

Individual agency results are below.

<b>BILINGUAL NEED v. BILINGUAL PROFICIENCY</b>				
<b>Agency</b>	<b>Overall Need Tier</b>	<b>Overall Proficiency Tier</b>	<b>Need - Proficiency Gap</b>	<b>BNBP MATRIX</b>
Aging	1	4	-3	D
Agriculture	2	3	-1	C
Arts Council	4	3	1	P
Capital Development Board	4	3	1	P
Central Management Services	2	4	-2	E
Children and Family Services	1	2	-1	B

BILINGUAL NEED v. BILINGUAL PROFICIENCY				
Agency	Overall Need Tier	Overall Proficiency Tier	Need - Proficiency Gap	BNBP MATRIX
Civil Service Commission	4	4	0	P
Commerce and Economic Opportunity	1	4	-3	D
Corrections	2	3	-1	H
Criminal Justice Information Authority	4	3	1	P
Deaf and Hard of Hearing Commission	4	3	1	P
Emergency Management Agency	4	4	0	P
Employment Security	2	2	0	H
Environmental Protection Agency	3	4	-1	I
Executive Ethics Commission	4	4	0	P
Financial and Professional Regulation	2	4	-2	E
Gaming Board	3	3	0	I
Guardianship and Advocacy Commission	3	4	-1	F
Healthcare and Family Services	2	4	-2	E
Historic Preservation	3	3	0	I
Human Rights Commission	2	4	-2	C
Human Rights Department	2	3	-1	C
Human Services	2	3	-1	C
Illinois Commerce Commission	1	4	-3	D
Innovation and Technology	4	4	0	P
Insurance	2	4	-2	E
Investment Board	4	4	0	P
Juvenile Justice	2	4	-2	C
Labor Department	2	3	-1	C
Labor Relations Board	4	4	0	P
Labor Relations Board - Educational	4	3	1	P
Law Enforcement Training and Standards Board	4	3	1	O
Lottery	2	4	-2	C
Military Affairs	4	4	0	P
Natural Resources	3	4	-1	I
Office of Executive Inspector General	4	3	1	P
Pollution Control Board	4	4	0	P
Prisoner Review Board	2	3	-1	C
Procurement Policy Board	4	4	0	P
Property Tax Appeal Board	4	4	0	P

<b>BILINGUAL NEED v. BILINGUAL PROFICIENCY</b>				
<b>Agency</b>	<b>Overall Need Tier</b>	<b>Overall Proficiency Tier</b>	<b>Need - Proficiency Gap</b>	<b>BNBP MATRIX</b>
Public Health	2	3	-1	C
Racing Board	4	4	0	J
Revenue	2	4	-2	E
State Fire Marshal	4	3	1	P
State Police	4	3	1	P
State Police Merit Board	4	4	0	P
State Retirement Systems	4	3	1	P
Transportation	4	3	1	P
Veterans Affairs	3	4	-1	F
Workers Compensation Commission	3	4	-1	I

#### **D. Recommendations**

The primary area of improvement for all agencies is in tracking bilingual interactions. As indicated above, the survey results are contingent on the accuracy of the data provided. Moreover, to have accurate inter-agency comparisons, consistent recording is required. In addition to tracking, agencies translating their communication, in physical form and online, into the most frequently encountered languages will provide significantly greater access to the 10% of Illinois residents with limited English proficiency.

## **II. METHODOLOGY**

### **A. Overview**

The primary objective of administering this Bilingual Needs and Bilingual Pay (BNBP) Survey was to compare Illinois' need for bilingual services against its proficiency in meeting the need. Each year, CMS sends State agencies a survey to gather data and information regarding the bilingual interactions State agencies encountered during the previous fiscal year along with their proficiency to address their service population's bilingual need.

### **B. Survey Administration**

For ease of use and distribution, the survey was disseminated online via Survey Money. The survey was administered to 51 agencies across different service areas in the state. The 50 agencies that responded reported various levels of public interaction, bilingual staffing, and methods of notifying the public that bilingual services were available.

This year, CMS supplemented its prior surveys with additional questions designed to obtain further information regarding bilingual needs and bilingual proficiency. Given that some of the additional questions sought data that had not been previously required, CMS assured agencies

they could estimate their responses yet should implement tracking mechanisms by January 1, 2018 to collect the data necessary to enable full and complete responses for the 2019 BNPB survey.<sup>4</sup>

The 2017 BNPB Survey was administered to 51 State agencies through Survey Monkey from November 15, 2017 through November 30, 2017. Some agencies that were not required to respond because they are not subject to the Personnel Code participated voluntarily. Agencies requesting extensions were given until December 8, 2017. All but one agency submitted a survey response.

The agency representatives who completed the BNPB Survey self-reported their agency's data and certified (a) the accuracy of their survey responses to the best of their knowledge after reasonable investigation, and (b) that the agency head reviewed and approved the survey responses before submission.

CMS reviewed and analyzed the agencies' survey responses and created this 2017 Bilingual Needs and Bilingual Pay Report, which it will submit to the General Assembly and make public by January 1, 2018.

### **C. Need Defined**

In developing this survey CMS elected to choose four criteria to evaluate the bilingual need to be addressed by each agency. In doing so, CMS sought to gather data on the size and scope of interactions with the public that required bilingual services. As such, CMS elected to gather data on: (1) the volume of interactions with each agency, to better understand the amount of demands put on each agency; (2) the duration of the interactions with each agency, to better understand the amount of resources required for each agency; (3) the frequency of the interactions with each agency, to better understand the regularity of demands being put on each agency; and (4) the proportion of interactions requiring in-depth assistance, to better understand the scope of services provided and nature of bilingual needs.

### **D. Quantifying Agencies' Bilingual Need Through Four Metrics**

#### **1. Volume of Bilingual Interactions**

This first Bilingual Needs Metric is based on agencies' reported number of bilingual interactions encountered during fiscal year 2017. CMS ranked agencies' reported number of bilingual interactions during fiscal year 2017 and divided the results into quartiles around the median. Below are the parameters for each Bilingual Need Tier in the first Bilingual Need Metric.

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<sup>4</sup> Tracking mechanisms in place by January 1, 2018 will only capture data for the second half of the 2018 fiscal year, (i.e., January 1<sup>st</sup> through June 30<sup>th</sup> of 2018). Fiscal year 2019 will be the first full year agencies accurately and thoroughly count bilingual interactions using a formal tracking mechanism.

<i>Volume of Bilingual Interactions</i>		
<i>Tier</i>	<i>Bilingual Need</i>	<i>Criteria</i>
1	High	Top Quartile: 60+ bilingual interactions
2	Medium	Second Quartile: 41-60 bilingual interactions
3	Low	Third Quartile: 21-40 bilingual interactions
4	Minimal	Fourth Quartile: 0-20 bilingual interactions

## 2. Duration of Bilingual Interactions

This second Bilingual Needs Metric is based on agencies' reported percentage of time staff spent handling bilingual interactions, from 0-15 minutes to longer than a workday. Agencies were ranked according to the length of the average duration of their bilingual interactions. Below are the parameters for each Bilingual Need Tier in the second Bilingual Need Metric.

<i>Duration of Bilingual Interaction</i>		
<i>Tier</i>	<i>Bilingual Need</i>	<i>Criteria</i>
1	High	50% or more of bilingual interactions lasted longer than 15 minutes
2	Medium	20-49% of bilingual interactions lasted longer than 15 minutes
3	Low	1-19% of bilingual interactions lasted longer than 15 minutes
4	Minimal	0% of bilingual interactions lasted longer than 15 minutes

## 3. Frequency of Bilingual Interactions

This third Bilingual Needs Metric is based on agencies' reports regarding whether their bilingual staff handled bilingual interactions daily, weekly, monthly, or yearly. Agencies were ranked according to the proportion of their bilingual interactions that happened on a weekly basis. Below are the parameters for each Bilingual Need Tier in the third Bilingual Need Metric.

<i>Frequency of Bilingual Interaction</i>		
<i>Tier</i>	<i>Bilingual Need</i>	<i>Criteria</i>
1	High	50% or more of bilingual interactions occurred at least weekly
2	Medium	20-49% of bilingual interactions occurred at least weekly
3	Low	1-19% of bilingual interactions occurred at least weekly
4	Minimal	0% of bilingual interactions occurred at least weekly

#### 4. Proportion of Bilingual Interactions Requiring In-depth Assistance

This fourth Bilingual Needs Metric is based on agencies’ reports regarding whether bilingual interactions required in-depth assistance. “In-depth assistance” was defined as “More than a brief written translation (the transference of meaning from text to text), and more than speech translation for the purpose of facilitating dialog; a commitment of extensive time and resources; the simultaneous or consecutive interpretation of complex concepts.” Agencies were ranked according to the number of bilingual interactions requiring in-depth assistance. Below are the parameters for each Bilingual Need Tier in the fourth Bilingual Need Metric.

<i>Proportion of Bilingual Interactions Requiring In-depth Assistance</i>		
<i>Tier</i>	<i>Bilingual Need</i>	<i>Criteria</i>
1	High	50% or more of bilingual interactions required in-depth assistance
2	Medium	20-49% of bilingual interactions required in-depth assistance
3	Low	1-19% of bilingual interactions required in-depth assistance
4	Minimal	0% of bilingual interactions required in-depth assistance

#### **E. Calculating Agencies’ Overall Bilingual Need Tier**

The Bilingual Need/Bilingual Proficiency Matrix requires each agency to fall within one Tier that captures bilingual need, which can then be evaluated against its one Tier for bilingual proficiency. Some agencies fall within different Tiers within the four bilingual need metrics. For example, an agency may have a high bilingual need (Tier 1) for the metric regarding frequency of bilingual interactions but a low bilingual need (Tier 4) for the metric regarding in-depth assistance.

Accordingly, CMS implemented a point system to determine each agency’s overall Tier for bilingual need.

##### 1. CMS’ Point System for Determining Agencies’ Overall Bilingual Need Tier

For each of the four metrics within bilingual need, CMS assigned points as follows: Agencies which fell within Tier 1 (High Need) for a bilingual need metric were assigned 1 point. Agencies which fell within Tier 2 (Medium Need) were assigned 2 points. Agencies which fell within Tier 3 (Low Need) were assigned 3 points. And agencies which fell within Tier 4 (Minimal Need) were assigned four points.

CMS tallied each agency’s four scores for each bilingual need metric to calculate the agency’s overall Bilingual Need Tier. Agencies that received a total score of 4 or fewer points were assigned Tier 1 (High Need). Agencies that received a total score between 5 and 8 points were assigned Tier 2 (Medium Need). Agencies that received a total score between 9 and 11 points were assigned Tier 3 (Low Need). And agencies that received a total score of greater than 11 points were assigned Tier 4 (Minimal Need).

## F. Proficiency Defined

In developing this survey CMS elected to choose four criteria to evaluate the bilingual proficiency of each agency. In doing so, CMS sought to identify objectively measurable criteria which indicated each agencies ability and efforts in meeting the bilingual needs of Illinois residents. As such, CMS elected to gather data on: (1) the ratio of bilingual interactions per bilingual staff member, to better understand the capabilities of each agency in addressing the bilingual needs; (2) whether the agencies subject to the State Services Assurances Act were in compliance, to indicate whether each agency was staffing at levels deemed necessary and appropriate for their agency by the legislature; (3) whether agencies published public notices regarding the availability of bilingual services, to better understand each agency's efforts at public outreach and engagement for bilingual services; and (4) whether, and to what degree, agencies translate their websites and written materials into their most frequently encountered languages, to better understand each agency's efforts to become more accessible to individuals outside of their physical locations.

## G. Quantifying Agencies' Bilingual Proficiency Through Four Metrics

Collection of the bilingual proficiency data required some tailoring due to the variations in how each agency records and reports certain criteria. Specifically, some agencies were not subject to the State Services Assurance Act, and others reported encountering zero bilingual interactions, bilingual staff, or both. As such, some metrics were modified to best represent the abilities and efforts of each agency. The descriptions of each modification is provided below with its respective criteria.

### 1. Bilingual Interactions Per Bilingual Staff Member

This first Bilingual Proficiency Metric is based on agencies' reported number of bilingual interactions encountered during fiscal year 2017 as well as its number of bilingual employees. To determine the agencies' ranking for bilingual interactions per bilingual staff member, CMS used agencies' reported number of bilingual interactions, subtracted the number of bilingual interactions handled by the CMS master contract for language interpretation services, calculated the ratio of bilingual interactions per staff member, and divided the results into quartiles around the median. Below are the parameters for each Bilingual Proficiency Tier in the first Bilingual Proficiency Metric.

<i>Bilingual Interactions Per Bilingual Staff Member</i>		
<i>Tier</i>	<i>Bilingual Proficiency</i>	<i>Criteria</i>
1*	High	1-34 bilingual interactions per bilingual staff member
2	Medium	35-69 bilingual interactions per bilingual staff member
3	Low	70-104 bilingual interactions per bilingual staff member
4	Minimal	105 or more bilingual interactions per bilingual staff member

\* For those agencies which encountered no or minimal bilingual interactions during fiscal year 2017, CMS assigned Tier 1 (High Proficiency).

2. Compliance with the State Services Assurance Act for FY2008

This second Bilingual Proficiency Metric is based on agencies' reports regarding whether they were in or out of compliance with the Act. The State Services Assurance Act for FY2008 requires 10 State agencies to increase and maintain the number of bilingual on-board frontline staff over the levels it maintained on June 30, 2007. Agencies identified in the Act and in compliance with the bilingual staffing requirements were assigned Tier 1 (High Proficiency). Agencies identified in the Act and not in compliance with the bilingual staffing requirements were assigned Tier 4 (Minimal Proficiency). Agencies not identified in the Act were assigned a Tier based on the agency's average of the other three proficiency Tiers. Below are the parameters for each Bilingual Proficiency Tier in the third Bilingual Proficiency metric.

<i>Compliance with State Services Assurance Act for FY2008</i>		
<i>Tier</i>	<i>Bilingual Proficiency</i>	<i>Criteria</i>
1	High	Agency identified in Act and in compliance / Agency not identified in Act: average Tier for remaining metrics
2	Medium	Agency not identified in Act: average Tier for remaining metrics
3	Low	Agency not identified in Act: average Tier for remaining metrics
4	Minimal	Agency identified in Act and not in compliance / Agency not identified in Act: average Tier for remaining metrics

3. Efforts to Inform the Public of Available Bilingual Services Through Posted Notices

A new question on the 2017 BNP Survey sought agencies' efforts to publicize the availability of bilingual services through posted notices. This question was designed to identify how agencies advertise the availability of free bilingual services in order to minimize the risk that limited English populations will avoid the agency on the assumption that they will be unable to communicate effectively with the State (i.e., self-selection out of the agency's service population).

Agencies fell within Tier 1 (High Proficiency) if they reported posting notices of free bilingual services in conspicuous locations and in the most frequently encountered languages. Agencies fell within Tier 2 (Medium Proficiency) if they reported posting notices of free bilingual services in conspicuous locations but not in the most frequently encountered languages. Agencies fell within Tier 3 if they reported posting notices of free bilingual services but not in conspicuous locations. Agencies fell within Tier 4 if they reported they did not post notices of free bilingual services.

Some agencies did not have access to survey questions 21 through 26, which included a question seeking information about notices of bilingual services, since these questions were only available

to agencies which responded that they engaged in routine public contact and/or encountered a language other than English five percent or more of the time during fiscal year 2017.

Those agencies which did not engage in routine public contact or did not encounter a language other than English five percent or more of the time during fiscal year 2017 were assigned Tiers for this third Bilingual Proficiency Metric as follows: (a) if they employed bilingual staff they were assigned Tier 3 (Low Proficiency) on the assumption that they posted notices, and (b) if they did not employ bilingual staff they were assigned Tier 4 (Minimal Proficiency) on the assumption that they did not post notices for a service they were unable to provide.

Below are the parameters for each Bilingual Proficiency Tier in the third Bilingual Proficiency metric.

<i>Efforts to Inform the Public of Available Bilingual Services Through Posted Notices</i>		
<i>Tier</i>	<i>Bilingual Proficiency</i>	<i>Criteria</i>
1	High	Agency posts notices of free bilingual services in conspicuous locations and in its most frequently encountered languages
2	Medium	Agency posts notices of free bilingual services in conspicuous locations but not in its most frequently encountered languages
3	Low	Agency posts notices of free bilingual services but not in conspicuous locations
4	Minimal	Agency does not post notices of free bilingual services

#### 4. Efforts to Inform the Public of Available Bilingual Services Through Website

Another new question on the 2017 BBNP Survey sought agencies' efforts to publicize the availability of bilingual services through its website. As with the third metric, this question was also designed to identify how agencies advertise the availability of free bilingual services in order to minimize the risk that limited English populations will avoid the agency on the assumption that they will be unable to communicate effectively with the State (i.e., self-selection out of the agency's service population). Agencies' efforts to inform the public of the availability of free bilingual services were ranked. Below are the parameters for each Bilingual Proficiency Tier in the fourth Bilingual Proficiency Metric.

<i>Efforts to Inform the Public of Available Bilingual Services Through Website</i>		
<i>Tier</i>	<i>Bilingual Proficiency</i>	<i>Criteria</i>
1	High	Agency translates its website into its most frequently encountered languages
2	Medium	Agency translates at least part of its website into its most frequently encountered languages
3	Low	Agency does not translate its website but posts documents that are translated into its most frequently encountered languages
4	Minimal	Agency does not translate its website or post translated documents

## **H. Calculating Agencies' Overall Bilingual Proficiency Tier**

The Bilingual Need/Bilingual Proficiency Matrix requires each agency to fall within one Tier that captures bilingual proficiency, which can then be evaluated against its one Tier for bilingual proficiency. Some agencies fall within different Bilingual Proficiency Tiers for the four Bilingual Proficiency Metrics. For example, an agency may have a high bilingual proficiency (Tier 1) for the metric regarding the number of bilingual interactions per bilingual staff member but a low bilingual proficiency for posting conspicuously located notices regarding the availability of free bilingual services in the languages of its service population.

Accordingly, CMS implemented a point system to determine each agency's overall Tier for bilingual proficiency.

### **1. CMS' Point System for Determining Agencies' Overall Bilingual Proficiency Tier**

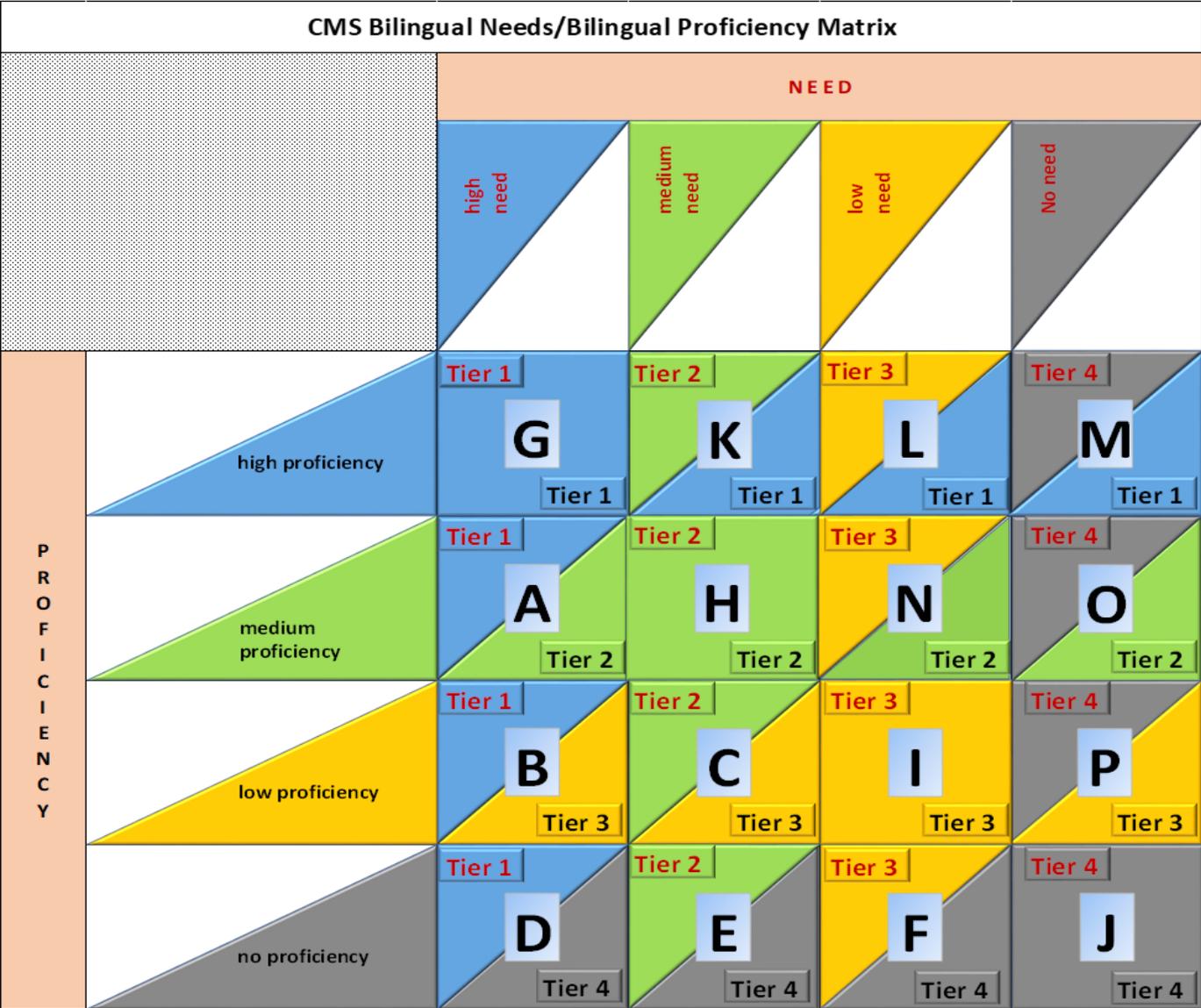
For each of the four metrics within bilingual proficiency, CMS assigned points as follows: Agencies which fell within Tier 1 (High Proficiency) for a bilingual proficiency metric were assigned 1 point. Agencies which fell within Tier 2 (Medium Proficiency) were assigned 2 points. Agencies which fell within Tier 3 (Low Proficiency) were assigned 3 points. And agencies which fell within Tier 4 (No Proficiency) were assigned four points.

CMS then tallied the total of the agency's four scores for each of the four bilingual proficiency metrics and assigned Tiers. Agencies that received a total score of 4 or fewer points were assigned Tier 1 (High Proficiency). Agencies that received a total score between 5 and 8 points were assigned Tier 2 (Medium Need Proficiency Agencies that received a total score between 9 and 11 points were assigned Tier 3 (Low Proficiency). And agencies that received a total score of greater than 11 points were assigned Tier 4 (Minimal Proficiency).

## **I. CMS Bilingual Need/Bilingual Proficiency Matrix**

CMS' Bilingual Need/Bilingual Proficiency Matrix creates a landscape upon which all agencies surveyed can be equitably compared. The matrix reconciles each agency's overall Tier, based on the score for bilingual need, and does the same for bilingual proficiency. Thereafter, each agency's tiers are combined to identify if there is any difference between their need and proficiency. It is important to note that the matrix is data-dependent and therefore its accuracy is contingent on the survey responses provided. As CMS and State agencies grow their abilities to request and report the best data available, the value of the matrix will correspondingly increase. The matrix provided below represents all 16 potential outcomes from reconciling each agency's tier of need and proficiency. The letters associated with each potential outcome are provided for ease of comparison and navigation.

CMS' Bilingual Need/Bilingual Proficiency Matrix matches an agency's Bilingual Need Tier with its Bilingual Proficiency Tier and yields a letter code that quantifiably establishes the extent to which an agency's bilingual proficiency meets, exceeds, or does not meet bilingual need.



**III. RESULTS**

**A. Results Are Data-Dependent and Current Data Set Is Incomplete**

The usefulness of the Bilingual Need/Bilingual Proficiency Matrix is dependent upon accurate and thorough data. Some agencies have not yet implemented a system to track in real time all of the languages it encounters, but have been asked to create such systems by January 1, 2018. Moreover, CMS added questions to the 2017 BNP Survey requesting previously unrequested data, and allowed agencies to estimate data that had not been aware they should track. Finally, agencies were not introduced to CMS’ recently developed Bilingual Need/Bilingual Proficiency Matrix before completing the BNP Survey.

CMS plans to revise the BNPB Survey to clarify ambiguities and reduce the number of agencies which cannot respond to certain questions. The goal is for the 2019 BNPB Report to be based on more robust and precise data.

For more detailed Results, see the Appendix.

## B. NEED

The agency responses were aggregated across each of the four vectors to determine an overall tier score for their bilingual need. This is a key area where routine tracking and reporting is critical. Survey results indicate that nearly half of all agencies reported minimal need. This result was unexpected and indicates either a deficiency in tracking or a significant lack of engagement with the Illinois residents who are not proficient in English. Improvements in tracking in the future will help determine whether the potential lack of engagement exists.

The distribution of agencies need across the identified tiers is as follows:

BILINGUAL NEED				
HIGH	MEDIUM	LOW	MINIMAL	TOTAL
4	16	7	23	50
8%	32%	14%	46%	

### 1. High Need

Agency survey results, when aggregated across the four vectors (Volume of Interactions, Duration of Interactions, Frequency of Interactions, and Proportion of In-depth Interactions) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as high need based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL NEED						
Agency	Volume of interactions	Duration of interactions	Frequency of interactions	In-depth interactions	Total points	Overall Tier
Aging	1	1	1	1	4	1
Children and Family Services	1	1	1	1	4	1
Commerce and Economic Opportunity	1	1	1	1	4	1
Illinois Commerce Commission	1	1	1	1	4	1

## 2. Medium Need

Agency survey results, when aggregated across the four vectors (Volume of Interactions, Duration of Interactions, Frequency of Interactions, and Proportion of In-depth Interactions) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as medium need based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL NEED						
Agency	Volume of interactions	Duration of interactions	Frequency of interactions	In-depth interactions	Total points	Overall Tier
Agriculture	1	1	1	2	5	2
Central Management Services	1	2	1	1	5	2
Corrections	1	1	1	2	5	2
Employment Security	1	2	1	1	5	2
Financial and Professional Regulation	1	2	1	2	6	2
Healthcare and Family Services	1	2	1	2	6	2
Human Rights Commission	1	2	1	4	8	2
Human Rights Department	1	2	1	2	6	2
Human Services	1	2	1	2	6	2
Insurance	1	2	1	3	7	2
Juvenile Justice	1	1	1	2	5	2
Labor Department	1	1	1	3	6	2
Lottery	1	2	1	2	6	2
Prisoner Review Board	1	1	2	1	5	2
Public Health	1	3	1	1	6	2
Revenue	1	3	1	1	6	2

## 3. Low Need

Agency survey results, when aggregated across the four vectors (Volume of Interactions, Duration of Interactions, Frequency of Interactions, and Proportion of In-depth Interactions) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as low need based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL NEED						
Agency	Volume of interactions	Duration of interactions	Frequency of interactions	In-depth interactions	Total points	Overall Tier
Environmental Protection Agency	2	4	1	2	9	3
Gaming Board	4	3	1	3	11	3
Guardianship and Advocacy Commission	3	1	2	3	9	3
Historic Preservation	4	1	4	1	10	3
Natural Resources	1	3	1	4	9	3
Veterans Affairs	1	2	4	3	10	3
Workers Compensation Commission	1	3	1	4	9	3

#### 4. Minimal Need

Agency survey results, when aggregated across the four vectors (Volume of Interactions, Duration of Interactions, Frequency of Interactions, and Proportion of In-depth Interactions) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as minimal need based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL NEED						
Agency	Volume of interactions	Duration of interactions	Frequency of interactions	In-depth interactions	Total points	Overall Tier
Arts Council	4	4	4	3	15	4
Capital Development Board	4	4	4	4	16	4
Civil Service Commission	4	4	4	4	16	4
Criminal Justice Information Authority	4	4	4	4	16	4
Deaf and Hard of Hearing Commission	4	4	4	4	16	4
Emergency Management Agency	4	4	4	4	16	4
Executive Ethics Commission	4	4	4	4	16	4
Innovation and Technology	4	3	4	4	15	4
Investment Board	4	4	4	4	16	4

<b>BILINGUAL NEED</b>						
<b>Agency</b>	<b>Volume of interactions</b>	<b>Duration of interactions</b>	<b>Frequency of interactions</b>	<b>In-depth interactions</b>	<b>Total points</b>	<b>Overall Tier</b>
Labor Relations Board	4	4	4	4	16	4
Labor Relations Board - Educational	4	4	4	4	16	4
Law Enforcement Training and Standards Board	4	4	4	4	16	4
Military Affairs	4	4	4	4	16	4
Office of Executive Inspector General	3	2	4	3	12	4
Pollution Control Board	4	4	4	4	16	4
Procurement Policy Board	4	4	4	4	16	4
Property Tax Appeal Board	4	4	4	4	16	4
Racing Board	4	4	4	4	16	4
State Fire Marshal	3	3	4	4	14	4
State Police	4	3	4	4	15	4
State Police Merit Board	4	4	4	4	16	4
State Retirement Systems	4	4	4	4	16	4
Transportation	2	3	4	4	13	4

### **C. PROFICIENCY**

The agency responses were aggregated across each of the four vectors to determine an overall tier score for their bilingual proficiency. The survey results indicate that zero agencies scored a high proficiency rating, and over 50% of agencies scored minimal proficiency. The distribution of agencies need across the identified tiers is as follows:

<b>BILINGUAL PROFICIENCY</b>				
<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>	<b>MINIMAL</b>	<b>TOTAL</b>
0	2	20	28	50
0%	4%	40%	56%	

1. Medium Proficiency\* (Zero agencies scored high proficiency)

Agency survey results, when aggregated across the four vectors (Interactions per Bilingual Employee, Compliance with the State Services Assurance Act, Publication of Notices of Available Bilingual Services, and Website and Document Translation) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as medium proficiency based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL PROFICIENCY						
Agency	Interactions per Employee	SSAA Compliance	Notices	Website / Documents	Total Points	Overall Tier
Children and Family Services	1	4	1	2	8	2
Employment Security	2	1	1	1	5	2

2. Low Proficiency

Agency survey results, when aggregated across the four vectors (Interactions per Bilingual Employee, Compliance with the State Services Assurance Act, Publication of Notices of Available Bilingual Services, and Website and Document Translation) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as low proficiency based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL PROFICIENCY						
Agency	Interactions per EE	SSAA Compliance	Notices	Website / Documents	Total Points	Overall Tier
Agriculture	2	3	2	4	11	3
Arts Council	1	3	3	4	11	3
Capital Development Board	1	3	3	4	11	3
Corrections	1	1	3	4	9	3
Criminal Justice Information Authority	1	2	2	4	9	3
Deaf and Hard of Hearing Commission	1	2	2	4	9	3
Gaming Board	1	3	3	4	11	3
Historic Preservation	1	3	3	4	11	3
Human Rights Department	3	2	1	3	9	3

BILINGUAL PROFICIENCY						
Agency	Interactions per EE	SSAA Compliance	Notices	Website / Documents	Total Points	Overall Tier
Human Services	4	4	1	2	11	3
Labor Department	2	3	3	3	11	3
Labor Relations Board - Educational	1	3	3	4	11	3
Law Enforcement Training and Standards Board	1	2	3	3	9	3
Office of Executive Inspector General	1	3	3	4	11	3
Prisoner Review Board	1	3	3	4	11	3
Public Health	4	1	1	3	9	3
State Fire Marshal	1	3	3	4	11	3
State Police	1	4	1	4	10	3
State Retirement Systems	1	3	3	4	11	3
Transportation	1	3	3	4	11	3

### 3. Minimal Proficiency

Agency survey results, when aggregated across the four vectors (Interactions per Bilingual Employee, Compliance with the State Services Assurance Act, Publication of Notices of Available Bilingual Services, and Website and Document Translation) resulting in them being placed into either a High, Medium, Low, or Minimal need ranking. The following agencies are identified as minimal proficiency based on their results. (Recall High =1, Medium =2, Low =3, Minimal =4)

BILINGUAL PROFICIENCY						
Agency	Interactions per EE	SSAA Compliance	Notices	Website / Documents	Total Points	Overall Tier
Aging	4	3	2	4	13	4
Central Management Services	3	3	3	4	13	4
Civil Service Commission	1	3	4	4	12	4
Commerce and Economic Opportunity	3	3	3	4	13	4
Emergency Management Agency	1	3	4	4	12	4

BILINGUAL PROFICIENCY						
Agency	Interactions per EE	SSAA Compliance	Notices	Website / Documents	Total Points	Overall Tier
Environmental Protection Agency	1	4	3	4	12	4
Executive Ethics Commission	1	3	4	4	12	4
Financial and Professional Regulation	4	3	4	1	12	4
Guardianship and Advocacy Commission	1	3	4	4	12	4
Healthcare and Family Services	4	3	1	4	12	4
Human Rights Commission	2	3	4	3	12	4
Illinois Commerce Commission	4	4	3	4	15	4
Innovation and Technology	1	3	4	4	12	4
Insurance	4	3	1	4	12	4
Investment Board	1	3	4	4	12	4
Juvenile Justice	4	1	4	4	13	4
Labor Relations Board	1	3	4	4	12	4
Lottery	4	3	4	2	13	4
Military Affairs	1	3	4	4	12	4
Natural Resources	1	4	3	4	12	4
Pollution Control Board	1	3	4	4	12	4
Procurement Policy Board	1	3	4	4	12	4
Property Tax Appeal Board	1	3	4	4	12	4
Racing Board	1	3	4	4	12	4
Revenue	4	4	3	4	15	4
State Police Merit Board	1	3	4	4	12	4
Veterans Affairs	4	4	4	4	16	4
Workers Compensation Commission	2	3	3	4	12	4

## D. BILINGUAL NEED/BILINGUAL PROFICIENCY MATRIX

As indicated above, the agency responses were calculated and ranked for both their need and proficiency. Thereafter, each agency's need was compared to its proficiency to determine if any difference existed. The results of the survey showed that 48% of agencies' proficiency was at a lower tier than their need. Agencies that met the need, i.e., their proficiency was equal to the need, represented 30% of the respondents, and 11% had a proficiency tier that exceeded their need tier.

In addition to measuring the need/proficiency distribution by agency, CMS also measured the distribution based on the total volume of recorded interactions. This step was taken to determine whether the public's experience with the state, as a whole, was comparably distributed to the agencies. The results were the opposite. Almost 97% of the interactions were with agencies whose proficiency was below the identified need and only .02% of interactions were with an agency whose proficiency exceeded their need. The overall results and distribution are provided below.

Agencies	Need - Proficiency Gap			
	Does Not meet need	Meets Need	Exceeds Need	Total Agencies
	24	15	11	50
	48%	30%	22%	
	Need - Proficiency Gap (Does Not Meet)			
	-3	-2	-1	Total Agencies
	3	8	13	24
	13%	33%	54%	
	Need - Proficiency Gap (Exceeds Need)			
	+1	+2	+3	Total Agencies
11	1	0	11	
100%	9%	0%		

Interactions	Need - Proficiency Gap			
	Does Not Meet Need	Meets Need	Exceeds Need	Total Interactions
	670,363	25,016	114	695,493
	96.39%	3.60%	0.02%	
	Need - Proficiency Gap (Does Not Meet)			
	-3	-2	-1	Total Interactions
	5,538	426,825	238,000	670,363
	1%	64%	36%	
	Need - Proficiency Gap (Exceeds Need)			
	+1	+2	+3	Total Interactions
114	0	0	114	
100%	0%	0%		

### 1. Did Not Meet Need

The Bilingual Need/Bilingual Proficiency Matrix identified the following agencies in which bilingual proficiency does not meet bilingual need: (Recall High =1, Medium =2, Low =3, Minimal =4)

<b>BILINGUAL NEED v. BILINGUAL PROFICIENCY</b>				
<b>Agency</b>	<b>Overall Need Tier</b>	<b>Overall Proficiency Tier</b>	<b>Need - Proficiency Gap</b>	<b>BNBP MATRIX</b>
Aging	1	4	-3	D
Agriculture	2	3	-1	C
Central Management Services	2	4	-2	E
Children and Family Services	1	2	-1	B
Commerce and Economic Opportunity	1	4	-3	D
Corrections	2	3	-1	H
Environmental Protection Agency	3	4	-1	I
Financial and Professional Regulation	2	4	-2	E
Guardianship and Advocacy Commission	3	4	-1	F
Healthcare and Family Services	2	4	-2	E
Human Rights Commission	2	4	-2	C
Human Rights Department	2	3	-1	C
Human Services	2	3	-1	C
Illinois Commerce Commission	1	4	-3	D
Insurance	2	4	-2	E
Juvenile Justice	2	4	-2	C
Labor Department	2	3	-1	C
Lottery	2	4	-2	C
Natural Resources	3	4	-1	I
Prisoner Review Board	2	3	-1	C
Public Health	2	3	-1	C
Revenue	2	4	-2	E
Veterans Affairs	3	4	-1	F
Workers Compensation Commission	3	4	-1	I

## 2. Meets Need

The Bilingual Need/Bilingual Proficiency Matrix identified the following agencies in which bilingual proficiency meets bilingual need: (Recall High =1, Medium =2, Low =3, Minimal =4)

<b>BILINGUAL NEED v. BILINGUAL PROFICIENCY</b>				
<b>Agency</b>	<b>Overall Need Tier</b>	<b>Overall Proficiency Tier</b>	<b>Need - Proficiency Gap</b>	<b>BNBP MATRIX</b>
Civil Service Commission	4	4	0	P
Emergency Management Agency	4	4	0	P
Employment Security	2	2	0	H
Executive Ethics Commission	4	4	0	P
Gaming Board	3	3	0	I
Historic Preservation	3	3	0	I
Innovation and Technology	4	4	0	P
Investment Board	4	4	0	P
Labor Relations Board	4	4	0	P
Military Affairs	4	4	0	P
Pollution Control Board	4	4	0	P
Procurement Policy Board	4	4	0	P
Property Tax Appeal Board	4	4	0	P
Racing Board	4	4	0	J
State Police Merit Board	4	4	0	P

### 3. Exceeds Need

The Bilingual Need/Bilingual Proficiency Matrix identified the following agencies in which bilingual proficiency exceeds bilingual need: (Recall High =1, Medium =2, Low =3, Minimal =4)

<b>BILINGUAL NEED v. BILINGUAL PROFICIENCY</b>				
<b>Agency</b>	<b>Overall Need Tier</b>	<b>Overall Proficiency Tier</b>	<b>Need - Proficiency Gap</b>	<b>BNBP MATRIX</b>
Arts Council	4	3	1	P
Capital Development Board	4	3	1	P
Criminal Justice Information Authority	4	3	1	P
Deaf and Hard of Hearing Commission	4	3	1	P
Labor Relations Board - Educational	4	3	1	p
Law Enforcement Training and Standards Board	4	3	1	P
Office of Executive Inspector General	4	3	1	P

<b>BILINGUAL NEED v. BILINGUAL PROFICIENCY</b>				
<b>Agency</b>	<b>Overall Need Tier</b>	<b>Overall Proficiency Tier</b>	<b>Need - Proficiency Gap</b>	<b>BNBP MATRIX</b>
State Fire Marshal	4	3	1	P
State Police	4	3	1	P
State Retirement Systems	4	3	1	P
Transportation	4	3	1	P

#### **IV. ANALYSIS**

##### **A. Data Verification**

The greatest learning for CMS in compiling and analyzing this information is in the need for the state, as a whole to improve on its data collection and reporting for bilingual needs and bilingual services provided. This is due, in part, to the fact that this year’s survey is significantly more robust than in previous years. As such, there is an adjustment period to collecting additional data. In the interest of providing the best information possible, CMS agreed to accept agencies’ best estimates for their bilingual interaction for this year. However, in the future, agencies should make every effort to track and report their interactions in a regular and systematic way.

##### **B. Need Analysis**

Some of the key learnings from our analysis of areas of need are in the distribution of need across agencies. Specifically, three agencies (Health and Family Services, Human Services, and Employment Security) represent 90% of the bilingual interactions reported for this fiscal year. The fact that the need is concentrated signifies the opportunity for major gains with focused efforts for agencies with a high number of interactions. Moreover, as reporting improves and more best practices are identified and shared, those agencies with high bilingual interactions can begin to be the thought leaders on best ways to serve the population.

Second, the fact that over one third of the agencies surveyed reported zero interactions with bilingual populations warrants further study. As indicated above, this could be due to a deficiency in tracking and reporting. However, of greater concern is the possibility that Illinois residents who are not proficient in English are not participating in the work of important agencies including the Executive Ethics Commission, State Police, Emergency Management, and others.

##### **C. Proficiency Analysis**

The need for improved bilingual proficiency is significant across all agencies surveyed. As indicated above, 96% of agencies surveyed scored in low or minimal proficiency. The 4% of agencies that scored medium proficiency also represent 4% of the interactions reported for this fiscal year. Thus 96% of interactions were with agencies whose proficiency was low or minimal. While 62% of agencies scored in Tier 1 for bilingual interactions per employee, more than half

of those agencies (17 in total) reported zero interactions. Moreover, of the 31 agencies that scored in Tier 1 for this metric only 5 (Children and Family Services, Corrections, Environmental Protection, Natural Resources, and Prisoner Review Board) reported more than 50 interactions for the fiscal year. In total, these agencies who had greater than 50 interactions and Tier 1 interactions per employee represent only 2% of the total interactions reported. As such, resources available for Illinois residents who are not proficient in English is an area that is in significant need for improvement. This is bolstered by the fact that only 40% of those agencies subject to the SSAA were in compliance based on their reported number of bilingual employees. In short, staffing of bilingual employees is a strong area of opportunity to improve proficiency for agencies.

One additional area that warrants further review is in the availability of publications of materials for Illinois residents who are not proficient in English. As indicated above, only 16% (8 agencies) scored in Tier 1 for providing notification of available bilingual services. Of those agencies, only 1, Employment Security, also is ranked in Tier 1 for translating its website into the languages with which it interacts most frequently. Moreover, 80% of the agencies surveyed reported having English-only websites. Had these agencies published their websites and documents beyond English only, the number of agencies who scored Tier 2 (medium) for proficiency would increase 250% and the number of agencies who scored in Tier 4 (minimal) would decrease by 75%. Written communication is one of the primary ways in which Illinois residents interact with state agencies. As such, access to written communication is critical to the service level provided to Illinois residents who are not proficient in English. Therefore, improvements in publication of availability of services and website information is a great opportunity to better serve that population of Illinois residents who are not proficient in English.

#### **D. Matrix (Gap) Analysis**

When compared, the need relative to the proficiency of each agency serves as a metric to compare across agencies with varying areas of service. In review, almost half (48%) of agencies scored with a need score that exceeded their proficiency. Those agencies, however, represent the overwhelming majority of reported interactions at 96%. Thus, the bulk of Illinois residents who are not proficient in English have unmet needs when dealing with the state of Illinois. While this is a matter of significant importance, the areas of opportunity to improve proficiency are well within reach. Almost all (99%) of those agencies and interactions would significantly, if not completely, close their gap between proficiency and need by improving their publications, notices, and online materials. It is worth noting that only 1% of reported interactions were with agencies who scored the maximum deficiency between need and proficiency. Overall, the key takeaway from this matrix is that most agencies have important areas to improve upon, and those improvements should have a striking difference in the experience of Illinois residents who are not proficient in English.

#### **V. CMS RECOMMENDATIONS**

Agencies have made great strides in developing bilingual programs since the first Bilingual Needs and Bilingual Pay Report was published in 2010. As bilingual programs and expectations evolve, CMS offers the following recommendations. In the coming year, CMS plans to assist

agencies in conjunction with the African-American, Hispanic, and Asian-American Employment Plan Advisory Councils by offering strategies to improve their ability to anticipate and meet the bilingual needs of their service populations. CMS recommends that all agencies improve their data collection procedures, conduct periodic self-evaluations using the CMS Bilingual Needs/Bilingual Proficiency Matrix, develop a formal assessment process to determine number of bilingual staff needed to address bilingual service population, evaluate language proficiency assessments, publicize the availability of free bilingual services, make suggestion forms available regarding the agency's bilingual program, and draft written policies regarding the agency's bilingual programs.

CMS recommends that agencies in which bilingual proficiency does not meet bilingual need should additionally consider strengthening their bilingual workforce, beginning or increasing usage of the CMS master contract for telephonic language services, and initiating proactive efforts.

### **A. General Recommendations**

#### **1. Improve Data Collection Procedures**

CMS' data-driven Bilingual Needs/Bilingual Proficiency Matrix renders it essential that State agencies accurately and thoroughly track in real time all of the data requested in the Bilingual Needs and Bilingual Pay Survey. Agencies should track the language, including English, used in each public interaction, including those conducted in person, via telephone, and via email. Currently, many agencies estimate some or all this data. None of the agencies report tracking English interactions, which enables the calculation of the proportion of each language encountered to the entire pool of languages.

CMS recommends that appropriate agency personnel (e.g., EEO Officer, Human Resources staff, Bilingual Needs Committee members) collect agency data directly from those using bilingual skills on a monthly basis, and maintain a master spreadsheet with the data and totals broken down by month and year. In the future, agencies will be asked to submit these spreadsheets with their responses to CMS' annual BNPB Survey.

#### **2. Conduct Periodic Self-Evaluations Using the CMS Bilingual Needs/Bilingual Proficiency Matrix**

Agencies are advised to use the methodology explained in this BNPB Report as a tool to enable self-evaluations throughout the year to continuously measure their bilingual proficiency performance and modify their programs accordingly.

#### **3. Develop a Formal Assessment Process to Determine Number of Bilingual Staff Needed to Address Bilingual Service Population**

Agencies that have not already done so, should develop a formal assessment process to determine the appropriate number of bilingual staff necessary to address the agency's bilingual service population.

Agencies may find it helpful to use a formula similar to that used by the State of California which calculates the proportion of government encounters in a particular language at each facility and requires a corresponding proportion of bilingual staff in that language at that facility.

Agencies are also encouraged to consider census data regarding the limited English population of the agency's service population, including geographic region and those directly impacted by the agency's function.

#### 4. Evaluate Language Proficiency Assessments

Illinois law requires agencies to ensure bilingual employees possess appropriate bilingual capabilities to serve the significant numbers of people with limited English proficiency. Agencies should review their language proficiency assessments to ensure they are sufficiently robust and (a) can identify fluency, (b) are closely related to the job duties for the position, and (c) include common industry terms.

#### 5. Publicize the Availability of Free Bilingual Services

Agencies should publicize the availability of free bilingual services by posting notices in conspicuous locations and in the languages most commonly encountered, translating the most important and most visited portions of their websites into the languages most commonly encountered, and translating their most important and most disseminated written materials into the languages most commonly encountered.

#### 6. Make Suggestion Forms Available Regarding the Agency's Bilingual Program

If agencies develop suggestion forms and make them available to the public, the contributions could serve useful for raising previously unanticipated issues with the potential to improve State government.

#### 7. Draft Written Policies Regarding the Agency's Bilingual Programs

CMS recommends that agencies draft written policies regarding their bilingual programs, including the agency's formal assessment process for determining the number of bilingual staff needed to meet its service population's bilingual needs; the agency's language proficiency evaluations for bilingual job candidates; the agency's mechanism for tracking bilingual language interactions; and which government services, websites, and written materials will be offered in languages other than English, at a minimum.

## **B. Recommendations for State Agencies in Which Bilingual Proficiency Does Not Meet Bilingual Need**

Agencies may find that by implementing the General Recommendations above, they reduce or eliminate the gap between their bilingual proficiency and bilingual need. In addition, implementing the following recommendations may prove helpful.

1. Strengthen the Bilingual Workforce
  - a. Increase the number of bilingual staff to relieve the volume of bilingual transactions they handle
  - b. Raise employment budget allocation for bilingual employees to include recruitment and retention in addition to the bilingual pay supplement
  - c. Provide training for all staff members whose job duties impact the agency's bilingual needs program, including those involved in creating or modifying job descriptions to include, add, or eliminate a bilingual designation; those involved in recruiting, interviewing, and hiring bilingual employees; and frontline employees with direct public contact
  - d. Solicit and review voluntary feedback from current and departing bilingual employees regarding their perspective about the State's and agency's bilingual program and their work environments
2. Begin or increase usage of the CMS master contract for telephonic language services
3. Initiate Proactive Efforts
  - a. Form a committee tasked with monitoring and enhancing the agency's bilingual program
  - b. Encourage employees whose duties impact the agency's bilingual workforce (e.g., Diversity, Human Resources, Affirmative Action staff) to attend meetings of the Hispanic, African-American, and Asian-American Employment Plan Advisory Councils to seek guidance and learn best practices

In the coming year, CMS plans to assist agencies in conjunction with the African-American, Hispanic, and Asian-American Employment Plan Advisory Councils by offering strategies to improve their ability to anticipate and meet the bilingual needs of their service populations.

## **VI. BEST PRACTICES**

CMS did not solicit best practices from agencies in the 2017 BNPB Survey. Therefore, these best practices do not fully capture agencies' efforts to positively impact their bilingual programs.

### **A. Careful Tracking of Bilingual Interactions**

Agencies including the Department of Revenue, the Illinois Commerce Commission, and the Guardianship and Advocacy Commission use computer software to track bilingual interactions.

## **B. Utilizing Other Translation Resources**

Some agencies have gone beyond the CMS master contract for language services and supplemented their proficiency via external translation resources, including Children and Family Services, the Department of Employment Security, the Department of Human Rights, Human Services, and the Office of the Executive Inspector General.

## **C. Bilingual Programs**

Agency representatives were asked what they liked best about their bilingual programs. Responses highlighted:

- leveraging data to inform decision making (Guardianship and Advocacy Commission)
- gathering data from a wide variety of sources for a more accurate assessment (Employment Security)
- considering census data regarding the agency's service population (Children and Family Services)
- participating in a pilot program to increase bilingual staff (Corrections)
- focusing on work location rather than the entire agency so bilingual efforts are tailored to the needs of the local rather than statewide population (Human Services)
- proactively reviewing job descriptions for opportunities to include a bilingual designation (Public Health)
- strong communication among agency staff at all levels (Agriculture, Commerce and Economic Opportunity, Natural Resources, Workers Compensation Commission, State Fire Marshal),
- valuing bilingual employees and equal access to people with limited English proficiency (Deaf and Hard of Hearing Commission)
- flexibility (Aging)
- fairness and consistency (Insurance)

## **D. Publicizing the Availability of Bilingual Services**

Many agencies post notices of the availability of bilingual services in conspicuous locations and in the languages most frequently encountered, including Children and Family Services, Employment Security, Healthcare and Family Services, Department of Human Rights, Human Services, Public Health, and the State Police.

CMS applauds agencies' efforts to translate portions of their websites (Children and Family Services, Employment Security, Financial and Professional Regulation, Historic Preservation, Human Services, Lottery, Public Health), and/or documents posted on their websites (Children and Family Services, Department of Human Rights, Department of Labor, Public Health).

## **E. Proactive Approaches**

The Department of Revenue holds quarterly staff meetings to review and contemplate improvements to the agency's bilingual program, maintains active relationships with community organizations to understand the bilingual needs of various communities and ascertain and how

can best serve them, and strives to provide multiple language options at each of its frontline facilities.

## **VII. CMS CONTACT**

We invite anyone with questions, suggestions, concerns, or other comments to contact the Deputy Director of Diversity and Inclusion for CMS at [Lisa.g.williams@illinois.gov](mailto:Lisa.g.williams@illinois.gov) or (312) 814-8213.



**I. RESULTS**

**A. Quantifying Agencies' Bilingual Need Through Four Metrics**

1. Volume of Bilingual Interactions

*Tier 1 (High Need): Top quartile.....60+ bilingual interactions*

<b>Agency</b>	<b># Bilingual Interactions</b>
Healthcare and Family Services	396,642
Human Services	203,496
Employment Security	24,971
Public Health	17,579
Revenue	16,907
Corrections	9,927
Lottery	7,324
Aging	4,199
Human Rights Department	2,746
Insurance	2,716
Children and Family Services	2,473
Financial and Professional Regulation	1,700
Commerce and Economic Opportunity	774
Juvenile Justice	764
Labor Department	620
Central Management Services	572
Illinois Commerce Commission	565
Prisoner Review Board	500
Human Rights Commission	200
Workers Compensation Commission	185
Natural Resources	175
Veterans Affairs	150
Agriculture	60

*Tier 2 (Medium Need): Second quartile .....41-60 bilingual interactions*

<b>Agency</b>	<b># Bilingual Interactions</b>
Transportation	50
Environmental Protection Agency	59

*Tier 3 (Low Need): Third quartile .....21-40 bilingual interactions*

<b>Agency</b>	<b># Bilingual Interactions</b>
Guardianship and Advocacy Commission	30
Office of Executive Inspector General	30
State Fire Marshal	29

*Tier 4 (Minimal Need): Fourth quartile .....0-20 bilingual interactions*

<b>Agency</b>	<b># Bilingual Interactions</b>
Gaming Board	20
Historic Preservation	15
Innovation and Technology	10
Arts Council	3
Labor Relations Board - Educational	2
Capital Development Board	0
Civil Service Commission	0
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Emergency Management Agency	0
Executive Ethics Commission	0
Investment Board	0
Labor Relations Board	0
Law Enforcement Training and Standards Board	0
Military Affairs	0
Pollution Control Board	0
Procurement Policy Board	0
Property Tax Appeal Board	0
Racing Board	0
State Police	0
State Police Merit Board	0
State Retirement Systems	0

**b. Duration of Bilingual Interactions**

*Tier 1 (High Need):.....50% or more of Bilingual Interactions Lasted Longer Than 15 Minutes*

<b>Agency</b>	<b>50% or more last longer than 15 minutes</b>
Children and Family Services	100
Juvenile Justice	100
Historic Preservation	100

<b>Agency</b>	<b>50% or more last longer than 15 minutes</b>
Aging	90
Guardianship and Advocacy Commission	90
Corrections	65
Prisoner Review Board	65
Commerce and Economic Opportunity	63
Labor Department	50
Illinois Commerce Commission	50
Agriculture	50

*Tier 2 (Medium Need):.....20-49% of Bilingual Interactions Lasted Longer Than 15 Minutes*

<b>Agency</b>	<b>20 to 49% last longer than 15 minutes</b>
Healthcare and Family Services	49
Central Management Services	46
Insurance	40
Veterans Affairs	40
Financial and Professional Regulation	35
Human Rights Department	31
Employment Security	30
Human Services	25
Lottery	23
Human Rights Commission	20
Office of Executive Inspector General	20

*Tier 3 (Low Need):.....1-19% of Bilingual Interactions Lasted Longer Than 15 Minutes*

<b>Agency</b>	<b>1-19% last longer than 15 minutes</b>
Public Health	10
State Fire Marshal	10
Gaming Board	10
Innovation and Technology	10
Revenue	7
Natural Resources	5
State Police	10
Transportation	5
Workers Compensation Commission	3

*Tier 4 (Minimal Need): ....0% of Bilingual Interactions Lasted Longer Than 15 Minutes*

<b>Agency</b>	<b>0% last longer than 15 minutes</b>
Arts Council	0
Capital Development Board	0
Civil Service Commission	0
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Emergency Management Agency	0
Environmental Protection Agency	0
Executive Ethics Commission	0
Investment Board	0
Labor Relations Board	0
Labor Relations Board - Educational	0
Law Enforcement Training and Standards Board	0
Military Affairs	0
Pollution Control Board	0
Procurement Policy Board	0
Property Tax Appeal Board	0
Racing Board	0
State Police Merit Board	0
State Retirement Systems	0

c. Frequency of Bilingual Interactions

*Tier 1 (High Need):.....50% or more of bilingual interactions occurred at least weekly*

<b>Agency</b>	<b>50% or more occur at least weekly</b>
Lottery	100
Aging	100
Insurance	100
Children and Family Services	100
Juvenile Justice	100
Labor Department	100
Central Management Services	100
Illinois Commerce Commission	100
Workers Compensation Commission	100
Agriculture	100
Environmental Protection Agency	100
Public Health	99
Employment Security	98
Healthcare and Family Services	92

<b>Agency</b>	<b>50% or more occur at least weekly</b>
Corrections	90
Financial and Professional Regulation	90
Human Rights Commission	90
Human Rights Department	88
Revenue	83
Human Services	67
Commerce and Economic Opportunity	53
Natural Resources	50
Gaming Board	50

*Tier 2 (Medium Need):.....20-49% of bilingual interactions occurred at least weekly*

<b>Agency</b>	<b>20-49% occur at least weekly</b>
Prisoner Review Board	40
Guardianship and Advocacy Commission	25

*Tier 3 (Low Need):.....1-19% of bilingual interactions occurred at least weekly*

No agencies fell within Tier 3.

*Tier 4 (Minimal Need): ....0% of bilingual interactions occurred at least weekly*

<b>Agency</b>	<b>0% occur at least weekly</b>
Veterans Affairs	0
Transportation	0
Office of Executive Inspector General	0
State Fire Marshal	0
Historic Preservation	0
Innovation and Technology	0
Arts Council	0
Labor Relations Board - Educational	0
Capital Development Board	0
Civil Service Commission	0
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Emergency Management Agency	0
Executive Ethics Commission	0
Investment Board	0
Labor Relations Board	0
Law Enforcement Training and Standards Board	0

<b>Agency</b>	<b>0% occur at least weekly</b>
Military Affairs	0
Pollution Control Board	0
Procurement Policy Board	0
Property Tax Appeal Board	0
Racing Board	0
State Police	0
State Police Merit Board	0
State Retirement Systems	0

d. Bilingual Interactions Requiring In-depth Assistance

*Tier 1 (High Need):.....50% or more of Bilingual Interactions Required In-depth Assistance*

<b>Agency</b>	<b>50% or more require in-depth assistance</b>
Employment Security	100
Revenue	100
Children and Family Services	100
Illinois Commerce Commission	100
Historic Preservation	100
Aging	75
Prisoner Review Board	75
Public Health	73
Central Management Services	60
Commerce and Economic Opportunity	53

*Tier 2 (Medium Need):.....20-49% of Bilingual Interactions Required In-depth Assistance*

<b>Agency</b>	<b>20-49% require in-depth assistance</b>
Healthcare and Family Services	38
Corrections	35
Human Rights Department	35
Financial and Professional Regulation	30
Lottery	27
Human Services	25
Agriculture	25
Juvenile Justice	20
Environmental Protection Agency	20

*Tier 3 (Low Need):.....1-19% of Bilingual Interactions Required In-depth Assistance*

<b>Agency</b>	<b>1-19% require in-depth assistance</b>
Insurance	10
Veterans Affairs	10
Office of Executive Inspector General	10
Gaming Board	10
Labor Department	1
Guardianship and Advocacy Commission	1
Arts Council	1

*Tier 4 (Minimal Need): ....0% of Bilingual Interactions Required In-depth Assistance*

<b>Agency</b>	<b>0% require in-depth assistance</b>
Human Rights Commission	0
Workers Compensation Commission	0
Natural Resources	0
Transportation	0
State Fire Marshal	0
Innovation and Technology	0
Labor Relations Board - Educational	0
Capital Development Board	0
Civil Service Commission	0
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Emergency Management Agency	0
Executive Ethics Commission	0
Investment Board	0
Labor Relations Board	0
Law Enforcement Training and Standards Board	0
Military Affairs	0
Pollution Control Board	0
Procurement Policy Board	0
Property Tax Appeal Board	0
Racing Board	0
State Police	0
State Police Merit Board	0
State Retirement Systems	0

### **B. Calculating Agencies' Overall Bilingual Need Tier**

Below is a chart of the agencies' scores using the point system to calculate each agency's overall Tier for bilingual need.

<b>BILINGUAL NEED</b>						
<b>Agency</b>	<b>Volume of interactions</b>	<b>Duration of interactions</b>	<b>Frequency of interactions</b>	<b>In-depth interactions</b>	<b>Overall Tier</b>	<b>Total points</b>
Aging	1	1	1	1	<b>1</b>	4
Agriculture	1	1	1	2	<b>2</b>	5
Arts Council	4	4	4	3	<b>4</b>	15
Capital Development Board	4	4	4	4	<b>4</b>	16
Central Management Services	1	2	1	1	<b>2</b>	5
Children and Family Services	1	1	1	1	<b>1</b>	4
Civil Service Commission	4	4	4	4	<b>4</b>	16
Commerce and Economic Opportunity	1	1	1	1	<b>1</b>	4
Corrections	1	1	1	2	<b>2</b>	5
Criminal Justice Information Authority	4	4	4	4	<b>4</b>	16
Deaf and Hard of Hearing Commission	4	4	4	4	<b>4</b>	16
Emergency Management Agency	4	4	4	4	<b>4</b>	16
Employment Security	1	2	1	1	<b>2</b>	5
Environmental Protection Agency	2	4	1	2	<b>3</b>	9
Executive Ethics Commission	4	4	4	4	<b>4</b>	16
Financial and Professional Regulation	1	2	1	2	<b>2</b>	6
Gaming Board	4	3	1	3	<b>3</b>	11

<b>BILINGUAL NEED</b>						
<b>Agency</b>	<b>Volume of interactions</b>	<b>Duration of interactions</b>	<b>Frequency of interactions</b>	<b>In-depth interactions</b>	<b>Overall Tier</b>	<b>Total points</b>
Guardianship and Advocacy Commission	3	1	2	3	<b>3</b>	9
Healthcare and Family Services	1	2	1	2	<b>2</b>	6
Historic Preservation	4	1	4	1	<b>3</b>	10
Human Rights Commission	1	2	1	4	<b>2</b>	8
Human Rights Department	1	2	1	2	<b>2</b>	6
Human Services	1	2	1	2	<b>2</b>	6
Illinois Commerce Commission	1	1	1	1	<b>1</b>	4
Innovation and Technology	4	3	4	4	<b>4</b>	15
Insurance	1	2	1	3	<b>2</b>	7
Investment Board	4	4	4	4	<b>4</b>	16
Juvenile Justice	1	1	1	2	<b>2</b>	5
Labor Department	1	1	1	3	<b>2</b>	6
Labor Relations Board	4	4	4	4	<b>4</b>	16
Labor Relations Board - Educational	4	4	4	4	<b>4</b>	16
Law Enforcement Training and Standards Board	4	4	4	4	<b>4</b>	16
Lottery	1	2	1	2	<b>2</b>	6
Military Affairs	4	4	4	4	<b>4</b>	16
Natural Resources	1	3	1	4	<b>3</b>	9
Office of Executive Inspector	3	2	4	3	<b>4</b>	12

<b>BILINGUAL NEED</b>						
<b>Agency</b>	<b>Volume of interactions</b>	<b>Duration of interactions</b>	<b>Frequency of interactions</b>	<b>In-depth interactions</b>	<b>Overall Tier</b>	<b>Total points</b>
General						
Pollution Control Board	4	4	4	4	4	16
Prisoner Review Board	1	1	2	1	2	5
Procurement Policy Board	4	4	4	4	4	16
Property Tax Appeal Board	4	4	4	4	4	16
Public Health	1	3	1	1	2	6
Racing Board	4	4	4	4	4	16
Revenue	1	3	1	1	2	6
State Fire Marshal	3	3	4	4	4	14
State Police	4	3	4	4	4	15
State Police Merit Board	4	4	4	4	4	16
State Retirement Systems	4	4	4	4	4	16
Transportation	2	3	4	4	4	13
Veterans Affairs	1	2	4	3	3	10
Workers Compensation Commission	1	3	1	4	3	9

### **C. Quantifying Agencies' Bilingual Proficiency Through Four Metrics**

#### **1. Bilingual Interactions Per Bilingual Staff Member**

*Tier 1 (High Proficiency): Top quartile.....1 to 34 bilingual interactions per bilingual staff member*

<b>Agency</b>	<b># bilingual interactions per bilingual staff</b>
Arts Council	0
Capital Development Board	0
Civil Service Commission	0
Corrections	-278

<b>Agency</b>	<b># bilingual interactions per bilingual staff</b>
Criminal Justice Information Authority	0
Deaf and Hard of Hearing Commission	0
Emergency Management Authority	0
Executive Ethics Commission	0
Innovation and Technology	0
Investment Board	0
Labor Relations Board	0
Labor Relations Board – Educational	0
Law Enforcement Training and Standards Board	0
Military Affairs	0
Pollution Control Board	0
Prisoner Review Board	0
Procurement Policy Board	0
Property Tax Appeal Board	0
Racing Board	0
State Police	0
State Police Merit Board	0
State Retirement Systems	0
Children and Family Services	1
Historic Preservation	3
Guardianship and Advocacy Commission	4
Transportation	6
Natural Resources	8
State Fire Marshal	15
Gaming Board	20
Office of Executive Inspector General	24
Environmental Protection Agency	30

*Tier 2 (Medium Proficiency): Second quartile .....35 to 69 bilingual interactions per bilingual staff member*

<b>Agency</b>	<b># bilingual interactions per bilingual staff</b>
Labor Department	40
Agriculture	60
Workers Compensation Commission	62
Human Rights Commission	67
Employment Security	68

*Tier 3 (Low Proficiency): Third quartile.....70 to 104 bilingual interactions per bilingual staff member*

<b>Agency</b>	<b># bilingual interactions per bilingual staff</b>
Central Management Services	72
Commerce and Economic Opportunity	97
Human Rights Department	101

*Tier 4 (Minimal Proficiency): Fourth quartile .....105 or more bilingual interactions per bilingual staff member*

<b>Agency</b>	<b># bilingual interactions per bilingual staff</b>
Illinois Commerce Commission	141
Veterans Affairs	150
Human Services	150
Juvenile Justice	153
Financial and Professional Regulation	189
Aging	380
Revenue	470
Public Health	604
Insurance	905
Lottery	1,465
Healthcare and Family Services	4,252

2. Compliance with the State Services Assurance Act for FY2008

*Tier 1 (High Proficiency): Agency identified in Act and in compliance – or – if agency not identified in Act, assigned Tier 1 (agency’s average for other three proficiency metrics)*

None of the agencies not identified in the Act were assigned Tier 1 as the average for the other three proficiency metrics.

<b>Agencies Identified in Act and in Compliance</b>					
<b>Agency</b>	<b># bilingual union staff as of June 30, 2007</b>	<b># additional bilingual union staff required per SSAA</b>	<b># bilingual union staff should have per SSAA</b>	<b>actual # bilingual union staff as of June 30, 2017</b>	<b># in excess of SSAA compliance</b>
Corrections	45	40	85	106	21
Employment	117	10	127	141	14

<b>Agencies Identified in Act and in Compliance</b>					
<b>Agency</b>	<b># bilingual union staff as of June 30, 2007</b>	<b># additional bilingual union staff required per SSAA</b>	<b># bilingual union staff should have per SSAA</b>	<b>actual # bilingual union staff as of June 30, 2017</b>	<b># in excess of SSAA compliance</b>
Security					
Public Health	12	5	17	25	8
Juvenile Justice	3	25	28	35	7

*Tier 2 (Medium Proficiency): Assigned Tier 2 (average of other three proficiency metrics)*

<b>Agency</b>	<b>Average of Other Three Proficiency Metrics</b>			
	<b>Metric 1 interactions per employee</b>	<b>Metric 3 Notices</b>	<b>Metric 4 Website / Documents</b>	<b>Average of the Three Metrics</b>
Law Enforcement Training and Standards Board	1	2	3	2
Arts Council	1	2	4	2
Capital Development Board	1	2	4	2
Civil Service Commission	1	2	4	2
Criminal Justice Information Authority	1	2	4	2
Deaf and Hard of Hearing Commission	1	2	4	2
Emergency Management Agency	1	2	4	2
Executive Ethics Commission	1	2	4	2
Gaming Board	1	2	4	2
Historic Preservation	1	2	4	2
Innovation and Technology	1	2	4	2
Investment Board	1	2	4	2
Labor Relations Board	1	2	4	2
Labor Relations Board - Educational	1	2	4	2

Agency	Average of Other Three Proficiency Metrics			
	Metric 1 interactions per employee	Metric 3 Notices	Metric 4 Website / Documents	Average of the Three Metrics
Military Affairs	1	2	4	2
Office of Executive Inspector General	1	2	4	2
Pollution Control Board	1	2	4	2
Prisoner Review Board	1	2	4	2
Procurement Policy Board	1	2	4	2
Property Tax Appeal Board	1	2	4	2
State Fire Marshal	1	2	4	2
State Police Merit Board	1	2	4	2
State Retirement Systems	1	2	4	2
Transportation	1	2	4	2
Human Rights Commission	2	2	3	2
Labor Department	2	2	3	2
Human Rights Department	3	1	3	2

*Tier 3 (Low Proficiency): Assigned Tier 3 (agency's average of other three proficiency metrics)*

Agency	Average of Other Three Proficiency Metrics			
	Metric 1 interactions per employee	Metric 3 Notices	Metric 4 Website / Documents	Average of the Three Metrics
Agriculture	2	2	4	3
Workers Compensation Commission	2	2	4	3
Lottery	4	2	2	3
Guardianship and Advocacy Commission	1	4	4	3
Racing Board	1	4	4	3
Central Management Services	3	2	4	3

Agency	Average of Other Three Proficiency Metrics			
	Metric 1 interactions per employee	Metric 3 Notices	Metric 4 Website / Documents	Average of the Three Metrics
Commerce and Economic Opportunity	3	2	4	3
Financial and Professional Regulation	4	4	1	3
Healthcare and Family Services	4	1	4	3
Insurance	4	1	4	3
Aging	4	2	4	3
Illinois Commerce Commission	4	2	4	3

*Tier 4 (Minimal Proficiency): Agency identified in Act and not in compliance, or agency not identified in Act, assigned Tier 4 (agency's average of other three proficiency metrics)*

Agencies identified Act and not in compliance:

Agency	# bilingual union staff as of June 30, 2007	# additional staff required per SSAA	total # required per SSAA	# bilingual union staff as of June 30, 2017	# less than required
Children and Family Services	154	40	194	167	27
Human Services	1,052	120	1,172	1,148	24
Environmental Protection Agency	14	5	19	10	9
State Police	0	5	5	0	5
Veterans Affairs	1	5	6	1	5
Natural Resources	0	5	5	2	3

Agencies not identified in Act, assigned Tier 4 (agency's average of other three proficiency metrics):

Agency	Average of Other Three Proficiency Metrics			
	Metric 1 interactions per employee	Metric 3 Notices	Metric 4 Website / Documents	Average of the Three Metrics
Revenue	4	3	4	4

3. Efforts to Inform the Public of Available Bilingual Services Through Posted Notices

*Tier 1 (High Proficiency): Agency posts notices of free bilingual services in conspicuous locations and in its most frequently encountered languages*

<b>Agency</b>	<b>Location of notices regarding the availability of bilingual services</b>	<b>Languages in which notices are posted</b>
Children and Family Services	Service desk of all frontline staff	The languages our agency encounters most frequently
Employment Security	One or more of the following: website, facility's public entrances, and frontline staff's service desk	All commonly used languages as provided by the Federal DOL.
Healthcare and Family Services	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently
Human Rights Department	One or more of the following: website, facility's public entrances, and frontline staff's service desk	In the languages the agency encounters and see answer to question #17 which lists the languages that notices are posted on the website.
Human Services	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently
Public Health	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently
State Police	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently

*Tier 2 (Medium Proficiency): Agency posts notices of free bilingual services in conspicuous locations but not in its most frequently encountered languages*

<b>Agency</b>	<b>Location of notices regarding the availability of bilingual services</b>	<b>Languages in which notices are posted</b>
Agriculture	Agency website	English only

*Tier 3 (Low Proficiency): Agency posts notices of free bilingual services but not in conspicuous locations*

Agency	Location of notices regarding the availability of bilingual services	Languages in which notices are posted
Aging	Assigned Tier 3	
Revenue	Public entrance to JRTC	The languages our agency encounters most frequently

*Tier 4 (Minimal Proficiency): Agency does not post notices of free bilingual services*

Agency	Location of notices regarding the availability of bilingual services	Languages in which notices are posted
Financial and Professional Regulation	Agency does not post notices	Agency does not post notices
Guardianship and Advocacy Commission	Agency does not post notices	Agency does not post notices
Racing Board	Agency does not post notices	Agency does not post notices

4. Efforts to Inform the Public of Available Bilingual Services Through the Agency's Website

*Tier 1 (High Proficiency): Agency translates its website into its most frequently encountered languages*

Agency	Translated website?	Details
Employment Security	If yes, ...	Languages Sessions (hits): English 7,005,440 Spanish 29,524 Polish 2,134 Simplified Chinese 2,044 Russian 801
Financial and Professional Regulation	If yes, ...	Once a specific language is chose, the website resets itself to that language. For questions No. 16 and No. 17, the Department does not possess software that can track website traffic.

*Tier 2 (Medium Proficiency): Agency translates part of its website into its most frequently encountered languages*

Agency	Translated website?	Details
Children and Family Services	If yes, ...	Only a few sections are translated into Spanish, not the entire website. 1. Become a foster or adoptive

Agency	Translated website?	Details
		parent online interest form- 804 hits 2. Employment Opportunities in Spanish-16 hits 3. Forms- Spanish- 3,259 hits 4. Policy Guide-Spanish- 46 hits 5. Rules- Spanish- 298 hits
Human Services	If yes, ...	Yes. IDHS' website provides an En Español link, which translates the main page of the website into Spanish. This link is located at <a href="http://www.dhs.state.il.us/page.aspx?item=70728">http://www.dhs.state.il.us/page.aspx?item=70728</a>
Lottery	If yes, ...	Spanish - 29,122 Hits

*Tier 3 (Low Proficiency): Agency does not translate its website but posts documents translated into its most frequently encountered languages*

Agency	Translated website?	Details
Healthcare and Family Services	If yes, ...	HFS does not translate its website into other languages, but leave it to the consumers of the content to utilize readily available translation tools to translate the content into the language of their choice.
Human Rights Department	If yes, ...	The website is not translated into any other languages, however, different documents and brochures are found on the website in 16 different languages. These are brochures on various topics covered by the Department. The topics (with the language in which it is translated in parenthesis) are: Filing a Charge of Discrimination (Arabic, Bosnian, Chinese, French, German, Hindi, Italian, Japanese, Korean, Polish, Russian, Spanish, Tagalog, Urdu and Vietnamese); Guide for Respondents (Greek, Korean and Spanish); Fair Housing Guide (Chinese, French, Polish and Spanish); Bidder's Guide (Spanish); Mediation (Spanish); Financial Credit (Spanish); and Pregnancy Notice (Spanish). There are still other documents and informational notices translated in Spanish dealing with sexual harassment and employment discrimination.
Labor Department	If yes, ...	Forms can be downloaded in languages other than English from the website but the website is in English.
Human Rights Commission	If yes, ...	n/a

Agency	Translated website?	Details
Law Enforcement Training and Standards Board	If yes, ...	n/a
Public Health	If yes, ...	The agency's website is not translated into other languages, however, there is a link to a comprehensive list of translated resource documents on our Center for Minority Health homepage.

*Tier 4 (Minimal Proficiency): Agency does not translate its website or post translated documents*

Agency	Translated website?	Details
Aging	No	
Agriculture	No	
Arts Council	No	
Capital Development Board	No	
Central Management Services	No	
Civil Service Commission	No	
Commerce and Economic Opportunity	No	
Corrections	No	
Criminal Justice Information Authority	No	
Deaf and Hard of Hearing Commission	No	
Emergency Management Agency	No	
Environmental Protection Agency	No	
Executive Ethics Commission	No	
Gaming Board	No	
Guardianship and Advocacy Commission	If yes, ...	Google Translate provides translation for 100+ languages
Healthcare and Family Services	If yes, ...	HFS does not translate its website into other languages, but leave it to the consumers of the content to utilize readily available translation tools to translate the content into the language of their choice.

<b>Agency</b>	<b>Translated website?</b>	<b>Details</b>
Historic Preservation	No	
Illinois Commerce Commission	No	
Innovation and Technology	No	
Insurance	No	
Investment Board	No	
Juvenile Justice	No	
Labor Relations Board	No	
Labor Relations Board - Educational	No	
Military Affairs	No	
Natural Resources	No	
Office of Executive Inspector General	No	
Pollution Control Board	No	
Prisoner Review Board	No	
Procurement Policy Board	No	
Property Tax Appeal Board	No	
Racing Board	No	
Revenue	No	
State Fire Marshal	No	
State Police	No	
State Police Merit Board	No	
State Retirement Systems	No	
Transportation	No	
Veterans Affairs	No	
Workers Compensation Commission	No	

**E. Calculating Agencies' Overall Bilingual Proficiency Tier**

Below is a chart of the agencies' scores on each of the metrics listed above to assess proficiency to meet bilingual need, along with the total points and overall Tier.

<b>BIILINGUAL PROFICIENCY</b>						
<b>Agency</b>	<b>interactions per EE</b>	<b>SSAA Compliance</b>	<b>Notices</b>	<b>Website / Documents</b>	<b>Total Points</b>	<b>Overall Tier</b>
Aging	4	1	1	1	7	<b>2</b>
Agriculture	2	1	2	1	6	<b>2</b>
Arts Council	1	1	1	1	4	<b>1</b>
Capital Development	1	1	1	1	4	<b>1</b>

**BILINGUAL PROFICIENCY**

<b>Agency</b>	<b>interactions per EE</b>	<b>SSAA Compliance</b>	<b>Notices</b>	<b>Website / Documents</b>	<b>Total Points</b>	<b>Overall Tier</b>
Board						
Central Management Services	3	1	1	1	6	<b>2</b>
Children and Family Services	1	3	1	2	7	<b>2</b>
Civil Service Commission	1	1	1	1	4	<b>1</b>
Commerce and Economic Opportunity	3	1	1	1	6	<b>2</b>
Corrections	1	1	1	1	4	<b>1</b>
Criminal Justice Information Authority	1	1	1	1	4	<b>1</b>
Deaf and Hard of Hearing Commission	1	1	1	1	4	<b>1</b>
Emergency Management Agency	1	1	1	1	4	<b>1</b>
Employment Security	2	1	1	1	5	<b>2</b>
Environmental Protection Agency	1	3	1	1	6	<b>2</b>
Executive Ethics Commission	1	1	1	1	4	<b>1</b>
Financial and Professional Regulation	4	1	4	1	10	<b>4</b>
Gaming Board	1	1	1	1	4	<b>1</b>
Guardianship and Advocacy Commission	1	1	4	1	7	<b>2</b>
Healthcare and Family Services	4	1	1	3	9	<b>3</b>
Historic Preservation	1	1	1	1	4	<b>1</b>

**BIILINGUAL PROFICIENCY**

<b>Agency</b>	<b>interactions per EE</b>	<b>SSAA Compliance</b>	<b>Notices</b>	<b>Website / Documents</b>	<b>Total Points</b>	<b>Overall Tier</b>
Human Rights Commission	2	1	1	3	7	<b>2</b>
Human Rights Department	3	1	1	3	8	<b>3</b>
Human Services	4	3	1	2	10	<b>4</b>
Illinois Commerce Commission	4	1	1	1	7	<b>2</b>
Innovation and Technology	1	1	1	1	4	<b>1</b>
Insurance	4	1	1	1	7	<b>2</b>
Investment Board	1	1	1	1	4	<b>1</b>
Juvenile Justice	4	1	1	3	9	<b>3</b>
Labor Department	2	1	1	3	7	<b>2</b>
Labor Relations Board	1	1	1	1	4	<b>1</b>
Labor Relations Board - Educational	1	1	1	1	4	<b>1</b>
Law Enforcement Training and Standards Board	1	1	1	1	4	<b>1</b>
Lottery	4	1	1	2	8	<b>3</b>
Military Affairs	1	1	1	1	4	<b>1</b>
Natural Resources	1	3	1	1	6	<b>2</b>
Office of Executive Inspector General	1	1	1	1	4	<b>1</b>
Pollution Control Board	1	1	1	1	4	<b>1</b>
Prisoner Review Board	1	1	1	1	4	<b>1</b>
Procurement Policy Board	1	1	1	1	4	<b>1</b>

**BILINGUAL PROFICIENCY**

<b>Agency</b>	<b>interactions per EE</b>	<b>SSAA Compliance</b>	<b>Notices</b>	<b>Website / Documents</b>	<b>Total Points</b>	<b>Overall Tier</b>
Property Tax Appeal Board	1	1	1	1	4	<b>1</b>
Public Health	4	1	1	3	9	<b>3</b>
Racing Board	1	1	4	1	7	<b>2</b>
Revenue	4	1	3	1	9	<b>3</b>
State Fire Marshal	1	1	1	1	4	<b>1</b>
State Police	1	3	1	1	6	<b>2</b>
State Police Merit Board	1	1	1	1	4	<b>1</b>
State Retirement Systems	1	1	1	1	4	<b>1</b>
Transportation	1	1	1	1	4	<b>1</b>
Veterans Affairs	4	3	1	1	9	<b>3</b>
Workers Compensation Commission	2	1	1	1	5	<b>2</b>

**F. Agency Letter Codes for Bilingual Needs/Bilingual Proficiency Matrix**

Each agency is listed in the chart below along with its overall Tier for bilingual need, overall Tier for bilingual proficiency, and Matrix Code.

<b>Agency Matrix Codes</b>			
<b>Agency</b>	<b>Bilingual Need Tier</b>	<b>Bilingual Proficiency Tier</b>	<b>Matrix Code</b>
Aging	<b>1</b>	<b>2</b>	<b>A</b>
Agriculture	<b>2</b>	<b>2</b>	<b>H</b>
Arts Council	<b>4</b>	<b>1</b>	<b>M</b>
Capital Development Board	<b>4</b>	<b>1</b>	<b>M</b>
Central Management Services	<b>2</b>	<b>2</b>	<b>H</b>
Children and Family Services	<b>1</b>	<b>2</b>	<b>A</b>
Civil Service Commission	<b>4</b>	<b>1</b>	<b>M</b>
Commerce and Economic Opportunity	<b>1</b>	<b>2</b>	<b>A</b>
Corrections	<b>2</b>	<b>1</b>	<b>K</b>
Criminal Justice Information Authority	<b>4</b>	<b>1</b>	<b>M</b>

<b>Agency Matrix Codes</b>			
<b>Agency</b>	<b>Bilingual Need Tier</b>	<b>Bilingual Proficiency Tier</b>	<b>Matrix Code</b>
Deaf and Hard of Hearing Commission	4	1	M
Emergency Management Agency	4	1	M
Employment Security	2	2	H
Environmental Protection Agency	3	2	N
Executive Ethics Commission	4	1	M
Financial and Professional Regulation	2	4	E
Gaming Board	3	1	L
Guardianship and Advocacy Commission	3	2	N
Healthcare and Family Services	2	3	C
Historic Preservation	3	1	L
Human Rights Commission	3	2	N
Human Rights Department	2	3	C
Human Services	2	4	E
Illinois Commerce Commission	1	2	A
Innovation and Technology	4	1	M
Insurance	2	2	H
Investment Board	4	1	M
Juvenile Justice	2	3	C
Labor Department	2	2	H
Labor Relations Board	4	1	M
Labor Relations Board - Educational	4	1	M
Law Enforcement Training and Standards Board	4	1	M
Lottery	2	3	C
Military Affairs	4	1	M
Natural Resources	3	2	N
Office of Executive Inspector General	4	1	M
Pollution Control Board	4	1	M
Prisoner Review Board	2	1	K
Procurement Policy Board	4	1	M
Property Tax Appeal Board	4	1	M
Public Health	2	3	C
Racing Board	4	2	O
Revenue	2	3	C
State Fire Marshal	4	1	M
State Police	4	2	O
State Police Merit Board	4	1	M
State Retirement Systems	4	1	M

<b>Agency Matrix Codes</b>			
<b>Agency</b>	<b>Bilingual Need Tier</b>	<b>Bilingual Proficiency Tier</b>	<b>Matrix Code</b>
Transportation	<b>4</b>	<b>1</b>	<b>M</b>
Veterans Affairs	<b>3</b>	<b>3</b>	<b>I</b>
Workers Compensation Commission	<b>3</b>	<b>2</b>	<b>N</b>

		NEED			
		high need	medium need	low need	No need
P R O F I C I E N C Y	high proficiency	Tier 1 <b>G</b> Tier 1	Tier 2 <b>K</b> Tier 1	Tier 3 <b>L</b> Tier 1	Tier 4 <b>M</b> Tier 1
	medium	Tier 1 <b>A</b> Tier 2	Tier 2 <b>H</b> Tier 2	Tier 3 <b>N</b> Tier 2	Tier 4 <b>O</b> Tier 2
	low proficiency	Tier 1 <b>B</b> Tier 3	Tier 2 <b>C</b> Tier 3	Tier 3 <b>I</b> Tier 3	Tier 4 <b>P</b> Tier 3
	no proficiency	Tier 1 <b>D</b> Tier 4	Tier 2 <b>E</b> Tier 4	Tier 3 <b>F</b> Tier 4	Tier 4 <b>J</b> Tier 4

## 2017 Bilingual Needs and Bilingual Pay Survey

TO: State agencies under the jurisdiction of the Governor of Illinois

FROM: Michael M. Hoffman, Acting Director, CMS

DATE: November 15, 2017

RE: 2017 Bilingual Needs and Bilingual Pay Survey

### I. Thank You to Agency Heads and Preparers

The time and effort you set aside every year to retrieve, digest, and report the data and information requested by the Bilingual Needs and Bilingual Pay (BNBP) Survey is greatly appreciated. Without it, the collective effort of State employees to ensure that our State government is as effective as it can be would not be possible.

### II. The State's Ability to Communicate with its Service Populations is Crucial

Our State government delivers myriad services that are vital for the health, welfare, safety, and quality of life of all of us in Illinois. Currently, Illinois has a substantial number of residents who are unable to effectively communicate with our government due to a language barrier. Bilingual employees are essential to ensure successful delivery of State services to all we serve.

### III. Assessment of the State's Ability to Communicate with its Service Populations

Every year, State agencies are required to report data and information to the Department of Central Management Services (CMS) regarding the bilingual services they provide to "non-English speaking or otherwise culturally distinct persons."

This survey is designed to facilitate the ability of State agencies to tender the required data and information to CMS. CMS will compile and analyze the data and information received and by January 1, 2018 submit its Bilingual Needs and Bilingual Pay (BNBP) Report to the Illinois General Assembly and make it available to the public.

### IV. BNBP Survey Instructions

#### A. Deadline to Complete the BNBP Survey

Agencies must complete the BNBP survey no later than Thursday, November 30, 2017 to guarantee inclusion in the BNBP Survey Report.

#### B. Time period

Surveys questions seek data and information from the State's fiscal year 2017, which started July 1, 2016 and ended June 30, 2017.

#### C. Coverage

Unless otherwise specified, survey questions apply to bargaining unit employees, salary grade employees, merit compensation employees, and all other employees not exempted from the Personnel Code.

#### D. Complete Responses

Responses should be detailed and comprehensive. Agencies that do not provide bilingual services and/or do not have bilingual employees must still complete the survey.

E. New Survey Questions

Some of the survey questions seek data that State agencies have not previously been required to provide. In this case, please respond to the extent possible with the data that is currently available. Beginning January 1, 2018, State agencies should begin tracking the data necessary to enable full and complete responses for the 2018 BNPB Survey.

F. Tracking Public Contact Languages

If your agency does not currently track the languages in which frontline staff engages in public contact (including English), please estimate which languages were encountered during 5% or more of the public contacts during FY2017. Beginning July 1, 2018, please begin tracking the languages your frontline staff encounters during public contact at facilities which routinely have direct contact with the public.

G. Definition of "Frontline Staff" and Other Terms

"Frontline staff" means State employees in the RC6, 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."

Other terms should be interpreted by their usual meaning and consistent with the relevant statutes.

H. Certification

The BNPB Survey must be certified by the preparer (a) as to the accuracy of the responses to the best of her or his ability after a reasonable investigation, and (b) that the responses were reviewed and approved by the head of the State agency.

V. Questions regarding the BNPB Survey

Should you have questions, please direct them to:

Lisa G. Williams  
Deputy Director, Diversity & Inclusion  
Central Management Services  
Lisa.g.williams@illinois.gov  
(312) 814-8213

2017 Bilingual Needs and Bilingual Pay Survey

\* Agency:

\* Agency Information

Name of Representative Completing Survey:

Phone Number:

E-mail Address:

2017 Bilingual Needs and Bilingual Pay Survey

\* 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

\* b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

\* c) In approximately what percentage of those cases was the time commitment...?

15 minutes or less?

16 minutes to 60 minutes?

61 minutes to half of a work day?

more than half of a work day?

**Please ensure that the total is 100%**

2017 Bilingual Needs and Bilingual Pay Survey

\* 1. d) What percentage of those cases required in-depth assistance?

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

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

2017 Bilingual Needs and Bilingual Pay Survey

\* 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract?

Yes  No

\* f) 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).

\* g) 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.

### 2017 Bilingual Needs and Bilingual Pay Survey

\* 2. 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?

Yes  No

\* 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

\* a) Did your agency use census data?

Yes  No

\* b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?

Yes  No

\* c) Did your agency use consent decrees?

Yes  No

\* d) Did your agency use data from telephone interpreters?

Yes  No

## 2017 Bilingual Needs and Bilingual Pay Survey

\* 4. a) How many agency employees receive a bilingual pay supplement?

\* b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

\* c) What percentage of those employees used bilingual skills...?

Every day?

At least once a week?

At least once a month?

At least once a year?

**Please ensure that the total is 100%**

## 2017 Bilingual Needs and Bilingual Pay Survey

\* 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement?

Yes  No

\* If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

2017 Bilingual Needs and Bilingual Pay Survey

\* 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills?

Yes  No

\* 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.

2017 Bilingual Needs and Bilingual Pay Survey

\* 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

\* b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

\* c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills?

Yes  No

\* d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

2017 Bilingual Needs and Bilingual Pay Survey

\* 7. a) How many vacancy notices were posted for agency positions designated with language options?

\* b) Of those, how many positions were filled?

2017 Bilingual Needs and Bilingual Pay Survey

\* 8. a) How many agency positions designated with language options were vacated?

\* b) How many agency positions designated with language options were revised to delete the language option?

\* c) Why were these positions revised to delete the language option?

\* d) How many positions were revised to add the language option?

2017 Bilingual Needs and Bilingual Pay Survey

\* 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	<input type="text"/>
Region 2	<input type="text"/>
Region 3	<input type="text"/>
Region 4	<input type="text"/>
Region 5	<input type="text"/>
Region 6	<input type="text"/>
Region 7	<input type="text"/>
Region 8	<input type="text"/>
Region 9	<input type="text"/>
Region 10	<input type="text"/>

2017 Bilingual Needs and Bilingual Pay Survey

\* 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

\* 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

\* 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

\* 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

2017 Bilingual Needs and Bilingual Pay Survey

\* 14. Does your Agency have bilingual staff.

Yes  No

2017 Bilingual Needs and Bilingual Pay Survey

\* 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

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

2017 Bilingual Needs and Bilingual Pay Survey

\* 14. c) How does the agency determine that it does not require any bilingual staff?

2017 Bilingual Needs and Bilingual Pay Survey

\* 15. Is the Agency compliant with the State Services Assurance Act?

Yes  No

\* a) Enter the number of bilingual union staff as of June 30, 2007?

\* b) Enter the number of bilingual union staff as of June 30, 2017?

2017 Bilingual Needs and Bilingual Pay Survey

\* 16. How many hits did your agency's English language website receive in FY2017?

\* 17. Is your agency's website translated into any languages?

No

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.

2017 Bilingual Needs and Bilingual Pay Survey

\* 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

2017 Bilingual Needs and Bilingual Pay Survey

\* 19. Does your agency routinely engage in contact with the public?

Yes  No

2017 Bilingual Needs and Bilingual Pay Survey

\* 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?

Yes  No

2017 Bilingual Needs and Bilingual Pay Survey

**Instructions for Question 21 through Question 26:**

**This series of questions only applies to agencies which in FY2017 routinely engaged in public contact and at least five percent of the time frontline staff encountered a language other than English (including sign language and braille).**

**If your agency does not fall within this category and you have responded "no" to Question 19 or Question 20, you may skip to final Question 27.**

2017 Bilingual Needs and Bilingual Pay Survey

\* 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

\* 22. For each language (and its percentage) identified in Question 21, provide both:  
(a) the total number of frontline staff at that facility, and  
(b) the number of frontline staff at that facility who are bilingual in that language.

(For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

\* 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

- Agency does not post notices
- Agency website
- Every public entrance to the facility
- Service desk of all frontline staff
- One or more of the following: website, facility's public entrances, and frontline staff's service desk
- Other (list)

\* 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

- Agency does not post notices
- English only
- The languages our agency encounters most frequently
- Other (list)

2017 Bilingual Needs and Bilingual Pay Survey

\* 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

\* 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

2017 Bilingual Needs and Bilingual Pay Survey

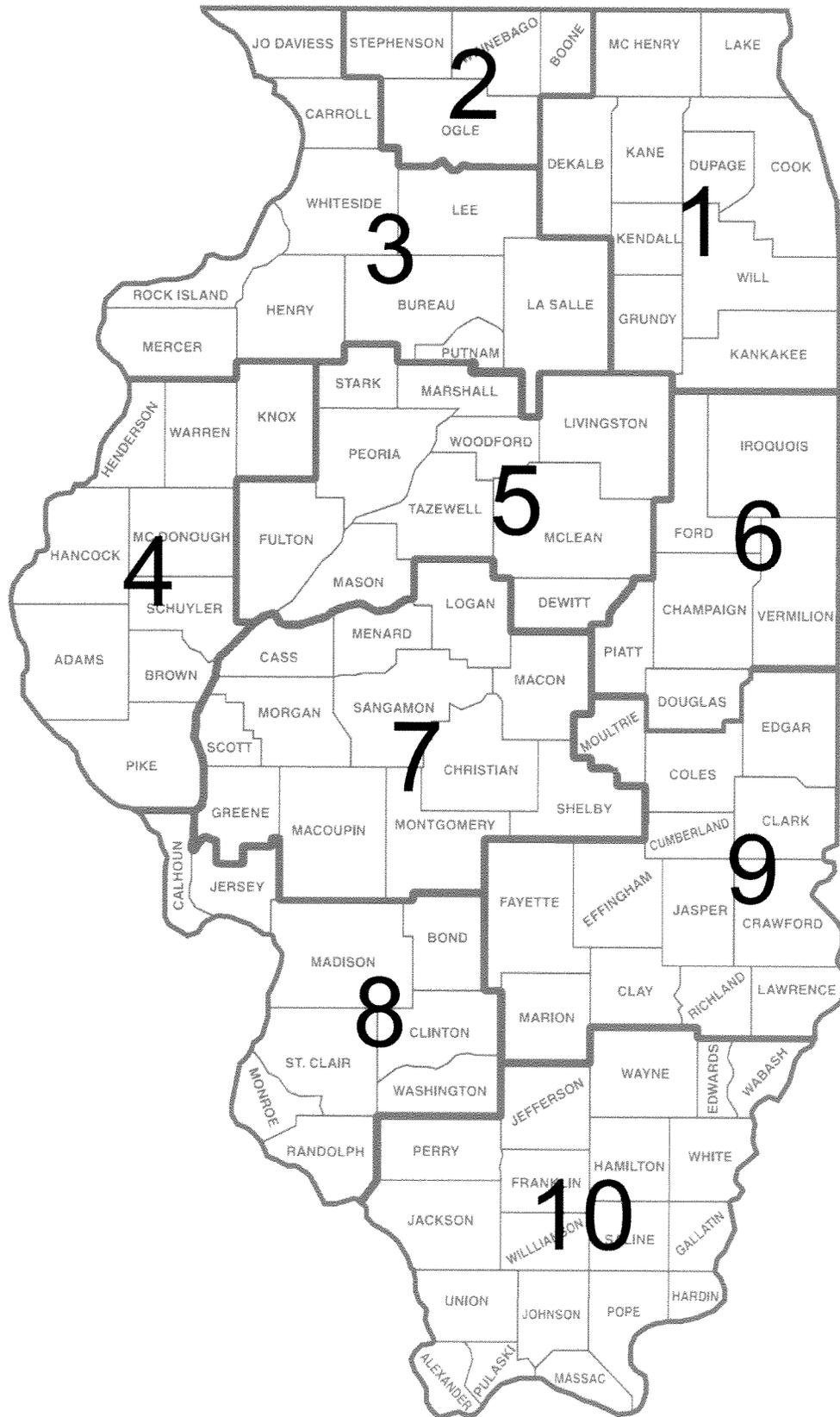
\* 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

2017 Bilingual Needs and Bilingual Pay Survey

*\* By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.*

I Agree  I Do Not Agree

# Illinois Department of Human Rights State Regional Map



# Illinois Counties by Region

## REGION 1

Cook  
DeKalb  
DuPage  
Grundy  
Kane  
Kankakee  
Kendall  
Lake  
McHenry  
Will

## REGION 2

Boone  
Ogle  
Stephenson  
Winnebago

## REGION 3

Bureau  
Carroll  
Henry  
Jo Daviess  
LaSalle  
Lee  
Mercer  
Putnam  
Rock Island  
Whiteside

## REGION 4

Adams  
Brown  
Hancock  
Henderson  
Knox  
McDonough  
Pike  
Schuyler  
Warren

## REGION 5

DeWitt  
Fulton  
Livingston  
Marshall  
Mason  
McLean  
Peoria  
Stark  
Tazewell  
Woodford

## REGION 6

Champaign  
Douglas  
Ford  
Iroquois  
Piatt  
Vermilion

## REGION 7

Christian  
Cass  
Greene  
Logan  
Macon  
Macoupin  
Menard  
Morgan  
Montgomery  
Sangamon  
Scott  
Shelby

## REGION 8

Bond  
Calhoun  
Clinton  
Jersey  
Madison  
Monroe  
Randolph  
St. Clair  
Washington

## REGION 9

Clark  
Clay  
Coles  
Crawford  
Cumberland  
Edgar  
Effingham  
Fayette  
Jasper  
Lawrence  
Marion  
Moultrie  
Richland

## REGION 10

Alexander  
Edwards  
Franklin  
Gallatin  
Hamilton  
Hardin  
Jackson  
Jefferson  
Johnson  
Massac  
Perry  
Pope  
Pulaski  
Saline  
Union  
Wabash  
Wayne  
White  
Williamson

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	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		
Agencies that reported no bilingual staff for FY17 are shaded in grey.							
Aging	4,199	10% - 420	90% - 3,779	0% - 0	0% - 0	75%	Yes
Agriculture	60	50% - 30	25% - 15	25% - 15	0% - 0	25%	No
Arts Council	3	100% - 3	0% - 0	0% - 0	0% - 0	1%	No
Capital Development Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Central Management Services	572	54% - 309	34% - 194	9% - 51	3% - 18	60%	Yes
Children and Family Services	2,473	0% - 0	0% - 0	0% - 0	100% - 2,473	100%	Yes
Civil Service Commission	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Commerce and Economic Opportunity	774	37% - 286	33% - 255	17% - 132	13% - 101	53%	No
Corrections	9,927	35% - 3,474	30% - 2,978	20% - 1,985	15% - 1,490	35%	Yes
Criminal Justice Information Authority	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Deaf and Hard of Hearing Commission	0	0% - 0	0% - 0	0% - 0	100% - 0	0%	No
Emergency Management Agency	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	Yes
Employment Security	24,971	70% - 17,480	29% - 7,242	1% - 249	0% - 0	100%	Yes
Environmental Protection Agency	59	100% - 59	0% - 0	0% - 0	0% - 0	20%	No
Executive Ethics Commission *	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Financial and Professional Regulation	1,700	65% - 1,105	30% - 510	5% - 85	0% - 0	30%	No
Gaming Board	20	90% - 18	10% - 2	0% - 0	0% - 0	10%	No
Guardianship and Advocacy Commission	30	10% - 3	85% - 26	5% - 1	0% - 0	1%	Yes
Healthcare and Family Services	396,642	51% - 202,287	36% - 142,791	10% - 39,664	3% - 11,900	38%	Yes
Historic Preservation	15	0% - 0	0% - 0	100% - 15	0% - 0	100%	Yes
Human Rights Commission	200	80% - 160	20% - 40	0% - 0	0% - 0	0%	No
Human Rights Department	2,746	69% - 1,895	22% - 604	5% - 137	4% - 110	35%	Yes
Human Services	203,496	75% - 152,622	23% - 46,804	2% - 4,070	0% - 0	25%	Yes
Illinois Commerce Commission	565	50% - 283	50% - 282	0% - 0	0% - 0	100%	No
Innovation and Technology	10	90% - 9	10% - 1	0% - 0	0% - 0	0%	Yes
Insurance	2,716	60% - 1,630	20% - 543	20% - 543	0% - 0	10%	No
Investment Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Juvenile Justice	764	0% - 0	80% - 611	20% - 153	0% - 0	20%	No
Labor Department	620	50% - 310	49% - 304	1% - 6	0% - 0	1%	Yes
Labor Relations Board	0	0% - 0	0% - 0	0% - 0	100% - 0	0%	No
Labor Relations Board - Educational	2	100% - 2	0% - 0	0% - 0	0% - 0	0%	No
Law Enforcement Training and Standards Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Lottery	7,324	77% - 5,639	21% - 1,538	2% - 147	0% - 0	27%	No
Military Affairs	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Natural Resources	175	95% - 166	5% - 9	0% - 0	0% - 0	0%	No
Office of Executive Inspector General *	30	80% - 24	10% - 3	10% - 3	0% - 0	10%	Yes
Pollution Control Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Prisoner Review Board	500	35% - 175	45% - 225	20% - 100	0% - 0	75%	Yes
Procurement Policy Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Property Tax Appeal Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Public Health	17,579	90% - 15,821	8% - 1,406	2% - 352	0% - 0	73%	Yes
Racing Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	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		
Agencies that reported no bilingual staff for FY17 are shaded in grey.							
Revenue	16,907	93% - 15,724	6% - 1,014	1% - 169	0% - 0	100%	Yes
State Fire Marshal	29	90% - 26	10% - 3	0% - 0	0% - 0	0%	No
State Police	0	90% - 0	10% - 0	0% - 0	0% - 0	0%	No
State Police Merit Board	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
State Retirement Systems	0	100% - 0	0% - 0	0% - 0	0% - 0	0%	No
Transportation	50	95% - 48	5% - 2	0% - 0	0% - 0	0%	No
Veterans Affairs	150	60% - 90	30% - 45	10% - 15	0% - 0	10%	No
Workers Compensation Commission	185	97% - 179	3% - 6	0% - 0	0% - 0	0%	No
<b>Statewide Totals:</b>	<b>695,493</b>	<b>61% - 420,277</b>	<b>30% - 211,232</b>	<b>7% - 47,892</b>	<b>2% - 16,092</b>		<b>Yes: 17 No: 33</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 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 17	Employees that used bilingual skills in FY17	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	10	10	90%	10%	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	7	7	90%	10%	0%	0%	No	No
Children and Family Services	167	167	100%	0%	0%	0%	No	Yes
Civil Service Commission	0	0	0%	0%	0%	100%	No	No
Commerce and Economic Opportunity	8	8	1%	52%	16%	31%	No	No
Corrections	20	20	55%	35%	5%	5%	Yes	Yes
Criminal Justice Information Authority	0	0	0%	0%	0%	100%	No	No
Deaf and Hard of Hearing Commission	5	5	100%	0%	0%	0%	No	No
Emergency Management Agency	0	0	0%	0%	0%	100%	No	No
Employment Security	149	149	98%	0%	2%	0%	Yes	Yes
Environmental Protection Agency	2	2	100%	0%	0%	0%	Yes	No
Executive Ethics Commission	0	0	0%	0%	0%	100%	No	No
Financial and Professional Regulation	9	9	50%	40%	10%	0%	No	No
Gaming Board	1	1	0%	50%	0%	50%	No	No
Guardianship and Advocacy Commission	7	7	15%	10%	70%	5%	No	No
Healthcare and Family Services	89	80	70%	22%	7%	1%	No	Yes
Historic Preservation	1	1	0%	0%	100%	0%	Yes	No
Human Rights Commission	3	3	80%	10%	10%	0%	No	No
Human Rights Department	27	27	48%	40%	9%	3%	No	No
Human Services	1,315	1,315	48%	19%	30%	3%	Yes	Yes
Illinois Commerce Commission	4	4	100%	0%	0%	0%	No	No
Innovation and Technology	0	0	0%	0%	0%	100%	No	No
Insurance	3	3	75%	25%	0%	0%	No	No
Investment Board	0	0	0%	0%	0%	100%	No	No
Juvenile Justice	5	5	100%	0%	0%	0%	Yes	No
Labor Department	13	13	90%	10%	0%	0%	Yes	No
Labor Relations Board	0	0	0%	0%	0%	100%	No	No
Labor Relations Board - Educational	0	0	0%	0%	0%	100%	Yes	No
Law Enforcement Training and Standards Board	0	0	0%	0%	0%	100%	No	No
Lottery	5	5	80%	20%	0%	0%	No	No
Military Affairs	0	0	0%	0%	0%	100%	No	No
Natural Resources	22	2	0%	50%	50%	0%	No	No
Office of Executive Inspector General	1	1	0%	0%	100%	0%	Yes	No
Pollution Control Board	0	0	0%	0%	0%	100%	No	No
Prisoner Review Board	2	2	10%	30%	50%	10%	No	No
Procurement Policy Board	0	0	0%	0%	0%	100%	No	No
Property Tax Appeal Board	0	0	100%	0%	0%	0%	No	No
Public Health	29	29	96%	3%	1%	0%	No	No
Racing Board	0	0	0%	0%	0%	100%	Yes	No
Revenue	18	18	50%	33%	17%	0%	No	No
State Fire Marshal	2	2	0%	0%	50%	50%	No	No
State Police	0	0	0%	0%	0%	100%	No	Yes
State Police Merit Board	0	0	0%	0%	0%	100%	No	No
State Retirement Systems	0	0	0%	0%	0%	100%	No	No

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 are shaded in grey.</i>	Employees in positions requiring bilingual skills and receiving supplement pay in FY 17	Employees that used bilingual skills in FY17	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	9	9	0%	0%	0%	100%	No	No
Veterans Affairs	1	1	0%	0%	100%	0%	Yes	No
Workers Compensation Commission	3	3	100%	0%	0%	0%	No	No
	<b>1,938</b>	<b>1,909</b>					<b>Yes: 12</b> <b>No: 38</b>	<b>Yes: 6</b> <b>No: 44</b>

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 are shaded in grey.</i>	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
Aging	8	2	0	2	3	2	0	0
Agriculture	1	6	0	0	0	0	0	0
Arts Council	0	0	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0
Central Management Services	8	8	0	0	0	0	0	0
Children and Family Services	167	38	0	38	15	27	0	2
Civil Service Commission	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	8	9	0	0	0	0	0	1
Corrections	20	2	0	8	1	1	0	11
Criminal Justice Information Authority	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	5	3	0	2	0	1	0	0
Emergency Management Agency	0	0	0	0	0	0	0	0
Employment Security	92	60	0	36	32	32	4	10
Environmental Protection Agency	2	1	0	0	0	1	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0
Financial and Professional Regulation	9	17	0	1	1	2	0	0
Gaming Board	1	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	7	2	0	3	3	1	0	1
Healthcare and Family Services	89	101	1	16	10	15	6	2
Historic Preservation	1	0	0	0	0	0	0	0
Human Rights Commission	0	0	0	0	0	0	0	0
Human Rights Department	27	15	0	6	2	2	2	1
Human Services	1,282	705	3	177	148	54	9	23
Illinois Commerce Commission	1	0	3	1	1	0	0	0
Innovation and Technology	0	0	0	0	0	0	0	0
Insurance	3	4	0	1	1	1	1	1
Investment Board	0	0	0	0	0	0	0	0
Juvenile Justice	5	0	0	0	0	0	0	0
Labor Department	9	7	0	2	1	0	0	0
Labor Relations Board	1	1	0	0	0	1	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	5	0	0	5	5	5	0	2
Military Affairs	0	0	0	0	0	0	0	0
Natural Resources	0	3	0	0	0	0	0	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	2	0	0	0	1	1	1
Procurement Policy Board	0	0	0	0	0	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0	0	0
Public Health	25	37	2	9	9	8	4	12
Racing Board	0	0	0	0	0	0	0	0
Revenue	17	73	0	4	1	1	0	0
State Fire Marshal	2	5	0	0	0	0	0	0
State Police	0	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
Transportation	2	4	1	0	0	0	0	0
Veterans Affairs	0	1	0	1	1	0	0	0
Workers Compensation Commission	0	6	0	1	0	0	0	0
<b>Statewide Totals:</b>	<b>1,797</b>	<b>1,112</b>	<b>10</b>	<b>313</b>	<b>234</b>	<b>155</b>	<b>27</b>	<b>67</b>

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 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	7	0	0	0
Children and Family Services	158	9	1	0
Civil Service Commission	0	0	0	0
Commerce and Economic Opportunity	6	2	0	0
Corrections	100	6	2	0
Criminal Justice Information Authority	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	6	0
Emergency Management Agency	0	0	0	0
Employment Security	138	11	0	0
Environmental Protection Agency	2	0	0	0
Executive Ethics Commission	0	0	0	0
Financial and Professional Regulation	9	0	0	0
Gaming Board	1	0	0	0
Guardianship and Advocacy Commission	6	1	0	0
Healthcare and Family Services	78	11	0	0
Historic Preservation	1	0	0	0
Human Rights Commission	3	0	0	0
Human Rights Department	19	8	0	0
Human Services	812	239	251	13
Illinois Commerce Commission	4	0	0	0
Innovation and Technology	0	0	0	0
Insurance	3	0	0	0
Investment Board	0	0	0	0
Juvenile Justice	0	0	0	0
Labor Department	11	2	0	0
Labor Relations Board	0	0	0	0
Labor Relations Board - Educational	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0
Lottery	5	0	0	0
Military Affairs	0	0	0	0
Natural Resources	2	0	0	0
Office of Executive Inspector General	1	0	0	0
Pollution Control Board	0	0	0	0
Prisoner Review Board	2	0	0	0
Procurement Policy Board	0	0	0	0
Property Tax Appeal Board	0	0	0	0
Public Health	25	4	0	0
Racing Board	0	0	0	0
Revenue	13	4	0	0
State Fire Marshal	2	0	0	0
State Police	0	0	1	0
State Police Merit Board	0	0	0	0
State Retirement Systems	0	0	0	0

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 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	9	0	0	0
Veterans Affairs	1	0	0	0
Workers Compensation Commission	3	0	0	0
<b>Statewide Totals:</b>	<b>1,432</b>	<b>297</b>	<b>261</b>	<b>13</b>

## FY 2017 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?
Aging	The Department monitors Senior Helpline calls on an ongoing basis to evaluate the need to hire more staff that speak additional languages such as Polish and Russian.
Arts Council	Judgment is made by the Agency based on the number of grant applications and technical assistance, emails and phone inquiries received each year. The Illinois Arts Council Agency is a very small agency and has utilized the language translations on several occasions.
Capital Development Board	Need based on agency services.
Central Management Services	From surveys such as this and feedback from our personnel.
Children and Family Services	The number of bilingual staff is determined by the caseload ratio set by the B.H. Consent Decree of 153 investigations per year per investigator and 25 child cases per placement caseworker per year. However there is not a formula for determining caseload for foster licensing and day care licensing staff.
Commerce and Economic Opportunity	Determinations are assessed by management based on program needs, and clients/customers served.
Corrections	Inmate population
Criminal Justice Information Authority	We are a grant administration and research agency. We have minimal interaction with the public. We have not identified a need for bilingual services.
Deaf and Hard of Hearing Commission	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.
Employment Security	IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves.
Environmental Protection Agency	The Agency uses feedback from employees and the public to ensure effective public service.
Financial and Professional Regulation	Determination is made by the number of complaints and inquires received by the Department that require translation. In addition, the number of licensees/applicants who require translators during the examination and investigation process.
Gaming Board	The Illinois Gaming Board evaluates the demand from the public for bilingual services to determine the number of bilingual positions required. The demand for bilingual services other than Spanish is currently zero.
Guardianship and Advocacy Commission	Quantitative and qualitative data from regional offices and management.
Healthcare and Family Services	This is usually generated by customer/client makeup of the specific geographic region and population demand.
Historic Preservation	I am unsure how HPA as a whole determined need or how the ALPLM determined its needs prior to July 2017.
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 charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals. The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual options positions. Additionally, the Department has its "Filing a Charge of Discrimination" brochure in 15 different languages.
Human Services	Calls/emails received from the public with the need; bi-annual analysis of client cases/applications and divided by a case load ratio to determine the bilingual staff need; customer requests; use of contract interpreters; census and community needs; leadership needs assessment; speech/language assessments; historical data; admission data.
Illinois Commerce Commission	To the extent there was an influx of calls to the Consumer Services Division requesting services in a specific language, it would be necessary to collect data on the number of such requests and perform research to determine if there is an underserved demographic.
Insurance	Reviews by Senior Management
Juvenile Justice	Bilingual needs of the agency vary based on the 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 needs on an intermittent basis. Also, time logs were kept to determine if bilingual skills were used for at least 10 % of an employees day.
Labor Department	management continually analyzes information from bilingual interactions to determine what topes of bilingual staff are necessary to provide effective client services
Labor Relations Board - Educational	Annual needs assessment survey is sent to all staff and the results are analyzed.
Law Enforcement Training and Standards Board	We are a law enforcement organization that communicates almost strictly with Chiefs, Sheriffs, other law enforcement and government agencies on a regular basis.
Natural Resources	Feedback from managers and employees.

## FY 2017 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>
Office of Executive Inspector General	We have no job descriptions that require bilingual skills or that are formally designated as "bilingual positions," but we do have bilingual staff.
Prisoner Review Board	The Prisoner Review Board receives a large number of telephone calls from Spanish speaking clientele. Most of the Spanish speaking people calling in are victims registered with our Victim Notification Program. We maintain a database of victims registered with our program. We currently have over 16,000 victims registered with our program, many of them being Spanish speaking individuals.
Public Health	Bilingual need are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English constituents.
Racing Board	The agency surveys both bilingual and non-bilingual staff regarding need.
Revenue	Telephone bilingual use tracking software, client interaction tracking software, employee client interaction database review, direct employee input, direct supervisor input, continual review by Bilingual needs committee.
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 in the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions. If Division Managers recognize the need to increase our number of bilingual positions in the field or office to better serve the communities, we would establish and post bilingual speaking positions to meet the demand.
State Police	agency relies on personnel in the field to request the need for bilingual skills.
State Retirement Systems	The number of calls received at the agency and the requests for interpreters indicates that there is no need for bilingual staff or positions.
Transportation	Operational entities notify the central office of needs based on work unit functions and public interaction. Central office reviews and works with entities to establish positions.
Workers Compensation Commission	Based on stakeholder need as observed by management.

## FY 2017 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 logs all bilingual calls and assistance through a client tracking system. The Department constantly monitors operations to ensure staffing is adequate to render effective service to Spanish-speaking clients.
Arts Council	Currently there is not a position with the Spanish language option.
Capital Development Board	Need based on agency services.
Central Management Services	From surveys such as this and feedback from our personnel.
Children and Family Services	DCFS does not have a set method of determining the number of bilingual positions with Spanish language option.
Commerce and Economic Opportunity	Same as 14A
Corrections	Inmate population
Criminal Justice Information Authority	We are a grant administration and research agency. We have minimal interaction with the public. We have not identified a need for bilingual services.
Deaf and Hard of Hearing Commission	If we do provide services to spanish speaking individuals, we hire interpreters with spanish speaking sign language skills and knowledge.
Employment Security	IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves. Discussions with & recommendations from community groups, including IAHSSE & Hispanic Advisory Council.
Environmental Protection Agency	The Agency reviews call volume - AVAYA, the volume of work that requires translation and uses feedback from employees and the public to ensure effective service is provided to those for whom English is a second language.
Financial and Professional Regulation	See question No. 14a above.
Gaming Board	The Illinois Gaming Board evaluates the demand for Spanish translations from the public to determine the amount of positions with Spanish language options required. Staff that currently provides assistance in interpreting or translating information is asked to maintain a log. The log is used to evaluate demand.
Guardianship and Advocacy Commission	Caseload acuity and the data reported by agency management charged with maintaining information that allows directors to make informed decisions.
Healthcare and Family Services	Population demand and customer/client makeup for specific area being serviced.
Historic Preservation	I am unsure how HPA as a whole determined need or how the ALPLM determined its needs prior to July 2017.
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 charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals (300 such cases were filed in the FY2017). The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual options positions. Additionally, the Department has its "Filing a Charge of Discrimination" brochure in 15 different languages.
Human Services	From the calls/inquires by phone or emails received from Spanish Speaking customers; from management observation based on frequency of need for interpreters; review of under served areas; customer/community/student needs; census data; annual survey of patient needs.
Illinois Commerce Commission	The Consumer Services Division tracks data on the number of requests for service in Spanish via call center software. The number of Spanish language calls received justifies the need for bilingual staffing of our call center. The percentage of calls that we are able to answer with our current staffing level guides us in the determination of many positions are needed.
Insurance	Reviews by Senior Management
Juvenile Justice	Youth (LEP) population.
Labor Department	management continually analyzes information from bilingual interactions to determine what topes of bilingual staff are necessary to provide effective client services
Labor Relations Board - Educational	Annual needs assessment survey is sent to all staff and the results are analyzed.
Law Enforcement Training and Standards Board	We are a law enforcement organization that communicates almost strictly with Chiefs, Sheriffs, and other law enforcement and government agencies on a regular basis.
Natural Resources	Feedback from managers and employees.
Office of Executive Inspector General	NA
Prisoner Review Board	Currently our agency has two bilingual employees and positions and at this time it is adequate for our agency
Public Health	Bilingual need are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English constituents.

## FY 2017 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 with Spanish language options needed to render effective service to its Spanish speaking clients?</p>
Racing Board	The agency surveys both bilingual and non-bilingual staff regarding need.
Revenue	Telephone bilingual use tracking software, client interaction tracking software, employee client interaction database review, direct employee input, direct supervisor input, continual review by Bilingual needs committee.
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 in the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions. If Division Managers recognize the need to increase our number of bilingual positions in the field or office to better serve the communities, we would establish and post bilingual speaking positions to meet the demand.
State Police	agency relies on supervisors to evaluate the need for bilingual skills.
State Retirement Systems	NA
Transportation	Operational entities notify the central office of needs based on work unit functions and public interaction. Central office reviews and works with entities to establish positions.
Workers Compensation Commission	Based on daily interaction as observed by management.

## FY 2017 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	The agency has a Foreign Service Economic Development Executive who is required to speak the language of the area involved. The only full time FSEDE position is in Mexico.
Civil Service Commission	The Civil Service Commission has jurisdiction over employees subject to the Personnel Code and Personnel Rules. To date, the Commission has not encountered a situation in which such employees were unable to speak english.
Emergency Management Agency	Our agency has limited interaction with the general public. We don't have clients that we serve so bilingual staff has not been necessary.
Executive Ethics Commission	The EEC does not deal directly with the general public or have clients and therefore does not provide assistance with clients who are at a communicative disadvantage in an English –speaking environment.
Innovation and Technology	We do not work with the public, only government agencies. If contacted by a government employee needing translation we have contracted with Propio to provide translation services.
Investment Board	phone contacts
Labor Relations Board	Determinations are assessed by management based on clients/customers served.
Lottery	Recommendations from Division Managers of an operational need.
Military Affairs	Military Affairs doesn't have public clients. The agency has one organizational client - the National Guard. The National Guard meets bilingual requirements through US Federal Government resources.
Pollution Control Board	If a constituent required bilingual assistance, the Board would ensure any obligation was met through contractual services.
Procurement Policy Board	Lack of need determined through past experiences. Plus limited budget would make hiring a bilingual staff difficult to justify.
Property Tax Appeal Board	We have had very few instances in which we have utilized the CMS Master Contract - our last usage was in FY14.
State Police Merit Board	Agency does not interact with non English speaking public
Veterans Affairs	Based off of the needs in each of the geographical areas.

## FY 2017 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	The IACA does not track translation inquiries. However, if a constituent emails a staff member; emails are tracked and kept.
Capital Development Board	Reception Desk Calls
Central Management Services	Logs, case notes, telephone, face to face, e-mail, and an internal system.
Children and Family Services	Call tracking software, translation logs, payment vouchers
Civil Service Commission	0
Commerce and Economic Opportunity	Varies - case management software, call logs, and employee estimates
Corrections	Facility call logs, case management software and overtime slips.
Criminal Justice Information Authority	n/a
Deaf and Hard of Hearing Commission	0
Emergency Management Agency	Individual bureaus track interactions with constituents
Employment Security	Propio Interpreter Call logs, IBIS registrations, Illinois JobLink System (Employment Service Tool) registrations, Ad-Hoc LEP Claims Report.
Environmental Protection Agency	AVAYA reporting for contact center software
Executive Ethics Commission	N/A
Financial and Professional Regulation	The above is a weekly face to face and telephone estimate. IDFPFR does not track daily interactions with the public.
Gaming Board	Call Log
Guardianship and Advocacy Commission	Case Management Software- OSG Case materials- LAS and HRA
Healthcare and Family Services	These interaction were tracked via a survey of those who provided these services.
Historic Preservation	limited English proficiency tracking practices
Human Rights Commission	Call log
Human Rights Department	Through case management software and call logs.
Human Services	Call logs; Information Systems databases including Excel & Access logs/databases; emails; payment invoices to Chicago Area Interpreter Referral services and Propio Language Line interview statements; individual service plans; assessment/sign-in sheets; case notes; requests for provisions of interpreters and/or Computer Aided Real-Time (CART) services; billing invoices.
Illinois Commerce Commission	Call center software is used to track queues of phone calls that only go to Spanish speaking consumer counselors.
Innovation and Technology	Monthly bills. Contacts were with State agencies only. We don't not work directly with the public.
Insurance	Phone Reports, Manual Tracking, Lotus Notes, and Manual Log Ons
Investment Board	Call log
Juvenile Justice	Facility call logs and case management software.
Labor Department	various methods - excel spreadsheet - billing statements
Labor Relations Board	N/A
Labor Relations Board - Educational	Call log
Law Enforcement Training and Standards Board	NA
Lottery	The five employees were asked to estimate their interactions per month.
Military Affairs	NA
Natural Resources	Department is currently tracking through call logs, and online request for various permits.
Office of Executive Inspector General	Limited English proficiency tracking practices
Pollution Control Board	Clerk's Office tracks any needs for interpretation services from constituents.
Prisoner Review Board	n/a
Procurement Policy Board	Normally tracked via Spreadsheet
Property Tax Appeal Board	Through charges identified on Communication Revolving Fund billing.
Public Health	Bilingual interaction is tracked through call center software, logs and calendars.
Racing Board	Not tracked.
Revenue	Call log, case management software (CRM),and Walk-in Documentation System (WDS).
State Fire Marshal	Other.
State Police	Estimated
State Police Merit Board	No instances to track

### FY 2017 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 Retirement Systems	NA
Transportation	Estimated incurred by Emergency Traffic Patrol staff. Also, Bureau of Personnel Management maintains interview files requiring language translations. (None required in FY17.)
Veterans Affairs	Cyber-Vet (online)
Workers Compensation Commission	Phone Call, In-Person Visits (not tracked)

FY 2017 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	In minutes, the breakdown is as follows: Arabic - 10 Assyrian - 1 Cantonese - 18 Korean - 16 Mandarin - 16 Polis - 253 Russian - 51 Serbian - 7 Tagalog - 26
Agriculture	N/A
Arts Council	0
Capital Development Board	NA
Central Management Services	71. The languages were Spanish (57 instances), Polish (7 instances) and Swahili (7 instances).
Children and Family Services	2,327 Albanian, Amharic, Arabic, Assyrian, Bangla, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Canadian French, Cantonese, Cebuano, Chin (Lai), Chinese, Chinese Canton, Chinese Mandarin, Czech, Dari, Farsi, French, Gujarati, Haitian Creole, Hakha (Chin), Hindi, Italian, Japanese, Kanjobal, Karen, Kinyarwanda, Kirundi, Korean, Kurdish, Lao, Laotian, Lingala, Lithuanian, Mandarin, Marshallese, Mongolian, Nepali, Oromo, Persian, Polish, Rohingya, Romanian, Russian, Serbian, Spanish, Sudanese, Swahili, Swahili (Kiswahi), Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yoruba.
Civil Service Commission	na
Commerce and Economic Opportunity	N/A
Corrections	Rockford Parole-141 minutes- Spanish, Polish and Swahili. Rest of IDOC- 15,340 Minutes- Spanish, Polish, Arabic and Mandrin. Total of 43 languages used.
Criminal Justice Information Authority	n/a
Deaf and Hard of Hearing Commission	N/A
Emergency Management Agency	1, Spanish
Employment Security	14791. The top 10 languages were Spanish, Polish, Cantonese, Arabic, French, Hindi, Vietnamese, Mandarin, Korean & Russian. Others, like Bosnian, Gujarati, Tagalog & Ukrainian were also used.
Environmental Protection Agency	N/A
Executive Ethics Commission	N/A
Financial and Professional Regulation	N/A
Gaming Board	NA
Guardianship and Advocacy Commission	2- Bosnian
Healthcare and Family Services	HFS utilized the Master Contract 18,209 times for 63 different languages (Albanian, Amharic, Arabic, Assyrian, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cantonese, Chin (Lai), Chinese, Chinese Cantonese, Chinese Mandarin, Czech, Dari, Farsi, Filipino, French, German, Greek, Gujarati, Haitian Creole, Hakha (Chin), Hakha , Chin, Hindi, Hmong, Hungarian, Indonesian, Italian, Japanese, Karen, Kirundi, Korean, Kurdish, Laotian, Lithuanian, Malayalam, Mandarin, Mandingo, Mongolian, Nepali, Persian, Polish, Punjabi, Rohingya, Romanian, Russian, Serbian, Serbo-Croatian, Slovak, Somali, Spanish, Swahili, Tagalog, Telugu, Thai, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Yoruba)
Historic Preservation	12 - Sign language
Human Rights Commission	n/a
Human Rights Department	The CMS summary indicated that the Department used the service 32 times for a total of 1278 minutes. The primary source language was Spanish (1093 minutes or 86% of the total time) but there were five other languages for which the service was used. Those languages were (with frequency of instances in parenthesis): Spanish (24); Arabic (1); Bulgarian (1); Italian (1); Mandarin (3); and Polish (2).
Human Services	Albanian – 33; Amharic – 13; Arabic – 572; Assyrian – 20; Bengali – 2; Bosnian – 35; Bulgarian – 12; Burmese – 123; Cambodian – 12; Cantonese – 84; Chin – 10; Chin (Lai) – 3; Chinese – 2; Chinese Cantonese – 1; Chinese Mandarin – 2; Czech – 6; Dari – 9; Ewe – 1; Farsi – 66; Filipino – 6; French – 403; Fulani – 1; Greek – 10; Gujarati – 103; Haitian Creole – 3; Hakha (Chin) – 9; Hakha Chin – 6; Hakka Chinese – 1; Hindi – 97; Hungarian – 2; Indonesian – 1; Italian – 11; Japanese – 1; Karen – 50; Karenni – 4; Karenni (Kayah) – 7; Khmer – 4; Kinyarwanda – 15; Kirundi – 13; Korean – 115; Lao – 1; Laotian – 26; Lingala – 3; Lithuanian – 6; Malay – 1; Malayalam – 13; Mandarin – 132; Mongolian – 32; Nepali – 45; Oromo – 4; Persian – 9; Polish – 371; Portuguese – 11; Portuguese (Brazil) – 1; Punjabi – 8; Rohingya – 4; Romanian – 29; Russian – 184; Serbian – 17; Serbo-Croatian – 2; Slovak – 2; Somali – 14; Spanish – 3,060; Swahili – 64; Swahili (Kiswahili) – 18; Tagalog – 35; Tamil – 1; Thai – 6; Tigrinya – 14; Turkish – 9; Ukrainian – 44; Urdu – 68; Uzbek – 5; Vietnamese – 95; Yoruba – 3
Illinois Commerce Commission	N/A
Innovation and Technology	10 - Spanish
Insurance	NA
Investment Board	n/a
Juvenile Justice	N/A

### FY 2017 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).
Labor Department	94 calls - Arabic 2, Bulgarian 6, Cantonese 4, Korean 4, Mongolian 1, Polish 23, Romanian 1, Russian 10, Somali 1, Spanish 30, Ukrainian 3
Labor Relations Board	N/A
Labor Relations Board - Educational	NA
Law Enforcement Training and Standards Board	NA
Lottery	N/A
Military Affairs	NA
Natural Resources	N/A
Office of Executive Inspector General	In FY2017, we used an American Sign Language interpreter a half dozen times.
Pollution Control Board	n/a
Prisoner Review Board	1
Procurement Policy Board	NA
Property Tax Appeal Board	NA
Public Health	Language interpretation services were utilized in 64 instances. 2 Amharic; 1 Chin; 1 Gujarat; 1 Hindu; 1 Italian; 1 Mandarin; 1 Polish; 5 Russian; 50 Spanish; and 1 Swahili.
Racing Board	N/A
Revenue	8456 instances, Arabic, Bangla, Burmese, Cambodian, Chinese, French, Korean, Mandarin, Pashto, Polish, Russian, Somali, Spanish, Thai, and Tigrinya
State Fire Marshal	N/A
State Police	N/A
State Police Merit Board	NA
State Retirement Systems	NA
Transportation	NA
Veterans Affairs	N/A
Workers Compensation Commission	NA

## FY 2017 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	Sign language interpreters are hired during the Illinois State Fair and the DuQuoin State Fair.
Arts Council	0
Capital Development Board	NA
Central Management Services	N/A
Children and Family Services	Multilingual InterpretNet for face to face interpretation: Data not collected for source languages but total of 1240 vouchers paid totaling \$264,043.22 Multilingual Connections LLC for written translation: 101 requests in the following, Polish, Japanese, Spanish, Simplified Mandarin Chinese, French, Farsi, Bulgaria, Mandarin Chinese, Visayan-Cebuano
Civil Service Commission	na
Commerce and Economic Opportunity	N/A
Corrections	IDOC staff and Google Translate- number unknown.
Criminal Justice Information Authority	ICJIA has received no language interpretation service requests.
Deaf and Hard of Hearing Commission	IDHHC utilizes Sign Language Interpreters for communication access for meetings, trainings, conferences for staff as well as the individuals we serve.
Emergency Management Agency	N/A
Employment Security	Interpreters from IL Deaf & Hard of Hearing Commission were utilized several times during the FY for sign language interpreter services. Also used were Chicago Area Interpreter Services, DORS & Deaf Communication by Innovation.
Environmental Protection Agency	N/A
Executive Ethics Commission	None.
Financial and Professional Regulation	N/A
Gaming Board	NA
Guardianship and Advocacy Commission	Agency Employees- Spanish and Polish Community Service Provider- Spanish
Healthcare and Family Services	N/A
Historic Preservation	2 Spanish speaking requests, addressed by agency staff 1 French speaking request, addressed by agency volunteer
Human Rights Commission	n/a
Human Rights Department	In addition to the language interpretation services phone line, the Department used Translation Smart to translate its brochures into various languages. Over the years, the Department's "Filing a Charge of Discrimination" brochure has been translated into 15 languages; a sixteenth is used to translate a Guide for Respondents (Greek). The Department also utilized its bilingual staff who receive the bilingual option pay. Lastly, the Department also utilized sign language interpreters (eight incidences for a total of 1764 minutes).
Human Services	Current DHS bilingual employees; Polish Interpreters; Hispanic/Latino hotline; Spoken Language Interpreter Network; Center for Sight & Hearing; Change & Innovation; Chicago Hearing Society; Deaf Communication by Innovation; Language Access Metro Project; Multilingual Connections LLC; Computer Aided Real-Time Services
Illinois Commerce Commission	
Innovation and Technology	None. Contacts were only via the telephone.
Insurance	NA
Investment Board	n/a
Juvenile Justice	N/A
Labor Department	na
Labor Relations Board	N/A
Labor Relations Board - Educational	Agency employee assisted caller
Law Enforcement Training and Standards Board	NA
Lottery	N/A
Military Affairs	NA
Natural Resources	N/A
Office of Executive Inspector General	We used InterpreNet, Ltd., which then subcontracted with Multilingual Connections LLC., for ASL interpretation.
Pollution Control Board	n/a

### FY 2017 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.
Prisoner Review Board	0
Procurement Policy Board	NA
Property Tax Appeal Board	NA
Public Health	n/a
Racing Board	N/A
Revenue	2 usages for face to face translation of Arabic.
State Fire Marshal	N/A
State Police	N/A
State Police Merit Board	NA
State Retirement Systems	NA
Transportation	NA
Veterans Affairs	N/A
Workers Compensation Commission	NA

FY 2017 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?	Did your agency use census data?	Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?	Did your agency use consent decrees?	Did your agency use data from telephone interpreters?
Aging	10	No	Yes	No	No
Agriculture	1	No	No	No	No
Arts Council	0	No	No	No	No
Capital Development Board	0	No	No	No	No
Central Management Services	8	Yes	Yes	No	No
Children and Family Services	NA	No	Yes	Yes	Yes
Civil Service Commission	0	No	No	No	No
Commerce and Economic Opportunity	Determinations are assessed by management based on the client and service needs of programs. Assessment is primarily evaluated as vacancies occur and position duties are reviewed.	No	No	No	No
Corrections	N/A	No	No	No	No
Criminal Justice Information Authority	0	No	No	No	No
Deaf and Hard of Hearing Commission	N/A	No	No	No	No
Emergency Management Agency	N/A	No	No	No	No
Employment Security	At least 127, to be in compliance with the State Services Assurance Act. Furthermore, during EO's review, this office made recommendations to divisions for hiring additional bilingual staff in certain DHR regions. EO asked divisions to perform an in-depth analysis of their bilingual needs, using certain statistical data as support. This process is on-going.	Yes	Yes	No	Yes
Environmental Protection Agency	2	No	No	No	No
Executive Ethics Commission	0	No	No	No	No
Financial and Professional Regulation	N/A	No	No	No	No
Gaming Board	NA	No	No	No	No
Guardianship and Advocacy Commission	2	No	Yes	No	No
Healthcare and Family Services	N/A	No	No	No	No
Historic Preservation	na	No	No	No	No
Human Rights Commission	n/a	No	No	No	No
Human Rights Department	42	No	No	No	No
Human Services	Not sure how many total. Each division is responsible for determining the bilingual needs to meet their operational needs.	Yes	Yes	Yes	Yes
Illinois Commerce Commission	4	No	No	No	No
Innovation and Technology	0	No	No	No	No
Insurance	NA	No	No	No	No
Investment Board	n/a	No	No	No	No
Juvenile Justice	0	No	No	Yes	No
Labor Department	0	No	No	No	No
Labor Relations Board	N/A	No	No	No	No
Labor Relations Board - Educational	0	No	No	No	No
Law Enforcement Training and Standards Board	NA	No	No	No	No
Lottery	0	No	No	No	No
Military Affairs	0	No	No	No	No
Natural Resources	0	No	No	No	No

### FY 2017 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?	Did your agency use census data?	Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients?	Did your agency use consent decrees?	Did your agency use data from telephone interpreters?
Office of Executive Inspector General	0 (we answered no)	No	No	No	No
Pollution Control Board	n/a	No	No	No	No
Prisoner Review Board	2	No	No	No	No
Procurement Policy Board	NA	No	No	No	No
Property Tax Appeal Board	0	No	No	No	No
Public Health	64	No	No	No	No
Racing Board	No positions were deemed necessary.	No	No	No	No
Revenue	Current on-going process with current expectations to hire 1-3 additional staff	Yes	Yes	No	Yes
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 office. We have bilingual positions located in our Springfield and Chicago Offices.	No	No	No	No
State Police	Employees provide assessment as to needs.	Yes	No	No	No
State Police Merit Board	NA	No	No	No	No
State Retirement Systems	0	No	No	No	No
Transportation	NA	No	No	No	No
Veterans Affairs	1	Yes	No	No	No
Workers Compensation Commission	9	No	No	No	No

FY 2017 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	N/A	N/A
Arts Council	PSA, merit employee. Not in the budget	NA
Capital Development Board	NA	NA
Central Management Services	N/A	N/A
Children and Family Services	NA	8 Employees Office Associate, Child Welfare Specialist, Child Protection Specialist, Children and Family Services Intern, Public Service Administrator. An employee receives Temporary Pay for the portion of the day he/she is providing bilingual services.
Civil Service Commission	na	na
Commerce and Economic Opportunity	N/A	N/A
Corrections	86-Correctional Officers, Correctional Officer Trainees, Correctional Treatment Officers, Correctional Treatment Officer Trainees, Sergeants and Lieutenants. Spanish. They had not passed the Agency's Spanish test.	86, Correctional Officers, Correctional Officer Trainees, Correctional Treatment Officers, Correctional Treatment Officer Trainees, Sergeants and Lieutenants. Duration of T.A. were increments of half day and full days and on as needed basis.
Criminal Justice Information Authority	n/a	n/a
Deaf and Hard of Hearing Commission	N/A	N/A
Emergency Management Agency	N/A	N/A
Employment Security	Information is not tracked. Above answer is a "guesstimate", because information sought is not tracked. Additionally, it is not possible to survey employees who are not identified. We reassuming by diverse workforce & diverse clientele that at least some of these used another language at one point or another. However, not enough to receive bilingual pay.	1 PSA – Polish; 1 PSA – Spanish; duration unknown.
Environmental Protection Agency	5: Motorist Assistant Specialist, Vehicle Emission Compliance Inspector, Environmental Protection Engineer, Environmental Protection Specialist (2). All 5 employee used Spanish.	N/A
Executive Ethics Commission	N/A	N/A
Financial and Professional Regulation	N/A	N/A
Gaming Board	NA	NA
Guardianship and Advocacy Commission	NA	NA
Healthcare and Family Services	N/A	1 employee; Child Support Specialist I; from 6/1/16 through 11/30/16
Historic Preservation	Conservation/Historic Preservation Worker, Spanish, temporary employee Office Assistant, sign language, employee not certified and knowledge of signing is limited	n/a
Human Rights Commission	n/a	n/a
Human Rights Department	N/A	N/A
Human Services	Not sure the exact total in an agency this large with approximately 200 work locations, but the following list are examples of situations that usually occur at the 24/7 Mental Health Hospitals/Developmental Centers with new admissions and are isolated and limited in number of occurrences. Mental Health Technicians – Spanish Physician – Spanish Residential Services Supervisors – Spanish Social Workers – Spanish Public Service Administrator – Manual Communication Mental Health Technicians – Manual Communication Psychiatrist – Spanish Medical Director – Spanish Managed Care Coordinator – Polish Nurse Educator – Spanish Speech Therapist – Manual Communication	The current Payroll system was not able to capture this data. Common titles; however, requesting temporary assignment pay are: Office Coordinator Human Services Caseworkers Public Aid Eligibility Assistants Human Services Casework Managers Public Aid Quality Control Reviewer Office Clerks Switchboard Operator All above titles are commonly used for Spanish Speaking skills and are utilized on an as-needed basis usually ranging from a 1/2 day to a couple of months - all depending on staffing and client needs at the time.
Illinois Commerce Commission	N/A	N/A
Innovation and Technology	N/A	NA
Insurance	NA	NA
Investment Board	n/a	n/a

FY 2017 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.
Juvenile Justice	5 - Juvenile Justice Specialists Interns that had not taken the Spanish as of the end of FY-17.	N/A
Labor Department	Private Secretary II - Spanish PSA - Spanish Limited bilingual tasks - PSA indicated that he translated at most 3 times in FY 17.	na
Labor Relations Board	N/A	N/A
Labor Relations Board - Educational	Executive Director (SPSA), Spanish	NA
Law Enforcement Training and Standards Board	NA	NA
Lottery	N/A	N/A
Military Affairs	NA	NA
Natural Resources	N/A	N/A
Office of Executive Inspector General	Caly Bautista, Executive Assistant Daniel Ostrovsky, Assistant Inspector General (Ms. Bautista provided back up Spanish translation; Mr. Ostrovsky provided one-time Russian translation)	NA
Pollution Control Board	n/a	n/a
Prisoner Review Board	n/a	n/a
Procurement Policy Board	NA	NA
Property Tax Appeal Board	NA	NA
Public Health	n/a	n/a
Racing Board	Two employees speak with licensees in a language other than English; however, it is unclear if it is done out of convenience or preference rather than necessity. Only one of three racetracks have staff that are bilingual, with a common community of public contact. Staff in similar positions at the other two tracks are not bilingual.	N/A
Revenue	n/a	n/a
State Fire Marshal	N/A	N/A
State Police	NA	One employee a Store Keep I at the bureau of Identification is relied upon to interpret Spanish on a needed bases. Employee was paid temp pay in accordance with the AFSME agreement.
State Police Merit Board	NA	NA
State Retirement Systems	NA	NA
Transportation	NA	NA
Veterans Affairs	Approximately five total employees. There is not a high demand for bi-lingual employees in the field or at the Veteran's Homes.	N/A
Workers Compensation Commission	NA	NA

## FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option?
Aging	N/A
Agriculture	N/A
Arts Council	0
Capital Development Board	NA
Central Management Services	N/A
Children and Family Services	NA
Civil Service Commission	0
Commerce and Economic Opportunity	N/A
Corrections	N/A
Criminal Justice Information Authority	n/a
Deaf and Hard of Hearing Commission	N/A
Emergency Management Agency	N/A
Employment Security	A review of positions was conducted & it was determined that a language option was not essential to the position under the current circumstances. Further, 3 of the 4 positions are no longer considered "frontline", being removed from the collective bargaining unit with the passage of SB 1556 "Managers Bill".
Environmental Protection Agency	N/A
Executive Ethics Commission	N/A
Financial and Professional Regulation	N/A
Gaming Board	NA
Guardianship and Advocacy Commission	NA
Healthcare and Family Services	The positions were abolished due to the closure of the office
Historic Preservation	0
Human Rights Commission	n/a
Human Rights Department	These positions were in the Officials and Administrators category and the Department did not record the use of the bilingual option by personnel holding the position. When the positions were vacated the options were clarified to delete the language option.
Human Services	Employee was no longer utilizing bilingual skills with at least 10% of the time in that position.
Illinois Commerce Commission	N/A
Innovation and Technology	NA
Insurance	Incumbent vacated Senior Staff exempt position
Investment Board	n/a
Juvenile Justice	N/A
Labor Department	na
Labor Relations Board	N/A
Labor Relations Board - Educational	NA
Law Enforcement Training and Standards Board	0
Lottery	N/A
Military Affairs	NA
Natural Resources	N/A
Office of Executive Inspector General	NA
Pollution Control Board	n/a
Prisoner Review Board	The employee that was in a language option position was promoted to a position without the language option, so the agency made the promoted position a language option position and removed it from the vacated position.
Procurement Policy Board	0
Property Tax Appeal Board	NA
Public Health	Skill no longer required for position
Racing Board	N/A
Revenue	n/a
State Fire Marshal	N/A
State Police	0
State Police Merit Board	NA
State Retirement Systems	NA
Transportation	NA

### FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Why were agency positions designated with language options revised to delete the language option?
Veterans Affairs	N/A
Workers Compensation Commission	NA

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 are shaded in grey.</i>	<i>Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.</i>									
	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10
Aging	5	0	0	0	0	0	5	0	0	0
Agriculture	1	0	0	0	0	0	0	0	0	0
Arts Council	0	0	0	0	0	0	0	0	0	0
Capital Development Board	0	0	0	0	0	0	0	0	0	0
Central Management Services	7	0	0	0	0	0	0	0	0	0
Children and Family Services	152	5	3	1	0	0	6	0	0	0
Civil Service Commission	0	0	0	0	0	0	0	0	0	0
Commerce and Economic Opportunity	6	0	0	0	0	0	2	0	0	0
Corrections	40	7	11	6	8	4	14	5	7	4
Criminal Justice Information Authority	0	0	0	0	0	0	0	0	0	0
Deaf and Hard of Hearing Commission	0	0	0	0	0	0	6	0	0	0
Emergency Management Agency	0	0	0	0	0	0	0	0	0	0
Employment Security	129	6	6	0	4	3	0	0	0	1
Environmental Protection Agency	2	0	0	0	0	0	0	0	0	0
Executive Ethics Commission	0	0	0	0	0	0	0	0	0	0
Financial and Professional Regulation	9	0	0	0	0	0	0	0	0	0
Gaming Board	1	0	0	0	0	0	0	0	0	0
Guardianship and Advocacy Commission	7	0	0	0	0	0	0	0	0	0
Healthcare and Family Services	54	3	1	0	0	1	30	0	0	0
Historic Preservation	0	0	0	0	0	0	1	0	0	0
Human Rights Commission	0	0	3	0	0	0	0	0	0	0
Human Rights Department	27	0	0	0	0	0	0	0	0	0
Human Services	881	27	187	1	8	7	197	3	2	2
Illinois Commerce Commission	4	0	0	0	0	0	0	0	0	0
Innovation and Technology	0	0	0	0	0	0	0	0	0	0
Insurance	1	0	0	0	0	0	2	0	0	0
Investment Board	0	0	0	0	0	0	0	0	0	0
Juvenile Justice	5	0	0	0	0	0	0	0	0	0
Labor Department	13	0	0	0	0	0	0	0	0	0
Labor Relations Board	0	0	0	0	0	0	0	0	0	0
Labor Relations Board - Educational	0	0	0	0	0	0	0	0	0	0
Law Enforcement Training and Standards Board	0	0	0	0	0	0	0	0	0	0
Lottery	5	0	0	0	0	0	0	0	0	0
Military Affairs	0	0	0	0	0	0	0	0	0	0
Natural Resources	0	0	0	0	0	0	2	0	0	0
Office of Executive Inspector General	1	0	0	0	0	0	0	0	0	0
Pollution Control Board	0	0	0	0	0	0	0	0	0	0
Prisoner Review Board	0	0	0	0	0	0	2	0	0	0
Procurement Policy Board	0	0	0	0	0	0	0	0	0	0
Property Tax Appeal Board	0	0	0	0	0	0	0	0	0	0
Public Health	9	0	0	0	0	0	20	0	0	0
Racing Board	0	0	0	0	0	0	0	0	0	0
Revenue	14	0	0	0	0	0	3	0	0	0
State Fire Marshal	1	0	0	0	0	0	1	0	0	0
State Police	1	0	0	0	0	0	0	0	0	0
State Police Merit Board	0	0	0	0	0	0	0	0	0	0
State Retirement Systems	0	0	0	0	0	0	0	0	0	0
Transportation	8	0	0	1	0	0	0	0	0	0
Veterans Affairs	1	0	0	0	0	0	0	0	0	0
Workers Compensation Commission	3	0	0	0	0	0	0	0	0	0
<b>Statewide Totals:</b>	<b>1,387</b>	<b>48</b>	<b>211</b>	<b>9</b>	<b>20</b>	<b>15</b>	<b>291</b>	<b>8</b>	<b>9</b>	<b>7</b>

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Is the Agency compliant with the State Services Assurance Act?	Bilingual union staff as of June 30, 2007	Bilingual union staff as of June 30, 2017
Aging	Yes	4	9
Agriculture	Yes	1	1
Arts Council	Yes	0	0
Capital Development Board	Yes	0	7
Central Management Services	Yes	3	7
Children and Family Services	No	154	167
Civil Service Commission	Yes	0	0
Commerce and Economic Opportunity	Yes	5	5
Corrections	Yes	45	106
Criminal Justice Information Authority	Yes	9	9
Deaf and Hard of Hearing Commission	Yes	5	1
Emergency Management Agency	Yes	0	0
Employment Security	Yes	117	141
Environmental Protection Agency	No	14	10
Executive Ethics Commission	Yes	0	0
Financial and Professional Regulation	Yes	14	8
Gaming Board	Yes	0	1
Guardianship and Advocacy Commission	Yes	7	7
Healthcare and Family Services	Yes	86	87
Historic Preservation	Yes	0	1
Human Rights Commission	Yes	3	0
Human Rights Department	Yes	21	23
Human Services	Yes	1,052	1,148
Illinois Commerce Commission	Yes	3	4
Innovation and Technology	Yes	0	0
Insurance	No	0	3
Investment Board	Yes	0	0
Juvenile Justice	Yes	3	35
Labor Department	Yes	7	13
Labor Relations Board	Yes	0	0
Labor Relations Board - Educational	Yes	0	0
Law Enforcement Training and Standards Board	Yes	1	1
Lottery	Yes	1	5
Military Affairs	Yes	0	0
Natural Resources	Yes	0	2
Office of Executive Inspector General	Yes	0	0
Pollution Control Board	Yes	0	0
Prisoner Review Board	Yes	2	2
Procurement Policy Board	Yes	0	0
Property Tax Appeal Board	Yes	0	0
Public Health	Yes	12	25
Racing Board	Yes	5	3
Revenue	Yes	14	17
State Fire Marshal	Yes	0	2
State Police	Yes	0	0
State Police Merit Board	Yes	0	0
State Retirement Systems	No	0	0
Transportation	Yes	7	9
Veterans Affairs	Yes	1	1
Workers Compensation Commission	Yes	2	2
<b>Statewide Totals:</b>		<b>1,598</b>	<b>1,862</b>

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 are shaded in grey.</i>	Number of hits your agency's English language website received in FY2017	Is your agency's website translated into any languages?	List the translated websites and provide the total number of hits each website received in FY 2017
Aging	3,990,948	No	
Agriculture	282,000	No	
Arts Council	35,528	No	
Capital Development Board	73,003	No	
Central Management Services	4,007,829	No	
Children and Family Services	757,470	Yes	Only a few sections are translated into Spanish, not the entire website. 1. Become a foster or adoptive parent online interest form- 804 hits 2. Employment Opportunities in Spanish-16 hits 3. Forms- Spanish- 3,259 hits 4. Policy Guide-Spanish-46 hits 5. Rules- Spanish- 298 hits
Civil Service Commission	0	No	
Commerce and Economic Opportunity	119,094	No	
Corrections	0	No	
Criminal Justice Information Authority	167,076	No	
Deaf and Hard of Hearing Commission	423,650	No	
Emergency Management Agency	601,039	No	
Employment Security	7,005,440	Yes	Languages Sessions (hits): English 7,005,440 Spanish 29,524 Polish 2,134 Simplified Chinese 2,044 Russian 801
Environmental Protection Agency	1,098,241	No	
Executive Ethics Commission	44,719	No	
Financial and Professional Regulation	0	Yes	Once a specific language is chose, the website resets itself to that language. For questions No. 16 and No. 17, the Department does not possess software that can track website traffic.
Gaming Board	584,214	No	
Guardianship and Advocacy Commission	81,225	Yes	Google Translate provides translation for 100+ languages
Healthcare and Family Services	13,702,072	Yes	HFS does not translate its website into other languages, but leave it to the consumers of the content to utilize readily available translation tools to translate the content into the language of their choice.
Historic Preservation	603,379	No	
Human Rights Commission	0	Yes	n/a
Human Rights Department	201,873	Yes	The website is not translated into any other languages, however, different documents and brochures are found on the website in 16 different languages. These are brochures on various topics covered by the Department. The topics (with the language in which it is translated in parenthesis) are: Filing a Charge of Discrimination (Arabic, Bosnian, Chinese, French, German, Hindi, Italian, Japanese, Korean, Polish, Russian, Spanish, Tagalog, Urdu and Vietnamese); Guide for Respondents (Greek, Korean and Spanish); Fair Housing Guide (Chinese, French, Polish and Spanish); Bidder's Guide (Spanish); Mediation (Spanish); Financial Credit (Spanish); and Pregnancy Notice (Spanish). There are still other documents and informational notices translated in Spanish dealing with sexual harassment and employment discrimination.
Human Services	3,600,000	Yes	Yes. IDHS' website provides an En Español link, which translates the main page of the website into Spanish. This link is located at <a href="http://www.dhs.state.il.us/page.aspx?item=70728">http://www.dhs.state.il.us/page.aspx?item=70728</a>
Illinois Commerce Commission	313,733	No	
Innovation and Technology	600,670	No	
Insurance	0	No	
Investment Board	5,000	No	
Juvenile Justice	0	No	
Labor Department	1,899,296	Yes	Forms can be downloaded in languages other than English from the website but the website is in English.
Labor Relations Board	0	No	

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name <i>Agencies that reported no bilingual staff for FY17 are shaded in grey.</i>	Number of hits your agency's English language website received in FY2017	Is your agency's website translated into any languages?	List the translated websites and provide the total number of hits each website received in FY 2017
Labor Relations Board - Educational	0	No	
Law Enforcement Training and Standards Board	206,110	Yes	NA
Lottery	72,000,000	Yes	Spanish - 29,122 Hits
Military Affairs	500	No	
Natural Resources	1,700,000	No	
Office of Executive Inspector General	588,197	No	
Pollution Control Board	1,200	No	
Prisoner Review Board	0	No	
Procurement Policy Board	4,000	No	
Property Tax Appeal Board	155,748	No	
Public Health	4,306,538	Yes	The agency's website is not translated into other languages, however, there is a link to a comprehensive list of translated resource documents on our Center for Minority Health homepage. Number of Hits to Top Ten IDPH sites: 417,140 - IDPH Homepage 272,914 - Healthcare Worker Registry 192,546 - Licensing Certification 180,492 - Medical Cannabis 123,561 - Medical Cannabis/Registry Application 121,467 - Forms/Publications 119,531 - Medical Cannabis/Debilitating Conditions 113,340 - Birth/Death/Other Records 79,209 - Licensing Certification/Page 1 76,001 - Birth/Death/Other Records/Birth Records/Obtain Birth Certificates
Racing Board	0	No	
Revenue	25,394,365	No	
State Fire Marshal	646,742	No	
State Police	0	No	
State Police Merit Board	140,922	No	
State Retirement Systems	240,000	No	
Transportation	2,000,000	No	
Veterans Affairs	261,000	No	
Workers Compensation Commission	16,000,000	No	
	<b>163,842,821</b>	<b>Yes: 12 No: 38</b>	

## FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency routinely engage in contact with the public?	If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?	Please provide information regarding your agency's bilingual employment budget allocations for FY 2017
Aging	No		\$6,000 in Aging budget for bilingual pay
Agriculture	Yes	Yes	The bilingual budget would be included in the salary for an employee receiving bilingual pay.
Arts Council	Yes	No	The Illinois Arts Council Agency does not have bilingual pay in the budget.
Capital Development Board	Yes	No	We have no bilingual employment budget as we do not have any bilingual positions.
Central Management Services	Yes	No	Positions that require bilingual skills are always budgeted at 100%. CMS understands the importance and prioritization of bilingual communications with the public.
Children and Family Services	No	No	DCFS has 167 active bilingual staff members, and allocations for FY17 allow for 38 additional bilingual staff.
Civil Service Commission	Yes	No	The Civil Service Commission only has jurisdiction over employees covered by the Personnel Code and Rules and the Commission has yet to encounter a situation in which an employee was unable to speak english. As such, there are no budget allocations for bilingual employment.
Commerce and Economic Opportunity	Yes	No	Budget allocations are based on current staff who are receiving bilingual pay. The bilingual pay being provided is factored into the FY 17 budget as well as future budgets. Additionally, any vacancy that includes a bilingual option are budgeted accordingly to include additional pay for these services.
Corrections	Yes	No	IDOC does not break out, is include in 27 million paid for wages and overtime.
Criminal Justice Information Authority	No		n/a
Deaf and Hard of Hearing Commission	No		IDHHC requires the use of sign language for all employees due to the mission and services that we provide to individuals with a hearing loss to ensure equal communication access. Therefore, all employees hired are required to be fluent in sign language and will be given bi-lingual pay (5%) on top of the base salary and that is calculated into our budget each year.
Emergency Management Agency	No		N/A
Employment Security	Yes	Yes	DES does not have an allocated annual budget for bilingual needs and services. We pay our bilingual services contract (i.e. Propio for interpreting services) and our bilingual employees' salaries as needed and owed.
Environmental Protection Agency	Yes	No	EPA has headcount and appropriations to hire bilingual employees when applicable. EPA also has funding to attend job fair and recruitment events if needed, but does not have individual standalone budget lines for HR programs.
Executive Ethics Commission	No		N/A
Financial and Professional Regulation	Yes	Yes	The Department does not allocate specifically for bilingual employment.
Gaming Board	Yes	No	The Agency's budget allocation for bilingual pay is based on the employee in the position with bilingual pay.
Guardianship and Advocacy Commission	Yes	Yes	17145
Healthcare and Family Services	Yes	Yes	N/A. HFS does not currently have a specific bilingual employment budget allocation.
Historic Preservation	Yes	No	The ALPLM's FY17 only funded one Spanish speaking position. I was not employed by the ALPLM at during FY17 and am unaware of how HPA determined the budget or headcount for bilingual employees.
Human Rights Commission	No		n/a

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency routinely engage in contact with the public?	If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?	Please provide information regarding your agency's bilingual employment budget allocations for FY 2017
Human Rights Department	Yes	Yes	The Department receives a lump sum budget that is then used to compensate those bilingual staff with the bilingual option pay; the budget for those staff and allocation is based on the previous year's intake of non-English speaking charges. The Department also budgets for the use of the interpretive services through the Master Contract as well as for sign language interpreters based upon the previous year's expenditures.
Human Services	Yes	Yes	DHS does not allocate our budget by bilingual pay, so there isn't an allocation for it specifically. It is just part of our personal services monies.
Illinois Commerce Commission	Yes	No	Funding was adequate to provide Bilingual Pay to four Spanish Speaking staff.
Innovation and Technology	No		DoIT is a newly established agency (January 25, 2016) currently operating in accordance with intergovernmental agreements and transformation is ongoing. Legacy agency employee transfers are continuing and represent the greatest number of agency employees. After transformation is complete an assessment will be conducted to determine agency bilingual needs.
Insurance	No	Yes	The Agency fills bi lingual vacancies as they become vacant.
Investment Board	No		n/a
Juvenile Justice	No	No	N/A
Labor Department	Yes	No	there is no dedicated line for bilingual pay or bilingual recruitment -
Labor Relations Board	Yes	No	N/A
Labor Relations Board - Educational	Yes	No	No budget allocation.
Law Enforcement Training and Standards Board	Yes	No	0
Lottery	Yes	No	A Spanish Speaking option is available for positions which management determines an operational need. Bilingual pay is an increase of 5% of the base salary.
Military Affairs	No		NA
Natural Resources	Yes	No	N/A
Office of Executive Inspector General	Yes	No	We have no dedicated bilingual employment budget, but anticipate no changes in spending on bilingual services.
Pollution Control Board	Yes	No	The FY2017 budget does not contain funding for bilingual employment. The need has not been determined since the Board may utilize a contractual service for bilingual use if it is required by a constituent.
Prisoner Review Board	Yes	No	The Prisoner Review Board's budget currently allocated for two bilingual positions. Each year, the agency reviews the need for bilingual needs, what languages are needed and staffing needs. The agency is continually looking to increase bilingual positions as the need arises and the budget allows.
Procurement Policy Board	No		We have very little allocation for bilingual employment
Property Tax Appeal Board	Yes	No	NA
Public Health	Yes	Yes	Annual bilingual salaries was \$1.4 million (estimated). There is no budget allocation for recruitment.
Racing Board	Yes	Yes	N/A
Revenue	Yes	Yes	When we prepare our budget request we include funding for bilingual pay for the employees who provide this service. In FY17, the annual total was approximately \$105,000.
State Fire Marshal	Yes	No	Our budget allocation for our Bilingual staff for FY17 was \$6,000.00.
State Police	Yes	Yes	None that I know of.

## FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Does your agency routinely engage in contact with the public?	If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?	Please provide information regarding your agency's bilingual employment budget allocations for FY 2017
State Police Merit Board	Yes	No	NA
State Retirement Systems	Yes	No	There is no budget allocation for bilingual employment.
Transportation	Yes	No	The Department does not have bilingual employment allocations. The increase of \$100 or 5% per employee utilizing this skill is allocated with payroll.
Veterans Affairs	Yes	No	We have very limited resources regarding our budget, however there hasn't been a big demand for the need of bi-lingual employees the past several years.
Workers Compensation Commission	Yes	No	NA
	<b>Yes: 37</b> <b>No: 13</b>	<b>Yes: 12</b> <b>No: 28</b>	

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least	For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language
Aging		
Agriculture	At meat inspection processing and slaughter facilities in the Chicago area, Spanish (15%) is the language encountered.	Meat and Poultry Inspector - 1 bilingual in Spanish
Arts Council		
Capital Development Board		
Central Management Services		
Children and Family Services	0	0
Civil Service Commission		
Commerce and Economic Opportunity		
Corrections		
Criminal Justice Information Authority		
Deaf and Hard of Hearing Commission		
Emergency Management Agency		
Employment Security	Information was not tracked by individual locations. The overall number was 14,791. Overall, the top 10 languages used in the descending order were Spanish, Polish, Cantonese, Arabic, French, Hindi, Vietnamese, Mandarin, Korean & Russian. Others, like Bosnian, Gujarati, Tagalog & Ukrainian were also used.	Out of the IDES locations that routinely deal with the public, Chicago Region offices have 71 frontline staff, (18 bilingual Spanish, 1 bilingual Chinese); Metro South Region offices have 66 frontline staff, (16 bilingual Spanish); Northern Region offices have 106 frontline staff, (31 bilingual Spanish, 1 bilingual Polish); Northwest Region offices have 85 frontline staff, (8 bilingual Spanish); Southern Region offices have 85 frontline staff; Lombard and Rock Island call centers have 100 frontline staff, (19 bilingual Spanish, 2 bilingual Polish). In the Chicago central office, BOR has 13 frontline staff with 2 bilingual Spanish; BPC has 31 frontline staff with 8 bilingual Spanish; ES has 9 frontline staff with 1 bilingual Spanish; QACR has 6 frontline staff with 1 bilingual Spanish; Appeals have 47 frontline staff with 2 bilingual Spanish; HR has 10 frontline staff with 1 bilingual Spanish; Employer Reptg. has 20 frontline staff with 1 bilingual Spanish; Collection Enforcement has 19 frontline staff with 1 bilingual Spanish. In addition, Special Population Division has 4 frontline staff with 3 bilingual Spanish in Chicago, Northwest & Southern Regions.
Environmental Protection Agency		
Executive Ethics Commission		
Financial and Professional Regulation	As the Department does not possess a tracking system, it is not possible to make estimates of languages encountered. The front line staff are temporary receptionists. If they need translating help, they call one of the bilingual staff. I would estimate that 95% English; and, 5% Spanish.	a. The front line staff are temporary receptionists. b. None of the temporary receptionists are bilingual staff.
Gaming Board		
Guardianship and Advocacy Commission	Spanish- 30% Polish- 15%	7 frontline staff/2 bilingual in Spanish
Healthcare and Family Services	Facility #1: Spanish (92%) Facility #2: Spanish (39%), Polish (19%), Arabic (7%), Russian (6%), Mandarin (5%) Facility #3 Spanish (99%)	HFS is unable to provide this information in this format as the specific facilities identified in Question 21 are actually a composite of identical offices (in more than one location) who have the same function. We have not captured the information in a manner which would be able to identify specific percentages by physical office. We will however capture this information going forward so that it may be provided when requested.
Historic Preservation		
Human Rights Commission		

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least	For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language
Human Rights Department	Facility #1: English (74%), Spanish (22%), Polish (3%) and Korean (1%); Facility #2: English (99%), Spanish (1%); and Facility #3: English (1001%)	Facility #1: Spanish (22%): 66 frontline staff / 13 bilingual Spanish-speaking staff; Polish (3%): 66 frontline staff / 1 bilingual Polish-speaking staff; and Korean (1%): 66 frontline staff / 1 bilingual Korean-speaking staff. Facility #2: Spanish (1%): 6 frontline staff / 0 bilingual Spanish-speaking staff. Facility #3: Spanish (0%): 2 frontline staff / 0 bilingual Spanish-speaking staff.
Human Services	English65% Spanish25% Polish5% Other5%	(a)2,424 (b)606 Spanish 121 Polish 120 Other (Arabic, Korean, Manual Communication)
Illinois Commerce Commission		
Innovation and Technology		
Insurance		
Investment Board		
Juvenile Justice		
Labor Department		
Labor Relations Board		
Labor Relations Board - Educational		
Law Enforcement Training and Standards Board		
Lottery		
Military Affairs		
Natural Resources		
Office of Executive Inspector General		
Pollution Control Board		
Prisoner Review Board		
Procurement Policy Board		
Property Tax Appeal Board		
Public Health	Data not currently available. Please note that typical staff interaction at IDPH with stakeholders/partners (the public) consists of regulating, licensing, inspecting and surveying these public health entities.	Data not currently available.
Racing Board	The agency has not tracked contact other than previous years' survey of staff. Staff did not track interactions as it was not a requirement for past surveys.	The agency has not tracked contact other than previous years' survey of staff. Staff did not track interactions. Staff did not track interactions as it was not a requirement for past surveys.
Revenue	#1 English 82% #2 Spanish 18% Chicago only, all other offices reported zero request for bilingual needs.	Chicago JRTC: Spanish (18%), 8 total staff / 4 Bilingual on Spanish
State Fire Marshal		
State Police	0	0
State Police Merit Board		
State Retirement Systems		
Transportation		
Veterans Affairs		
Workers Compensation Commission		

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Where in each facility does your agency post notices regarding the availability of bilingual services?	In which languages are your agency's notices posted regarding the availability of bilingual services?
Aging		
Agriculture	Agency website	English only
Arts Council		
Capital Development Board		
Central Management Services		
Children and Family Services	Service desk of all frontline staff	The languages our agency encounters most frequently
Civil Service Commission		
Commerce and Economic Opportunity		
Corrections		
Criminal Justice Information Authority		
Deaf and Hard of Hearing Commission		
Emergency Management Agency		
Employment Security	One or more of the following: website, facility's public entrances, and frontline staff's service desk	All commonly used languages as provided by the Federal DOL.
Environmental Protection Agency		
Executive Ethics Commission		
Financial and Professional Regulation	Agency does not post notices	Agency does not post notices
Gaming Board		
Guardianship and Advocacy Commission	Agency does not post notices	Agency does not post notices
Healthcare and Family Services	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently
Historic Preservation		
Human Rights Commission		
Human Rights Department	One or more of the following: website, facility's public entrances, and frontline staff's service desk	In the languages the agency encounters and see answer to question #17 which lists the languages that notices are posted on the website.
Human Services	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently
Illinois Commerce Commission		
Innovation and Technology		
Insurance		
Investment Board		
Juvenile Justice		
Labor Department		
Labor Relations Board		
Labor Relations Board - Educational		
Law Enforcement Training and Standards Board		
Lottery		
Military Affairs		
Natural Resources		
Office of Executive Inspector General		
Pollution Control Board		
Prisoner Review Board		
Procurement Policy Board		
Property Tax Appeal Board		
Public Health	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently
Racing Board	Agency does not post notices	Agency does not post notices
Revenue	Public entrance to JRTC	The languages our agency encounters most frequently
State Fire Marshal		
State Police	One or more of the following: website, facility's public entrances, and frontline staff's service desk	The languages our agency encounters most frequently

### FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Where in each facility does your agency post notices regarding the availability of bilingual services?	In which languages are your agency's notices posted regarding the availability of bilingual services?
State Police Merit Board		
State Retirement Systems		
Transportation		
Veterans Affairs		
Workers Compensation Commission		

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).	What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?
Aging			The flexibility
Agriculture	0	0	An open dialog with the Bureau of Meat and Poultry Inspection to assess the need for bilingual staff members. The sign language interpreters hired for both Illinois and DuQuoin State Fairs are always some of the first contracts hired.
Arts Council			The Agency has several bilingual staff members who's first language is other than English.
Capital Development Board			Agency will make changes based on needs.
Central Management Services			Staff feedback helps us to track the data we need. When we need additional staff, it may take a little while, but it happens.
Children and Family Services	0	0	We do not have a procedure to assess how many bilingual staff are needed and are in the process of developing a policy and procedure to address this to include the United States Census Bureau information.
Civil Service Commission			na
Commerce and Economic Opportunity			The process directly involves senior management to assess if language skills are required in the performance of duties associated with each offices specific programs, services and program changes. Please also note: Of the 8 employees receiving bilingual pay during FY17, one employee resigned in August 2018. Specific data for that employee was not available. Additionally, on employee had a four month leave of absence during FY17 which impacted their overall data.
Corrections			By utilizing the T.A. pilot we were able to become compliant with the Service Assurance Act of 2008.
Criminal Justice Information Authority			Since ICJIA is a grant administration and research agency and have minimal interaction with the public, we have not identified a need for a bilingual needs assessment.

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).	What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?
Deaf and Hard of Hearing Commission			IDHHC values the fact that our employees are bi-lingual with the use of sign language and are able to communicate with both co-workers and individuals with a hearing loss. This is very important that IDHHC provides equal communication access at all times in order to advocate and provide the necessary services that are required under our mandates and mission of the agency.
Emergency Management Agency			N/A
Employment Security	None.	None.	The best part is that we pull information and data from a variety of different sources and methods to determine that our needs are met. This allows for a more accurate assessment and representation of bilingual staff and language needs.
Environmental Protection Agency			AVAYA software and surveying bilingual staff directly.
Executive Ethics Commission			N/A
Financial and Professional Regulation	There is no tracking system for when translation help is needed.	Please see question No. 25 above.	N/A
Gaming Board			The procedures utilized at the Illinois Gaming Board are directly tied to the needs of the public.
Guardianship and Advocacy Commission	NA	7%	The use of data informed decision making processes
Healthcare and Family Services	HFS does not currently have this information.	We have not utilized anyone else to provide translation services for us in FY2017.	Currently, HFS does not have a universal standardized procedure for assessing bilingual staff needs. Population demand and customer/client makeup has been the guidance that we have utilized to determine need. This process has worked for us in addressing where the need for bilingual staff is. We are always open to recommendations which may improve/enhance our processes for the provision of better services.
Historic Preservation			I like that the agency provides a mechanism our website for patron to request language assistance, which allows us to assess the community's needs and influence our staffing decisions. The information provided in this survey relates only to the ALPLM, not HPA. The current staff at ALPLM could not provide historical information regarding HPA and I joined the ALPLM on July 1, 2017.

## FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).	What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?
Human Rights Commission			n/a
Human Rights Department	No instances estimated since the majority of non-English speaking clients are Spanish, which the agency services. Other non-English speaking clients can be serviced through the interpretive language lines if necessary.	Estimate that less than 1% of bilingual situations involve client appearing with their own interpreter.	The Department is proud that it has so many bilingual allotted positions. At present we are down the amount of bilingual staff we normally have, but we are working diligently to replace bilingual staff that have been lost due to attrition. We look at the number of non-English speaking charges are filed and determine the amount of investigators that would be needed to properly service those charges.
Human Services	1% of the time	The majority of Manual Communication and Arabic speaking customers tend to bring a family member who is over the age of 18 to interpret for them.	That DHS handles by work location rather than centrally so that we are meeting the needs of the local population and not based on statewide numbers.
Illinois Commerce Commission			Our call center software does a great job of identifying and providing assistance from staff to Spanish speaking callers.
Innovation and Technology			Please refer to our response in questions 14 and 18.
Insurance			The Agency fills vacancies in a fair and consistent manner.
Investment Board			n/a
Juvenile Justice			N/A
Labor Department			n/a
Labor Relations Board			N/A
Labor Relations Board - Educational			The procedure is straightforward and realistic based upon the size of the agency and the history of bilingual requests.
Law Enforcement Training and Standards Board			NA
Lottery			Managers at offices can give a recommendation based on operational need.
Military Affairs			NA
Natural Resources			How the managers and the employees communicate to do what is best for the agency customers.
Office of Executive Inspector General			Our most common direct public interaction is complaint intake. We are eager to accept complaints from any willing whistle-blower, regardless of language.
Pollution Control Board			The Clerk's Office is the front line access to the public. If a need for bilingual services is needed, it is relayed to the appropriate staff to obtain contractual services.
Prisoner Review Board			n/a

FY 2017 Bilingual Needs and Bilingual Pay Survey

Agency Name	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least	Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).	What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?
Procurement Policy Board			NA
Property Tax Appeal Board			There has not been a need for a procedure to date.
Public Health	Data not currently available.	Data not currently available.	The proactive manner in which our management team seeks to clarify jobs to include the bilingual skills when appropriate.
Racing Board	The majority of the Board's front-line staff is not actively working due to the race schedules in Illinois. The Board will compile this data going forward in 2018 as staff return to work.	The majority of the Board's front-line staff is not actively working due to the race schedules in Illinois. The Board will compile this data going forward in 2018 as staff return to work.	The Board balances input from both staff and the public.
Revenue	We have zero reports of requests for translation services with us unable to provide the service.	unknown at this time. No known reports due to the availability of our translation services.	We now track nearly every interaction with the public and if a language other than English was needed. We have quarterly meetings to review our bilingual needs and how we can better provide them. We are active with community organizations to understand the needs of the communities and how we can serve them. We are working towards providing multiple language options at every front line facility.
State Fire Marshal			We depend on field staff and they report back with interaction with the public and we make determinations based on calls that come in to our Agency.
State Police	0	0	0
State Police Merit Board			NA
State Retirement Systems			Since we deal with past and present State workers and not the general public, we do not need bilingual staff.
Transportation			Review process allows for the establishment/abolishment of position as need is identified..
Veterans Affairs			I would say that our procedure for this is suffice. We have several Veteran Service Officer's that speak Spanish, which seems to be the main language that they encounter in the field.
Workers Compensation Commission			Through management observation, stakeholder input and employee recommendation.

# #32

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 2:45:37 PM  
**Last Modified:** Thursday, November 30, 2017 11:06:23 AM  
**Time Spent:** 20:20:45  
**IP Address:** 163.191.31.101

Page 2

**Q1 Agency:** **Aging**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Melina Tomaras-Collins**  
**Phone Number:** **217-785-3347**  
**E-mail Address:** **Melina.Tomaras-Collins@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

4199

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Senior Helpline Client Tracking System

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>10</b>
16 minutes to 60 minutes?	<b>90</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

75

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f) 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).

In minutes, the breakdown is as follows:

Arabic - 10  
Assyrian - 1  
Cantonese - 18  
Korean - 16  
Mandarin - 16  
Polis - 253  
Russian - 51  
Serbian - 7  
Tagalog - 26

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

10

---

**Q12** a) Did your agency use census data? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q13 b)** Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

---

**Q14 c)** Did your agency use consent decrees? **No**

---

**Q15 d)** Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16 4. a)** How many agency employees receive a bilingual pay supplement?

10

---

**Q17 b)** Of those employees, how many have utilized bilingual skills within the past fiscal year?

10

---

<b>Q18 c)</b> What percentage of those employees used bilingual skills...?	Every day?	<b>90</b>
	At least once a week?	<b>10</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19 5. a)** Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21 5. b)** Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

8

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

2

---

**Q28** b) Of those, how many positions were filled?

3

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

2

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

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**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	5
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	5
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

10

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The Department monitors Senior Helpline calls on an ongoing basis to evaluate the need to hire more staff that speak additional languages such as Polish and Russian.

---

**Q40** 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?

The Senior Helpline logs all bilingual calls and assistance through a client tracking system. The Department constantly monitors operations to ensure staffing is adequate to render effective service to Spanish-speaking clients.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

4

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

9

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

3990948

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**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

\$6,000 in Aging budget for bilingual pay

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Respondent skipped this question**

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Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

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Page 25

2017 Bilingual Needs and Bilingual Pay Survey

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

Respondent skipped this question

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Respondent skipped this question

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The flexibility

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 8:00:11 AM  
**Last Modified:** Wednesday, November 15, 2017 10:22:30 AM  
**Time Spent:** 02:22:18  
**IP Address:** 163.191.85.17

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Page 2

**Q1 Agency:** **Agriculture**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Linda Rhodes**  
**Phone Number:** **217-524-9050**  
**E-mail Address:** **[linda.rhodes@illinois.gov](mailto:linda.rhodes@illinois.gov)**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

60

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**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

call log

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>50</b>
16 minutes to 60 minutes?	<b>25</b>
61 minutes to half of a work day?	<b>25</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

25

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

Sign language interpreters are hired during the Illinois State Fair and the DuQuoin State Fair.

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

1

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

1

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

1

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

6

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

1

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

No

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Respondent skipped this question

---

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

The agency has a Foreign Service Economic Development Executive who is required to speak the language of the area involved. The only full time FSEDE position is in Mexico.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

1

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

282000

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The bilingual budget would be included in the salary for an employee receiving bilingual pay.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

At meat inspection processing and slaughter facilities in the Chicago area, Spanish (15%) is the language encountered.

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Meat and Poultry Inspector - 1 bilingual in Spanish

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Agency website**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **English only**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

0

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

0

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

An open dialog with the Bureau of Meat and Poultry Inspection to assess the need for bilingual staff members. The sign language interpreters hired for both Illinois and DuQuoin State Fairs are always some of the first contracts hired.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 16, 2017 1:57:31 PM  
**Last Modified:** Tuesday, November 21, 2017 1:31:07 PM  
**Time Spent:** Over a day  
**IP Address:** 50.193.94.137

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Page 2

**Q1 Agency:** **Arts Council**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Romie Munoz**  
**Phone Number:** **312-814-8250**  
**E-mail Address:** **Romie.Munoz@Illinois.gov**

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Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

3

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

The IACA does not track translation inquiries. However, if a constituent emails a staff member; emails are tracked and kept.

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

1

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

0

---

**Q9** g) 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.

0

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

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Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

PSA, merit employee. Not in the budget

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

0

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Judgment is made by the Agency based on the number of grant applications and technical assistance, emails and phone inquiries received each year. The Illinois Arts Council Agency is a very small agency and has utilized the language translations on several occasions.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Currently there is not a position with the Spanish language option.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

35528

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**Q46** 17. Is your agency's website translated into any languages? **No**

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Illinois Arts Council Agency does not have bilingual pay in the budget.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The Agency has several bilingual staff members who's first language is other than English.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #23

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 4:45:21 PM  
**Last Modified:** Tuesday, November 28, 2017 5:26:10 PM  
**Time Spent:** 00:40:48  
**IP Address:** 66.158.8.10

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Page 2

**Q1 Agency:** **Capital Development Board**

---

## Q2 Agency Information

**Name of Representative Completing Survey:** **Debbi Denzler**  
**Phone Number:** **217-782-72222**  
**E-mail Address:** **Debbi.Denzler@Illinois.gov**

---

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

0

---

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Reception Desk Calls

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Need based on agency services.

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Need based on agency services.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

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**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

7

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

73003

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

We have no bilingual employment budget as we do not have any bilingual positions.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Agency will make changes based on needs.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #50

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 2:34:47 PM  
**Last Modified:** Thursday, November 30, 2017 5:13:56 PM  
**Time Spent:** 02:39:08  
**IP Address:** 163.191.255.9

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Page 2

**Q1 Agency:** **Central Management Services**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Fred V. Stewart, II**  
**Phone Number:** **(217) 558-6713**  
**E-mail Address:** **fred.stewart@illinois.gov**

---

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

572

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**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Logs, case notes, telephone, face to face, e-mail, and an internal system.

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>54</b>
16 minutes to 60 minutes?	<b>34</b>
61 minutes to half of a work day?	<b>9</b>
more than half of a work day?	<b>3</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

60

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f) 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).

71. The languages were Spanish (57 instances), Polish (7 instances) and Swahili (7 instances).

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

8

---

**Q12** a) Did your agency use census data? **Yes**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

7

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

7

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>90</b>
	At least once a week?	<b>10</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

8

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

8

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	7
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

7

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

From surveys such as this and feedback from our personnel.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

From surveys such as this and feedback from our personnel.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

3

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

7

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

4007829

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

Positions that require bilingual skills are always budgeted at 100%. CMS understands the importance and prioritization of bilingual communications with the public.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?

**No**

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

**Respondent skipped this question**

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

**Respondent skipped this question**

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

**Respondent skipped this question**

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

**Respondent skipped this question**

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

**Respondent skipped this question**

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Staff feedback helps us to track the data we need. When we need additional staff, it may take a little while, but it happens.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #63

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 27, 2017 1:29:02 PM  
**Last Modified:** Thursday, December 07, 2017 9:24:33 AM  
**Time Spent:** Over a week  
**IP Address:** 66.158.2.64

Page 2

**Q1 Agency:** **Children and Family Services**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Lourdes M. Rodriguez**  
**Phone Number:** **312 808-5264**  
**E-mail Address:** **Lourdes.Rodriguez@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

2473

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Call tracking software, translation logs, payment vouchers

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>0</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>100</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

100

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f) 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).

2,327 Albanian, Amharic, Arabic, Assyrian, Bangla, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Canadian French, Cantonese, Cebuano, Chin (Lai), Chinese, Chinese Canton, Chinese Mandarin, Czech, Dari, Farsi, French, Gujarati, Haitian Creole, Hakha (Chin), Hindi, Italian, Japanese, Kanjobal, Karen, Kinyarwanda, Kirundi, Korean, Kurdish, Lao, Laotian, Lingala, Lithuanian, Mandarin, Marshallese, Mongolian, Nepali, Oromo, Persian, Polish, Rohingya, Romanian, Russian, Serbian, Spanish, Sudanese, Swahili, Swahili (Kiswahili), Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yoruba.

---

**Q9** g) 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.

Multilingual InterpretNet for face to face interpretation: Data not collected for source languages but total of 1240 vouchers paid totaling \$264,043.22

Multilingual Connections LLC for written translation: 101 requests in the following, Polish, Japanese, Spanish, Simplified Mandarin Chinese, French, Farsi, Bulgaria, Mandarin Chinese, Visayan-Cebuano

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q14 c)** Did your agency use consent decrees? **Yes**

---

**Q15 d)** Did your agency use data from telephone interpreters? **Yes**

---

Page 7

**Q16 4. a)** How many agency employees receive a bilingual pay supplement?

167

---

**Q17 b)** Of those employees, how many have utilized bilingual skills within the past fiscal year?

167

---

<b>Q18 c)</b> What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19 5. a)** Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21 5. b)** Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **Yes**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q22** 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.

8 Employees Office Associate, Child Welfare Specialist, Child Protection Specialist, Children and Family Services Intern, Public Service Administrator.

An employee receives Temporary Pay for the portion of the day he/she is providing bilingual services.

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Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

167

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

38

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

38

---

**Q28** b) Of those, how many positions were filled?

15

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

27

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

NA

---

**Q32** d) How many positions were revised to add the language option?

2

---

Page 13

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	152
Region 2	5
Region 3	3
Region 4	1
Region 5	0
Region 6	0
Region 7	6
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

158

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

9

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**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

1

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

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Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The number of bilingual staff is determined by the caseload ratio set by the B.H. Consent Decree of 153 investigations per year per investigator and 25 child cases per placement caseworker per year. However there is not a formula for determining caseload for foster licensing and day care licensing staff.

---

**Q40** 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?

DCFS does not have a set method of determining the number of bilingual positions with Spanish language option.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **No**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

154

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

167

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

757470

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**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:

Only a few sections are translated into Spanish, not the entire website. 1. Become a foster or adoptive parent online interest form- 804 hits 2. Employment Opportunities in Spanish-16 hits 3. Forms- Spanish- 3,259 hits 4. Policy Guide-Spanish- 46 hits 5. Rules- Spanish- 298 hits

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

DCFS has 167 active bilingual staff members, and allocations for FY17 allow for 38 additional bilingual staff.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

0

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

0

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

**Service desk of all frontline staff**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

**The languages our agency encounters most frequently**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

0

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

0

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

We do not have a procedure to assess how many bilingual staff are needed and are in the process of developing a policy and procedure to address this to include the United States Census Bureau information.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 8:33:37 AM  
**Last Modified:** Wednesday, November 15, 2017 8:45:03 AM  
**Time Spent:** 00:11:25  
**IP Address:** 163.191.255.9

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Page 2

**Q1 Agency:** **Civil Service Commission**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Andrew Barris**  
**Phone Number:** **2177827373**  
**E-mail Address:** **andrew.barris@illinois.gov**

---

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

0

---

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

0

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

na

---

**Q9** g) 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.

na

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

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**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

na

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

na

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

0

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

---

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

The Civil Service Commission has jurisdiction over employees subject to the Personnel Code and Personnel Rules. To date, the Commission has not encountered a situation in which such employees were unable to speak english.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Civil Service Commission only has jurisdiction over employees covered by the Personnel Code and Rules and the Commission has yet to encounter a situation in which an employee was unable to speak english. As such, there are no budget allocations for bilingual employment.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

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Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

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## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

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**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

na

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #44

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 27, 2017 9:52:54 AM  
**Last Modified:** Thursday, November 30, 2017 2:48:01 PM  
**Time Spent:** Over a day  
**IP Address:** 163.191.87.194

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Page 2

**Q1 Agency:** **Commerce and Economic Opportunity**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Miguel Calderon**  
**Phone Number:** **217-524-2997**  
**E-mail Address:** **Miguel.A.Calderon@illinois.gov**

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Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

774

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**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Varies - case management software, call logs, and employee estimates

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**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>37</b>
16 minutes to 60 minutes?	<b>33</b>
61 minutes to half of a work day?	<b>17</b>
more than half of a work day?	<b>13</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

53

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

Determinations are assessed by management based on the client and service needs of programs. Assessment is primarily evaluated as vacancies occur and position duties are reviewed.

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**Q12** a) Did your agency use census data? **No**

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**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

8

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

8

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>1</b>
	At least once a week?	<b>52</b>
	At least once a month?	<b>16</b>
	At least once a year?Please ensure that the total is100%	<b>31</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

8

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

9

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

1

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Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	6
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	2
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

6

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

2

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Determinations are assessed by management based on program needs, and clients/customers served.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Same as 14A

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

5

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

5

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

119094

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

Budget allocations are based on current staff who are receiving bilingual pay. The bilingual pay being provided is factored into the FY 17 budget as well as future budgets. Additionally, any vacancy that includes a bilingual option are budgeted accordingly to include additional pay for these services.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The process directly involves senior management to assess if language skills are required in the performance of duties associated with each offices specific programs, services and program changes.

Please also note: Of the 8 employees receiving bilingual pay during FY17, one employee resigned in August 2018. Specific data for that employee was not available. Additionally, on employee had a four month leave of absence during FY17 which impacted their overall data.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

#65

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 08, 2017 4:14:05 PM  
**Last Modified:** Friday, December 08, 2017 4:55:31 PM  
**Time Spent:** 00:41:25  
**IP Address:** 163.191.86.22

Page 2

**Q1 Agency:** **Corrections**

**Q2 Agency Information**

**Name of Representative Completing Survey:** **Fernando Chavarria-Chief of Affirmative Action**  
**Phone Number:** **(312) 814-3790**  
**E-mail Address:** **Fernando.Chavarria@Illinois.Gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

9927

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Facility call logs, case management software and overtime slips.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>35</b>
16 minutes to 60 minutes?	<b>30</b>
61 minutes to half of a work day?	<b>20</b>
more than half of a work day?	<b>15</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

35

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f) 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).

Rockford Parole-141 minutes- Spanish, Polish and Swahili.  
Rest of IDOC- 15,340 Minutes- Spanish, Polish, Arabic and Mandrin.  
Total of 43 languages used.

---

**Q9** g) 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.

IDOC staff and Google Translate- number unknown.

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

N/A

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

20

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

20

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>55</b>
	At least once a week?	<b>35</b>
	At least once a month?	<b>5</b>
	At least once a year?Please ensure that the total is100%	<b>5</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

86-Correctional Officers, Correctional Officer Trainees, Correctional Treatment Officers, Correctional Treatment Officer Trainees, Sergeants and Lieutenants. Spanish.

They had not passed the Agency's Spanish test.

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **Yes**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q22** 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.

86, Correctional Officers, Correctional Officer Trainees, Correctional Treatment Officers, Correctional Treatment Officer Trainees, Sergeants and Lieutenants. Duration of T.A. were increments of half day and full days and on as needed basis.

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

20

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

8

---

**Q28** b) Of those, how many positions were filled?

1

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

1

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

N/A

---

**Q32** d) How many positions were revised to add the language option?

11

---

Page 13

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	40
Region 2	7
Region 3	11
Region 4	6
Region 5	8
Region 6	4
Region 7	14
Region 8	5
Region 9	7
Region 10	4

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

100

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

6

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

2

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Inmate population

---

**Q40** 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?

Inmate population

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

45

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

106

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

IDOC does not break out, is include in 27 million paid for wages and overtime.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

2017 Bilingual Needs and Bilingual Pay Survey

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

Respondent skipped this question

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Respondent skipped this question

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

By utilizing the T.A. pilot we were able to become compliant with the Service Assurance Act of 2008.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #43

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 22, 2017 9:42:26 AM  
**Last Modified:** Thursday, November 30, 2017 2:41:20 PM  
**Time Spent:** Over a week  
**IP Address:** 163.191.125.5

Page 2

**Q1 Agency:** **Criminal Justice Information Authority**

## Q2 Agency Information

Name of Representative Completing Survey: **Zina Smith**  
 Phone Number: **(312) 793-0473**  
 E-mail Address: **smithzina@hotmail.com**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

n/a

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

n/a

---

**Q9** g) 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.

ICJIA has received no language interpretation service requests.

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

n/a

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

We are a grant administration and research agency. We have minimal interaction with the public. We have not identified a need for bilingual services.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

We are a grant administration and research agency. We have minimal interaction with the public. We have not identified a need for bilingual services.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

9

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

9

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

167076

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**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

n/a

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?

Respondent skipped this question

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Respondent skipped this question

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Respondent skipped this question

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

Respondent skipped this question

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Respondent skipped this question

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Since ICJIA is a grant administration and research agency and have minimal interaction with the public, we have not identified a need for a bilingual needs assessment.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#53

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 9:42:23 PM  
**Last Modified:** Friday, December 01, 2017 10:00:54 AM  
**Time Spent:** 12:18:30  
**IP Address:** 163.191.76.29

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Page 2

**Q1 Agency:** **Deaf and Hard of Hearing Commission**

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**Q2 Agency Information**

**Name of Representative Completing Survey:** **Patty Greene**  
**Phone Number:** **217/557-4490**  
**E-mail Address:** **Patty.greene@illinois.gov**

---

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

0

---

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

0

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>0</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>100</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

IDHHC utilizes Sign Language Interpreters for communication access for meetings, trainings, conferences for staff as well as the individuals we serve.

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

N/A

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

5

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

5

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

5

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

3

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

2

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

1

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	6
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

6

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

Yes

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

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.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

If we do provide services to spanish speaking individuals, we hire interpreters with spanish speaking sign language skills and knowledge.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

5

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

423650

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

IDHHC requires the use of sign language for all employees due to the mission and services that we provide to individuals with a hearing loss to ensure equal communication access. Therefore, all employees hired are required to be fluent in sign language and will be given bi-lingual pay (5%) on top of the base salary and that is calculated into our budget each year.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Respondent skipped this question**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

**Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

IDHHC values the fact that our employees are bi-lingual with the use of sign language and are able to communicate with both co-workers and individuals with a hearing loss. This is very important that IDHHC provides equal communication access at all times in order to advocate and provide the necessary services that are required under our mandates and mission of the agency.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

# #45

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 2:53:39 PM  
**Last Modified:** Thursday, November 30, 2017 3:03:54 PM  
**Time Spent:** Over a day  
**IP Address:** 163.191.196.50

Page 2

**Q1 Agency:** **Emergency Management Agency**

## Q2 Agency Information

Name of Representative Completing Survey: **Kevin Moore**  
 Phone Number: **217-782-3184**  
 E-mail Address: **kevin.moore@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Individual bureaus track interactions with constituents

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

1, Spanish

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

N/A

---

**Q12** a) Did your agency use census data? **No**

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**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

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**Q14** c) Did your agency use consent decrees? **No**

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**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

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Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

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2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Our agency has limited interaction with the general public. We don't have clients that we serve so bilingual staff has not been necessary.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

601039

**Q46** 17. Is your agency's website translated into any languages? **No**

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Respondent skipped this question**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

N/A

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #27

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 9:00:23 AM  
**Last Modified:** Wednesday, November 29, 2017 2:42:16 PM  
**Time Spent:** 05:41:52  
**IP Address:** 163.191.24.13

Page 2

**Q1 Agency:** **Employment Security**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Stanislav Volkhovsky**  
**Phone Number:** **312-793-9290**  
**E-mail Address:** **Stanislav.Volkhovsky@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

24971

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Propio Interpreter Call logs, IBIS registrations, Illinois JobLink System (Employment Service Tool) registrations, Ad-Hoc LEP Claims Report.

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>70</b>
16 minutes to 60 minutes?	<b>29</b>
61 minutes to half of a work day?	<b>1</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

100

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

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**Q8** f) 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).

14791. The top 10 languages were Spanish, Polish, Cantonese, Arabic, French, Hindi, Vietnamese, Mandarin, Korean & Russian. Others, like Bosnian, Gujarati, Tagalog & Ukrainian were also used.

---

**Q9** g) 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.

Interpreters from IL Deaf & Hard of Hearing Commission were utilized several times during the FY for sign language interpreter services. Also used were Chicago Area Interpreter Services, DORS & Deaf Communication by Innovation.

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Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

At least 127, to be in compliance with the State Services Assurance Act. Furthermore, during EO's review, this office made recommendations to divisions for hiring additional bilingual staff in certain DHR regions. EO asked divisions to perform an in-depth analysis of their bilingual needs, using certain statistical data as support. This process is on-going.

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**Q12** a) Did your agency use census data? **Yes**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

---

**Q14** c) Did your agency use consent decrees? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q15** d) Did your agency use data from telephone interpreters? **Yes**

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Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

149

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**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

149

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>98</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>2</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Information is not tracked. Above answer is a "guesstimate", because information sought is not tracked. Additionally, it is not possible to survey employees who are not identified. We reassuming by diverse workforce & diverse clientele that at least some of these used another language at one point or another. However, not enough to receive bilingual pay.

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **Yes**

---

**Q22** 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.

1 PSA – Polish; 1 PSA – Spanish; duration unknown.

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Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

92

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

60

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**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

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**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

36

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**Q28** b) Of those, how many positions were filled?

32

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Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

32

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**Q30** b) How many agency positions designated with language options were revised to delete the language option?

4

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**Q31** c) Why were these positions revised to delete the language option?

A review of positions was conducted & it was determined that a language option was not essential to the position under the current circumstances. Further, 3 of the 4 positions are no longer considered "frontline", being removed from the collective bargaining unit with the passage of SB 1556 "Managers Bill".

---

**Q32 d)** How many positions were revised to add the language option?

10

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Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	129
Region 2	6
Region 3	6
Region 4	0
Region 5	4
Region 6	3
Region 7	0
Region 8	0
Region 9	0
Region 10	1

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Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

138

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**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

11

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff.

Yes

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves.

---

**Q40** 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?

IBIS system; self-declare; Propio; operational need & the demographics of the areas which each office serves. Discussions with & recommendations from community groups, including IAHSE & Hispanic Advisory Council.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

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**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

117

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

141

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Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

7005440

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**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
Languages Sessions (hits): English 7,005,440 Spanish 29,524 Polish 2,134 Simplified Chinese 2,044 Russian 801

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Page 20

**Q47 18.** Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

DES does not have an allocated annual budget for bilingual needs and services. We pay our bilingual services contract (i.e. Propio for interpreting services) and our bilingual employees' salaries as needed and owed.

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Page 21

**Q48 19.** Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49 20.** If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50 21.** For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Information was not tracked by individual locations. The overall number was 14,791. Overall, the top 10 languages used in the descending order were Spanish, Polish, Cantonese, Arabic, French, Hindi, Vietnamese, Mandarin, Korean & Russian. Others, like Bosnian, Gujarati, Tagalog & Ukrainian were also used.

---

**Q51 22.** For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Out of the IDES locations that routinely deal with the public, Chicago Region offices have 71 frontline staff, (18 bilingual Spanish, 1 bilingual Chinese); Metro South Region offices have 66 frontline staff, (16 bilingual Spanish); Northern Region offices have 106 frontline staff, (31 bilingual Spanish, 1 bilingual Polish); Northwest Region offices have 85 frontline staff, (8 bilingual Spanish); Southern Region offices have 85 frontline staff; Lombard and Rock Island call centers have 100 frontline staff, (19 bilingual Spanish, 2 bilingual Polish). In the Chicago central office, BOR has 13 frontline staff with 2 bilingual Spanish; BPC has 31 frontline staff with 8 bilingual Spanish; ES has 9 frontline staff with 1 bilingual Spanish; QACR has 6 frontline staff with 1 bilingual Spanish; Appeals have 47 frontline staff with 2 bilingual Spanish; HR has 10 frontline staff with 1 bilingual Spanish; Employer Reptg. has 20 frontline staff with 1 bilingual Spanish; Collection Enforcement has 19 frontline staff with 1 bilingual Spanish. In addition, Special Population Division has 4 frontline staff with 3 bilingual Spanish in Chicago, Northwest & Southern Regions.

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Page 25

2017 Bilingual Needs and Bilingual Pay Survey

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

**One or more of the following: website, facility's public entrances, and frontline staff's service desk**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Other (list):  
All commonly used languages as provided by the Federal DOL.

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

None.

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

None.

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The best part is that we pull information and data from a variety of different sources and methods to determine that our needs are met. This allows for a more accurate assessment and representation of bilingual staff and language needs.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #31

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 11:00:46 AM  
**Last Modified:** Thursday, November 30, 2017 9:46:03 AM  
**Time Spent:** Over a week  
**IP Address:** 163.191.83.131

Page 2

**Q1 Agency:** **Environmental Protection Agency**

## Q2 Agency Information

Name of Representative Completing Survey: **Jill Johnson**  
 Phone Number: **217/785-2911**  
 E-mail Address: **Jill.Johnson@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

59

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

AVAYA reporting for contact center software

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

20

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Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

2

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

2

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

2

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

5: Motorist Assistant Specialist, Vehicle Emission Compliance Inspector, Environmental Protection Engineer, Environmental Protection Specialist (2). All 5 employee used Spanish.

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28** b) Of those, how many positions were filled?

0

---

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Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

1

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	2
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

2

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **Yes**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The Agency uses feedback from employees and the public to ensure effective public service.

---

**Q40** 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?

The Agency reviews call volume - AVAYA, the volume of work that requires translation and uses feedback from employees and the public to ensure effective service is provided to those for whom English is a second language.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **No**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

14

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

10

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

1098241

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**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47 18.** Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

EPA has headcount and appropriations to hire bilingual employees when applicable. EPA also has funding to attend job fair and recruitment events if needed, but does not have individual standalone budget lines for HR programs.

---

Page 21

**Q48 19.** Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49 20.** If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50 21.** For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51 22.** For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52 23.** Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53 24.** In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

2017 Bilingual Needs and Bilingual Pay Survey

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

AVAYA software and surveying bilingual staff directly.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #26

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 12:26:42 PM  
**Last Modified:** Wednesday, November 29, 2017 11:33:45 AM  
**Time Spent:** 23:07:03  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** **Executive Ethics Commission**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Laura Vaught**  
**Phone Number:** **217-622-4313**  
**E-mail Address:** **laura.c.vaught**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

N/A

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

None.

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

The EEC does not deal directly with the general public or have clients and therefore does not provide assistance with clients who are at a communicative disadvantage in an English –speaking environment.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

44719

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Respondent skipped this question**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

N/A

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 2:28:36 PM  
**Last Modified:** Thursday, November 16, 2017 2:29:15 PM  
**Time Spent:** Over a day  
**IP Address:** 163.191.27.191

Page 2

**Q1 Agency:** **Financial and Professional Regulation**

## Q2 Agency Information

Name of Representative Completing Survey: **Vivian Toliver**  
 Phone Number: **(312) 814-1764**  
 E-mail Address: **vivian.toliver@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

1700

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

The above is a weekly face to face and telephone estimate. IDFPR does not track daily interactions with the public.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>65</b>
16 minutes to 60 minutes?	<b>30</b>
61 minutes to half of a work day?	<b>5</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

30

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

N/A

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

9

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

9

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>50</b>
	At least once a week?	<b>40</b>
	At least once a month?	<b>10</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

9

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

17

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

1

---

**Q28** b) Of those, how many positions were filled?

1

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

2

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

N/A

---

**Q32** d) How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	9
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

9

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Determination is made by the number of complaints and inquires received by the Department that require translation. In addition, the number of licensees/applicants who require translators during the examination and investigation process.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

See question No. 14a above.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

14

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

8

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
Once a specific language is chose, the website resets itself to that language. For questions No. 16 and No. 17, the Department does not possess software that can track website traffic.

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Department does not allocate specifically for bilingual employment.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

As the Department does not possess a tracking system, it is not possible to make estimates of languages encountered.

The front line staff are temporary receptionists. If they need translating help, they call one of the bilingual staff. I would estimate that 95% English; and, 5% Spanish.

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

a. The front line staff are temporary receptionists. b. None of the temporary receptionists are bilingual staff.

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Agency does not post notices**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Agency does not post notices**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

There is no tracking system for when translation help is needed.

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Please see question No. 25 above.

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

N/A

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #62

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 06, 2017 7:24:45 AM  
**Last Modified:** Wednesday, December 06, 2017 7:56:29 AM  
**Time Spent:** 00:31:44  
**IP Address:** 163.191.90.4

---

Page 2

**Q1 Agency:** **Gaming Board**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Sara Bartolomucci**  
**Phone Number:** **217-524-0181**  
**E-mail Address:** **sara.bartolomucci@igb.illinois.gov**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

20

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Call Log

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>90</b>
16 minutes to 60 minutes?	<b>10</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

10

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

1

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

1

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>50</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>50</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

1

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The Illinois Gaming Board evaluates the demand from the public for bilingual services to determine the number of bilingual positions required. The demand for bilingual services other than Spanish is currently zero.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

The Illinois Gaming Board evaluates the demand for Spanish translations from the public to determine the amount of positions with Spanish language options required. Staff that currently provides assistance in interpreting or translating information is asked to maintain a log. The log is used to evaluate demand.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

584214

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**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Agency's budget allocation for bilingual pay is based on the employee in the position with bilingual pay.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The procedures utilized at the Illinois Gaming Board are directly tied to the needs of the public.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#33

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 10:41:05 AM  
**Last Modified:** Thursday, November 30, 2017 11:23:55 AM  
**Time Spent:** Over a day  
**IP Address:** 163.191.137.11

Page 2

**Q1 Agency:** **Guardianship and Advocacy Commission**

**Q2 Agency Information**

Name of Representative Completing Survey: **Gia Orr**  
 Phone Number: **312-793-5900**  
 E-mail Address: **gia.orr@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

30

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Case Management Software- OSG  
 Case materials- LAS and HRA

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>10</b>
16 minutes to 60 minutes?	<b>85</b>
61 minutes to half of a work day?	<b>5</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

1

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

2- Bosnian

---

**Q9** g) 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.

Agency Employees- Spanish and Polish  
Community Service Provider- Spanish

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

2

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

7

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

7

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>15</b>
	At least once a week?	<b>10</b>
	At least once a month?	<b>70</b>
	At least once a year?Please ensure that the total is100%	<b>5</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

7

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

3

---

**Q28 b)** Of those, how many positions were filled?

3

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

1

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

1

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	7
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

6

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**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

1

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**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

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**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Quantitative and qualitative data from regional offices and management.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Caseload acuity and the data reported by agency management charged with maintaining information that allows directors to make informed decisions.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

7

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

7

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

81225

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**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
Google Translate provides translation for 100+ languages

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

17145

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Spanish- 30%

Polish- 15%

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**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

7 frontline staff/2 bilingual in Spanish

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Agency does not post notices**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Agency does not post notices**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

NA

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

7%

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Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The use of data informed decision making processes

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

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#30

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 11:00:18 AM  
**Last Modified:** Thursday, November 30, 2017 9:01:08 AM  
**Time Spent:** Over a day  
**IP Address:** 66.158.2.14

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Page 2

**Q1 Agency:** **Healthcare and Family Services**

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**Q2 Agency Information**

**Name of Representative Completing Survey:** **Derrick Davis**  
**Phone Number:** **(312) 793-4322**  
**E-mail Address:** **derrick.davis@illinois.gov**

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Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

396642

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**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

These interaction were tracked via a survey of those who provided these services.

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>51</b>
16 minutes to 60 minutes?	<b>36</b>
61 minutes to half of a work day?	<b>10</b>
more than half of a work day?	<b>3</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

38

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Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

HFS utilized the Master Contract 18,209 times for 63 different languages (Albanian, Amharic, Arabic, Assyrian, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cantonese, Chin (Lai), Chinese, Chinese Cantonese, Chinese Mandarin, Czech, Dari, Farsi, Filipino, French, German, Greek, Gujarati, Haitian Creole, Hakha (Chin), Hakha , Chin, Hindi, Hmong, Hungarian, Indonesian, Italian, Japanese, Karen, Kirundi, Korean, Kurdish, Laotian, Lithuanian, Malayalam, Mandarin, Mandingo, Mongolian, Nepali, Persian, Polish, Punjabi, Rohingya, Romanian, Russian, Serbian, Serbo-Croatian, Slovak, Somali, Spanish, Swahili, Tagalog, Telugu, Thai, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Yoruba)

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**Q9** g) 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.

N/A

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Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

N/A

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**Q12** a) Did your agency use census data? **No**

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**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

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2017 Bilingual Needs and Bilingual Pay Survey

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

89

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**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

80

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<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>70</b>
	At least once a week?	<b>22</b>
	At least once a month?	<b>7</b>
	At least once a year?Please ensure that the total is100%	<b>1</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **Yes**

---

**Q22** 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.

1 employee; Child Support Specialist I; from 6/1/16 through 11/30/16

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

89

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

101

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**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **Yes**

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

1

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Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

16

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**Q28** b) Of those, how many positions were filled?

10

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Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

15

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

6

---

**Q31** c) Why were these positions revised to delete the language option?

The positions were abolished due to the closure of the office

---

**Q32 d)** How many positions were revised to add the language option?

2

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	54
Region 2	3
Region 3	1
Region 4	0
Region 5	0
Region 6	1
Region 7	30
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

78

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

11

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff.

Yes

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

This is usually generated by customer/client makeup of the specific geographic region and population demand.

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**Q40** 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?

Population demand and customer/client makeup for specific area being serviced.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

86

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

87

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

13702072

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**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
HFS does not translate its website into other languages, but leave it to the consumers of the content to utilize readily available translation tools to translate the content into the language of their choice.

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A. HFS does not currently have a specific bilingual employment budget allocation.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Facility #1: Spanish (92%)

Facility #2: Spanish (39%), Polish (19%), Arabic (7%), Russian (6%), Mandarin (5%)

Facility #3 Spanish (99%)

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

HFS is unable to provide this information in this format as the specific facilities identified in Question 21 are actually a composite of identical offices (in more than one location) who have the same function. We have not captured the information in a manner which would be able to identify specific percentages by physical office. We will however capture this information going forward so that it may be provided when requested.

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **One or more of the following: website, facility's public entrances, and frontline staff's service desk**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

**The languages our agency encounters most frequently**

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Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

HFS does not currently have this information.

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

We have not utilized anyone else to provide translation services for us in FY2017.

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Currently, HFS does not have a universal standardized procedure for assessing bilingual staff needs. Population demand and customer/client makeup has been the guidance that we have utilized to determine need. This process has worked for us in addressing where the need for bilingual staff is. We are always open to recommendations which may improve/enhance our processes for the provision of better services.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#38

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 27, 2017 4:14:23 PM  
**Last Modified:** Thursday, November 30, 2017 12:18:35 PM  
**Time Spent:** Over a day  
**IP Address:** 163.191.25.14

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Page 2

**Q1 Agency:** **Historic Preservation**

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**Q2 Agency Information**

**Name of Representative Completing Survey:** **Melissa Schaefer - ALPLM**  
**Phone Number:** **217-557-5875**  
**E-mail Address:** **melissa.c.schaefer@illinois.gov**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

15

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

limited English proficiency tracking practices

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>0</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>100</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

100

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

12 - Sign language

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**Q9** g) 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.

2 Spanish speaking requests, addressed by agency staff  
1 French speaking request, addressed by agency volunteer

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Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

na

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

1

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

1

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>100</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Conservation/Historic Preservation Worker, Spanish, temporary employee  
Office Assistant, sign language, employee not certified and knowledge of signing is limited

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

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Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

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**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

0

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	1
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

1

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

I am unsure how HPA as a whole determined need or how the ALPLM determined its needs prior to July 2017.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

I am unsure how HPA as a whole determined need or how the ALPLM determined its needs prior to July 2017.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

603379

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**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The ALPLM's FY17 only funded one Spanish speaking position. I was not employed by the ALPLM at during FY17 and am unaware of how HPA determined the budget or headcount for bilingual employees.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

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Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

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**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

I like that the agency provides a mechanism our website for patron to request language assistance, which allows us to assess the community's needs and influence our staffing decisions.

The information provided in this survey relates only to the ALPLM, not HPA. The current staff at ALPLM could not provide historical information regarding HPA and I joined the ALPLM on July 1, 2017.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #16

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 16, 2017 7:42:24 AM  
**Last Modified:** Tuesday, November 28, 2017 12:26:03 PM  
**Time Spent:** Over a week  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** **Human Rights Commission**

## Q2 Agency Information

Name of Representative Completing Survey: **Dr. Ewa I. Ewa**  
 Phone Number: **312-814-6281**  
 E-mail Address: **ewa.ewa@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

200

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Call log

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>80</b>
16 minutes to 60 minutes?	<b>20</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

n/a

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**Q9** g) 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.

n/a

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

n/a

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**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

3

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

3

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>80</b>
	At least once a week?	<b>10</b>
	At least once a month?	<b>10</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

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Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

n/a

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	3
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

3

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

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Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

none

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

none

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

3

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:**  
n/a

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

n/a

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?

**Respondent skipped this question**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

**Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

**Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

**Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

**Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

**Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

n/a

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#35

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 9:32:40 AM  
**Last Modified:** Thursday, November 30, 2017 11:36:23 AM  
**Time Spent:** 02:03:43  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** **Human Rights Department**

**Q2 Agency Information**

Name of Representative Completing Survey: **Martin Duncan**  
 Phone Number: **312.814.6204**  
 E-mail Address: **martin.duncan@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

2746

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Through case management software and call logs.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>69</b>
16 minutes to 60 minutes?	<b>22</b>
61 minutes to half of a work day?	<b>5</b>
more than half of a work day?	<b>4</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

35

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

The CMS summary indicated that the Department used the service 32 times for a total of 1278 minutes. The primary source language was Spanish (1093 minutes or 86% of the total time) but there were five other languages for which the service was used. Those languages were (with frequency of instances in parenthesis): Spanish (24); Arabic (1); Bulgarian (1); Italian (1); Mandarin (3); and Polish (2).

---

**Q9** g) 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.

In addition to the language interpretation services phone line, the Department used Translation Smart to translate its brochures into various languages. Over the years, the Department's "Filing a Charge of Discrimination" brochure has been translated into 15 languages; a sixteenth is used to translate a Guide for Respondents (Greek). The Department also utilized its bilingual staff who receive the bilingual option pay. Lastly, the Department also utilized sign language interpreters (eight incidences for a total of 1764 minutes).

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

42

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q14 c)** Did your agency use consent decrees? **No**

---

**Q15 d)** Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16 4. a)** How many agency employees receive a bilingual pay supplement?

27

---

**Q17 b)** Of those employees, how many have utilized bilingual skills within the past fiscal year?

27

---

<b>Q18 c)</b> What percentage of those employees used bilingual skills...?	Every day?	<b>48</b>
	At least once a week?	<b>40</b>
	At least once a month?	<b>9</b>
	At least once a year?Please ensure that the total is100%	<b>3</b>

---

Page 8

**Q19 5. a)** Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21 5. b)** Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

27

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

15

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

6

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**Q28** b) Of those, how many positions were filled?

2

---

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

2

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

2

---

**Q31 c)** Why were these positions revised to delete the language option?

These positions were in the Officials and Administrators category and the Department did not record the use of the bilingual option by personnel holding the position. When the positions were vacated the options were clarified to delete the language option.

**Q32 d)** How many positions were revised to add the language option?

1

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	27
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

19

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

8

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals. The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual options positions. Additionally, the Department has its "Filing a Charge of Discrimination" brochure in 15 different languages.

---

**Q40** 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?

The Department's Charge Processing, Fair Housing and Legal Divisions are involved in the Department's charge processing program. A number of charges filed with the Department are filed by limited English speaking individuals. Bilingual positions required to process cases are based on charges filed annually by limited English speaking individuals (300 such cases were filed in the FY2017). The Department also has positions which do not process cases but are required to communicate orally and/or in writing with limited English speaking individuals. The need is determined by the type of service provided and required such as investigator, receptionist, administrative, community outreach, liaison, etc. The Department has Spanish, Polish and Korean bilingual options positions. Additionally, the Department has its "Filing a Charge of Discrimination" brochure in 15 different languages.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

**Q44 b)** Enter the number of bilingual union staff as of June 30, 2017?

23

---

Page 19

**Q45 16.** How many hits did your agency's English language website receive in FY2017?

201873

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**Q46 17.** Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
The website is not translated into any other languages, however, different documents and brochures are found on the website in 16 different languages. These are brochures on various topics covered by the Department. The topics (with the language in which it is translated in parenthesis) are: Filing a Charge of Discrimination (Arabic, Bosnian, Chinese, French, German, Hindi, Italian, Japanese, Korean, Polish, Russian, Spanish, Tagalog, Urdu and Vietnamese); Guide for Respondents (Greek, Korean and Spanish); Fair Housing Guide (Chinese, French, Polish and Spanish); Bidder's Guide (Spanish); Mediation (Spanish); Financial Credit (Spanish); and Pregnancy Notice (Spanish). There are still other documents and informational notices translated in Spanish dealing with sexual harassment and employment discrimination.

---

Page 20

**Q47 18.** Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Department receives a lump sum budget that is then used to compensate those bilingual staff with the bilingual option pay; the budget for those staff and allocation is based on the previous year's intake of non-English speaking charges. The Department also budgets for the use of the interpretive services through the Master Contract as well as for sign language interpreters based upon the previous year's expenditures.

---

Page 21

**Q48 19.** Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Facility #1: English (74%), Spanish (22%), Polish (3%) and Korean (1%);

Facility #2: English (99%), Spanish (1%); and

Facility #3: English (1001%)

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Facility #1: Spanish (22%): 66 frontline staff / 13 bilingual Spanish-speaking staff;  
Polish (3%): 66 frontline staff / 1 bilingual Polish-speaking staff; and  
Korean (1%): 66 frontline staff / 1 bilingual Korean-speaking staff.

Facility #2: Spanish (1%): 6 frontline staff / 0 bilingual Spanish-speaking staff.

Facility #3: Spanish (0%): 2 frontline staff / 0 bilingual Spanish-speaking staff.

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

**One or more of the following: website, facility's public entrances, and frontline staff's service desk**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Other (list):  
In the languages the agency encounters and see answer to question #17 which lists the languages that notices are posted on the website.

---

Page 26

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q54 25.** Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

No instances estimated since the majority of non-English speaking clients are Spanish, which the agency services. Other non-English speaking clients can be serviced through the interpretive language lines if necessary.

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**Q55 26.** Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Estimate that less than 1% of bilingual situations involve client appearing with their own interpreter.

---

Page 27

**Q56 27.** What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The Department is proud that it has so many bilingual allotted positions. At present we are down the amount of bilingual staff we normally have, but we are working diligently to replace bilingual staff that have been lost due to attrition. We look at the number of non-English speaking charges are filed and determine the amount of investigators that would be needed to properly service those charges.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #46

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 2:43:22 PM  
**Last Modified:** Thursday, November 30, 2017 3:08:20 PM  
**Time Spent:** 00:24:57  
**IP Address:** 163.191.135.100

Page 2

**Q1 Agency:** **Human Services**

## Q2 Agency Information

**Name of Representative Completing Survey:** **G. Scott Viniard**  
**Phone Number:** **217/557-9264**  
**E-mail Address:** **Scott.Viniard@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

203496

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Call logs; Information Systems databases including Excel & Access logs/databases; emails; payment invoices to Chicago Area Interpreter Referral services and Propio Language Line interview statements; individual service plans; assessment/sign-in sheets; case notes; requests for provisions of interpreters and/or Computer Aided Real-Time (CART) services; billing invoices.

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>75</b>
16 minutes to 60 minutes?	<b>23</b>
61 minutes to half of a work day?	<b>2</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

25

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Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

**Q8** f) 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).

Albanian – 33; Amharic – 13; Arabic – 572; Assyrian – 20; Bengali – 2; Bosnian – 35; Bulgarian – 12; Burmese – 123; Cambodian – 12; Cantonese – 84; Chin – 10; Chin (Lai) – 3; Chinese – 2; Chinese Cantonese – 1; Chinese Mandarin – 2; Czech – 6; Dari – 9; Ewe – 1; Farsi – 66; Filipino – 6; French – 403; Fulani – 1; Greek – 10; Gujarati – 103; Haitian Creole – 3; Hakha (Chin) – 9; Hakha Chin – 6; Hakka Chinese – 1; Hindi – 97; Hungarian – 2; Indonesian – 1; Italian – 11; Japanese – 1; Karen – 50; Karenni – 4; Karenni (Kayah) – 7; Khmer – 4; Kinyarwanda – 15; Kirundi – 13; Korean – 115; Lao – 1; Laotian – 26; Lingala – 3; Lithuanian – 6; Malay – 1; Malayalam – 13; Mandarin – 132; Mongolian – 32; Nepali – 45; Oromo – 4; Persian – 9; Polish – 371; Portuguese – 11; Portuguese (Brazil) – 1; Punjabi – 8; Rohingya – 4; Romanian – 29; Russian – 184; Serbian – 17; Serbo-Croatian – 2; Slovak – 2; Somali – 14; Spanish – 3,060; Swahili – 64; Swahili (Kiswahili) – 18; Tagalog – 35; Tamil – 1; Thai – 6; Tigrinya – 14; Turkish – 9; Ukrainian – 44; Urdu – 68; Uzbek – 5; Vietnamese – 95; Yoruba – 3

**Q9** g) 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.

Current DHS bilingual employees; Polish Interpreters; Hispanic/Latino hotline; Spoken Language Interpreter Network; Center for Sight & Hearing; Change & Innovation; Chicago Hearing Society; Deaf Communication by Innovation; Language Access Metro Project; Multilingual Connections LLC; Computer Aided Real-Time Services

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Page 6

**Q10** 2. 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? **Yes**

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

Not sure how many total. Each division is responsible for determining the bilingual needs to meet their operational needs.

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**Q12** a) Did your agency use census data? **Yes**

2017 Bilingual Needs and Bilingual Pay Survey

**Q13 b)** Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

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**Q14 c)** Did your agency use consent decrees? **Yes**

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**Q15 d)** Did your agency use data from telephone interpreters? **Yes**

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Page 7

**Q16 4. a)** How many agency employees receive a bilingual pay supplement?

1315

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**Q17 b)** Of those employees, how many have utilized bilingual skills within the past fiscal year?

1315

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<b>Q18 c)</b> What percentage of those employees used bilingual skills...?	Every day?	<b>48</b>
	At least once a week?	<b>19</b>
	At least once a month?	<b>30</b>
	At least once a year?Please ensure that the total is100%	<b>3</b>

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Page 8

**Q19 5. a)** Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

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## 2017 Bilingual Needs and Bilingual Pay Survey

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Not sure the exact total in an agency this large with approximately 200 work locations, but the following list are examples of situations that usually occur at the 24/7 Mental Health Hospitals/Developmental Centers with new admissions and are isolated and limited in number of occurrences.

Mental Health Technicians – Spanish  
Physician – Spanish  
Residential Services Supervisors – Spanish  
Social Workers – Spanish  
Public Service Administrator – Manual Communication  
Mental Health Technicians – Manual Communication  
Psychiatrist – Spanish  
Medical Director – Spanish  
Managed Care Coordinator – Polish  
Nurse Educator – Spanish  
Speech Therapist – Manual Communication

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **Yes**

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**Q22** 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.

The current Payroll system was not able to capture this data. Common titles; however, requesting temporary assignment pay are:

Office Coordinator  
Human Services Caseworkers  
Public Aid Eligibility Assistants  
Human Services Casework Managers  
Public Aid Quality Control Reviewer  
Office Clerks  
Switchboard Operator

All above titles are commonly used for Spanish Speaking skills and are utilized on an as-needed basis usually ranging from a 1/2 day to a couple of months - all depending on staffing and client needs at the time.

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Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1282

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

705

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**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **Yes**

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**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

3

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Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

177

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**Q28 b)** Of those, how many positions were filled?

148

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Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

54

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**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

9

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**Q31 c)** Why were these positions revised to delete the language option?

Employee was no longer utilizing bilingual skills with at least 10% of the time in that position.

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**Q32 d)** How many positions were revised to add the language option?

23

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Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	<b>881</b>
Region 2	<b>27</b>
Region 3	<b>187</b>
Region 4	<b>1</b>
Region 5	<b>8</b>
Region 6	<b>7</b>
Region 7	<b>197</b>
Region 8	<b>3</b>
Region 9	<b>2</b>
Region 10	<b>2</b>

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

812

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**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

239

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**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

251

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**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

13

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Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

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Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Calls/emails received from the public with the need; bi-annual analysis of client cases/applications and divided by a case load ratio to determine the bilingual staff need; customer requests; use of contract interpreters; census and community needs; leadership needs assessment; speech/language assessments; historical data; admission data.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

From the calls/inquires by phone or emails received from Spanish Speaking customers; from management observation based on frequency of need for interpreters; review of under served areas; customer/community/student needs; census data; annual survey of patient needs.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

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**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

1052

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1148

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Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

3600000

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**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
Yes. IDHS' website provides an En Español link, which translates the main page of the website into Spanish. This link is located at <http://www.dhs.state.il.us/page.aspx?item=70728>

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

DHS does not allocate our budget by bilingual pay, so there isn't an allocation for it specifically. It is just part of our personal services monies.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

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Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

English 65%  
Spanish 25%  
Polish 5%  
Other 5%

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**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

(a) 2,424

(b) 606 Spanish  
121 Polish  
120 Other (Arabic, Korean, Manual Communication)

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **One or more of the following: website, facility's public entrances, and frontline staff's service desk**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **The languages our agency encounters most frequently**

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Page 26

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

1% of the time

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**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

The majority of Manual Communication and Arabic speaking customers tend to bring a family member who is over the age of 18 to interpret for them.

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Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

That DHS handles by work location rather than centrally so that we are meeting the needs of the local population and not based on statewide numbers.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the **I Agree**  
accuracy of this agency's responses to the Bilingual  
Needs and Bilingual Pay Survey to the best of my  
knowledge after reasonable investigation, and (b) that  
these responses were reviewed and approved by the  
head of this agency before submission.

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# #59

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 8:26:01 AM  
**Last Modified:** Tuesday, December 05, 2017 9:05:01 AM  
**Time Spent:** Over a week  
**IP Address:** 163.191.149.16

Page 2

**Q1 Agency:** **Illinois Commerce Commission**

## Q2 Agency Information

Name of Representative Completing Survey: **Steve Matrisch**  
 Phone Number: **(217) 782-6447**  
 E-mail Address: **Steve.Matrisch@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

565

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Call center software is used to track queues of phone calls that only go to Spanish speaking consumer counselors.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>50</b>
16 minutes to 60 minutes?	<b>50</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

100

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

None

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Page 6

**Q10** 2. 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? **Yes**

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**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

4

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**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

4

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**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

4

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<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

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**Q22** 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.

N/A

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Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **Yes**

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**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

3

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Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

1

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**Q28 b)** Of those, how many positions were filled?

1

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

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**Q32 d)** How many positions were revised to add the language option?

0

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Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	4
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

4

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

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Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

To the extent there was an influx of calls to the Consumer Services Division requesting services in a specific language, it would be necessary to collect data on the number of such requests and perform research to determine if there is an underserved demographic.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

The Consumer Services Division tracks data on the number of requests for service in Spanish via call center software. The number of Spanish language calls received justifies the need for bilingual staffing of our call center. The percentage of calls that we are able to answer with our current staffing level guides us in the determination of many positions are needed.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

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**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

3

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

4

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

313733

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**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

Funding was adequate to provide Bilingual Pay to four Spanish Speaking staff.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

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Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Our call center software does a great job of identifying and providing assistance from staff to Spanish speaking callers.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #34

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 2:20:07 PM  
**Last Modified:** Thursday, November 30, 2017 11:27:58 AM  
**Time Spent:** Over a week  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** **Innovation and Technology**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Vickie Simpson**  
**Phone Number:** **217-524-7069**  
**E-mail Address:** **vickie.simpson@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

10

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Monthly bills.

Contacts were with State agencies only. We don't not work directly with the public.

<b>Q5 c) In approximately what percentage of those cases was the time commitment...?</b>	15 minutes or less?	<b>90</b>
	16 minutes to 60 minutes?	<b>10</b>
	61 minutes to half of a work day?	<b>0</b>
	more than half of a work day?	<b>0</b>
	Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

10 - Spanish

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**Q9** g) 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.

None. Contacts were only via the telephone.

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

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Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

---

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

We do not work with the public, only government agencies. If contacted by a government employee needing translation we have contracted with Propio to provide translation services.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

600670

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

DoIT is a newly established agency (January 25, 2016) currently operating in accordance with intergovernmental agreements and transformation is ongoing. Legacy agency employee transfers are continuing and represent the greatest number of agency employees. After transformation is complete an assessment will be conducted to determine agency bilingual needs.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Respondent skipped this question**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

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**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Please refer to our response in questions 14 and 18.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #42

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 16, 2017 10:39:49 AM  
**Last Modified:** Thursday, November 30, 2017 2:26:27 PM  
**Time Spent:** Over a week  
**IP Address:** 163.191.27.191

Page 2

**Q1 Agency:** **Insurance**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Barb Call**  
**Phone Number:** **217.558.0066**  
**E-mail Address:** **barb.call@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

2716

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Phone Reports, Manual Tracking, Lotus Notes, and Manual Log Ons

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>60</b>
16 minutes to 60 minutes?	<b>20</b>
61 minutes to half of a work day?	<b>20</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

10

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

3

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

3

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>75</b>
	At least once a week?	<b>25</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

3

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

4

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

1

---

**Q28 b)** Of those, how many positions were filled?

1

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

1

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

1

---

**Q31 c)** Why were these positions revised to delete the language option?

Incumbent vacated Senior Staff exempt position

---

**Q32 d)** How many positions were revised to add the language option?

1

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	2
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

3

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Reviews by Senior Management

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Reviews by Senior Management

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **No**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

3

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Agency fills bi lingual vacancies as they become vacant.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The Agency fills vacancies in a fair and consistent manner.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #18

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 12:58:10 PM  
**Last Modified:** Tuesday, November 28, 2017 1:08:45 PM  
**Time Spent:** 00:10:34  
**IP Address:** 50.196.247.117

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Page 2

**Q1 Agency:** **Investment Board**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **David Zaloga**  
**Phone Number:** **312-793-5714**  
**E-mail Address:** **david.zaloga@illinois.gov**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Call log

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

n/a

---

**Q9** g) 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.

n/a

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

n/a

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

n/a

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

phone contacts

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

5000

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

n/a

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?

Respondent skipped this question

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Respondent skipped this question

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Respondent skipped this question

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

Respondent skipped this question

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Respondent skipped this question

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

n/a

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#60

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 8:41:16 AM  
**Last Modified:** Tuesday, December 05, 2017 2:25:22 PM  
**Time Spent:** Over a day  
**IP Address:** 163.191.86.22

Page 2

**Q1 Agency:** **Juvenile Justice**

**Q2 Agency Information**

**Name of Representative Completing Survey:** **James M Crowley**  
**Phone Number:** **217-557-1030**  
**E-mail Address:** **jim.crowley@doc.illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

764

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Facility call logs and case management software.

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>0</b>
16 minutes to 60 minutes?	<b>80</b>
61 minutes to half of a work day?	<b>20</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

20

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **Yes**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

5

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

5

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

5 - Juvenile Justice Specialists Interns that had not taken the Spanish as of the end of FY-17.

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

5

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	5
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Bilingual needs of the agency vary based on the 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 needs on an intermittent basis. Also, time logs were kept to determine if bilingual skills were used for at least 10 % of an employees day.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Youth (LEP) population.

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

3

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**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

35

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

N/A

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#37

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 12:15:24 PM  
**Last Modified:** Thursday, November 30, 2017 12:12:17 PM  
**Time Spent:** Over a week  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** Labor Department

**Q2 Agency Information**

**Name of Representative Completing Survey:** Ann Pufundt  
**Phone Number:** 217 557 0819  
**E-mail Address:** ann.pufundt@illinois.gov

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

620

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

various methods - excel spreadsheet - billing statements

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>50</b>
16 minutes to 60 minutes?	<b>49</b>
61 minutes to half of a work day?	<b>1</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

1

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f) 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).

94 calls - Arabic 2, Bulgarian 6, Cantonese 4, Korean 4, Mongolian 1, Polish 23, Romanian 1, Russian 10, Somali 1, Spanish 30, Ukrainian 3

---

**Q9** g) 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.

na

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

13

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**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

13

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>90</b>
	At least once a week?	<b>10</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Private Secretary II - Spanish  
PSA - Spanish

Limited bilingual tasks - PSA indicated that he translated at most 3 times in FY 17.

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

na

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

9

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

7

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**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

2

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**Q28** b) Of those, how many positions were filled?

1

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---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

na

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	13
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

11

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

2

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff.

Yes

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

management continually analyzes information from bilingual interactions to determine what toposes of bilingual staff are necessary to provide effective client services

---

**Q40** 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?

management continually analyzes information from bilingual interactions to determine what toposes of bilingual staff are necessary to provide effective client services

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

7

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

13

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

1899296

---

**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
Forms can be downloaded in languages other than English from the website but the website is in English.

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

there is no dedicated line for bilingual pay or bilingual recruitment -

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

2017 Bilingual Needs and Bilingual Pay Survey

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

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Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

n/a

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 21, 2017 2:27:32 PM  
**Last Modified:** Tuesday, November 21, 2017 3:58:46 PM  
**Time Spent:** 01:31:14  
**IP Address:** 163.191.255.9

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Page 2

**Q1 Agency:** Labor Relations Board - Educational

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## Q2 Agency Information

Name of Representative Completing Survey: **Renee Strickland**  
Phone Number: **312-793-3170**  
E-mail Address: **renee.strickland@illinois.gov**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

2

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Call log

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

Agency employee assisted caller

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Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	0
At least once a week?	0
At least once a month?	0
At least once a year?Please ensure that the total is100%	100

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Executive Director (SPSA), Spanish

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Annual needs assessment survey is sent to all staff and the results are analyzed.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Annual needs assessment survey is sent to all staff and the results are analyzed.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

No budget allocation.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The procedure is straightforward and realistic based upon the size of the agency and the history of bilingual requests.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 17, 2017 8:43:21 AM  
**Last Modified:** Friday, November 17, 2017 9:10:31 AM  
**Time Spent:** 00:27:09  
**IP Address:** 163.191.11.30

Page 2

**Q1 Agency:** Labor Relations Board

## Q2 Agency Information

Name of Representative Completing Survey: **Carla Stone**  
 Phone Number: **312.793.6426**  
 E-mail Address: **carla.stone@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

N/A

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>0</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>100</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

N/A

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

1

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Determinations are assessed by management based on clients/customers served.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

N/A

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 8:07:01 AM  
**Last Modified:** Wednesday, November 15, 2017 10:57:50 AM  
**Time Spent:** 02:50:48  
**IP Address:** 163.191.15.253

---

Page 2

**Q1 Agency:** **Law Enforcement Training and Standards Board**

---

## Q2 Agency Information

Name of Representative Completing Survey: **Anthony Raffety**  
Phone Number: **217-782-4540**  
E-mail Address: **anthony.raffety@illinois.gov**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

NA

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is 100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

0

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

Yes

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

We are a law enforcement organization that communicates almost strictly with Chiefs, Sheriffs, other law enforcement and government agencies on a regular basis.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

We are a law enforcement organization that communicates almost strictly with Chiefs, Sheriffs, and other law enforcement and government agencies on a regular basis.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

1

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

206110

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**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
NA

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

0

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

NA

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #19

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 13, 2017 3:59:05 PM  
**Last Modified:** Tuesday, November 28, 2017 2:17:38 PM  
**Time Spent:** Over a week  
**IP Address:** 163.191.148.6

Page 2

**Q1 Agency:** **Lottery**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Peter Romano**  
**Phone Number:** **217-524-5252**  
**E-mail Address:** **peter.romano@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

7324

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

The five employees were asked to estimate their interactions per month.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>77</b>
16 minutes to 60 minutes?	<b>21</b>
61 minutes to half of a work day?	<b>2</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

27

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

5

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

5

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>80</b>
	At least once a week?	<b>20</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

5

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

5

---

**Q28 b)** Of those, how many positions were filled?

5

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

5

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

2

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	5
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

5

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

No

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Respondent skipped this question

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Recommendations from Division Managers of an operational need.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

1

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

5

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

72000000

**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
Spanish - 29,122 Hits

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

A Spanish Speaking option is available for positions which management determines an operational need.

Bilingual pay is an increase of 5% of the base salary.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Managers at offices can give a recommendation based on operational need.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #21

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 3:15:47 PM  
**Last Modified:** Tuesday, November 28, 2017 3:47:36 PM  
**Time Spent:** 00:31:49  
**IP Address:** 132.94.254.2

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Page 2

**Q1 Agency:** **Military Affairs**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Kathy Silveus**  
**Phone Number:** **217-761-3869**  
**E-mail Address:** **kathleen.e.silveus.nfg@mail.mil**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

NA

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is 100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

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**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

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2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Military Affairs doesn't have public clients. The agency has one organizational client - the National Guard. The National Guard meets bilingual requirements through US Federal Government resources.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

500

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

NA

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Respondent skipped this question**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

NA

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 20, 2017 9:33:36 AM  
**Last Modified:** Monday, November 20, 2017 11:04:41 AM  
**Time Spent:** 01:31:05  
**IP Address:** 163.191.72.192

Page 2

**Q1 Agency:** **Natural Resources**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Franklin L. Johnson**  
**Phone Number:** **217 782-2662**  
**E-mail Address:** **jay.johnson2@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

175

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Department is currently tracking through call logs, and online request for various permits.

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>95</b>
16 minutes to 60 minutes?	<b>5</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

22

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

2

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>50</b>
At least once a month?	<b>50</b>
At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

3

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	2
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

2

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Feedback from managers and employees.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Feedback from managers and employees.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

2

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

1700000

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

How the managers and the employees communicate to do what is best for the agency customers.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #29

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 3:47:16 PM  
**Last Modified:** Wednesday, November 29, 2017 3:58:04 PM  
**Time Spent:** 00:10:48  
**IP Address:** 163.191.255.9

---

Page 2

**Q1 Agency:** **Office of Executive Inspector  
General**

---

## Q2 Agency Information

Name of Representative Completing Survey: **David Morrison**  
Phone Number: **312-814-1932**  
E-mail Address: **David.Morrison@Illinois.gov**

---

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

30

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Limited English proficiency tracking practices

---

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>80</b>
16 minutes to 60 minutes?	<b>10</b>
61 minutes to half of a work day?	<b>10</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

10

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

In FY2017, we used an American Sign Language interpreter a half dozen times.

---

**Q9** g) 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.

We used InterpreNet, Ltd., which then subcontracted with Multilingual Connections LLC,, for ASL interpretation.

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0 (we answered no)

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

1

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

1

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>100</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Caty Bautista, Executive Assistant  
Daniel Ostrovsky, Assistant Inspector General

(Ms. Bautista provided back up Spanish translation; Mr. Ostrovsky provided one-time Russian translation)

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28** b) Of those, how many positions were filled?

0

---

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

1

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **Yes**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

We have no job descriptions that require bilingual skills or that are formally designated as "bilingual positions," but we do have bilingual staff.

---

**Q40** 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?

NA

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

588197

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

We have no dedicated bilingual employment budget, but anticipate no changes in spending on bilingual services.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Our most common direct public interaction is complaint intake. We are eager to accept complaints from any willing whistle-blower, regardless of language.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #51

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 10:04:20 PM  
**Last Modified:** Thursday, November 30, 2017 10:18:06 PM  
**Time Spent:** 00:13:45  
**IP Address:** 163.191.89.253

Page 2

**Q1 Agency:** **Pollution Control Board**

## Q2 Agency Information

Name of Representative Completing Survey: **Kathy Griffin**  
 Phone Number: **217-524-8512**  
 E-mail Address: **Kathy.Griffin@illinois.com**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Clerk's Office tracks any needs for interpretation services from constituents.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

n/a

---

**Q9** g) 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.

n/a

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

n/a

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

n/a

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

If a constituent required bilingual assistance, the Board would ensure any obligation was met through contractual services.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

1200

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The FY2017 budget does not contain funding for bilingual employment. The need has not been determined since the Board may utilize a contractual service for bilingual use if it is required by a constituent.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The Clerk's Office is the front line access to the public. If a need for bilingual services is needed, it is relayed to the appropriate staff to obtain contractual services.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

#58

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 04, 2017 10:07:51 AM  
**Last Modified:** Monday, December 04, 2017 10:43:29 AM  
**Time Spent:** 00:35:38  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** **Prisoner Review Board**

**Q2 Agency Information**

Name of Representative Completing Survey: **Nikki Damhoff**  
 Phone Number: **217-782-7273**  
 E-mail Address: **Nichole.Damhoff@Illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

500

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

n/a

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>35</b>
16 minutes to 60 minutes?	<b>45</b>
61 minutes to half of a work day?	<b>20</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

75

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

1

---

**Q9** g) 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.

0

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

2

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

2

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

2

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>10</b>
	At least once a week?	<b>30</b>
	At least once a month?	<b>50</b>
	At least once a year?Please	<b>10</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

1

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

1

---

**Q31 c)** Why were these positions revised to delete the language option?

The employee that was in a language option position was promoted to a position without the language option, so the agency made the promoted position a language option position and removed it from the vacated position.

---

**Q32 d)** How many positions were revised to add the language option?

1

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	2
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

2

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The Prisoner Review Board receives a large number of telephone calls from Spanish speaking clientele. Most of the Spanish speaking people calling in are victims registered with our Victim Notification Program. We maintain a database of victims registered with our program. We currently have over 16,000 victims registered with our program, many of them being Spanish speaking individuals.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Currently our agency has two bilingual employees and positions and at this time it is adequate for our agency

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Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

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**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

2

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

2

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Prisoner Review Board's budget currently allocated for two bilingual positions. Each year, the agency reviews the need for bilingual needs, what languages are needed and staffing needs. The agency is continually looking to increase bilingual positions as the need arises and the budget allows.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

n/a

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #13

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 12:18:38 PM  
**Last Modified:** Monday, November 27, 2017 8:29:39 AM  
**Time Spent:** Over a week  
**IP Address:** 163.191.255.9

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Page 2

**Q1 Agency:** **Procurement Policy Board**

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## Q2 Agency Information

Name of Representative Completing Survey: **Matt von Behren**  
Phone Number: **217-785-3988**  
E-mail Address: **matthew.vonbehren@illinois.gov**

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Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

---

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Normally tracked via Spreadsheet

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**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

0

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Lack of need determined through past experiences. Plus limited budget would make hiring a bilingual staff difficult to justify.

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

4000

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

We have very little allocation for bilingual employment

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **No**

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)?

Respondent skipped this question

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Respondent skipped this question

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Respondent skipped this question

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

Respondent skipped this question

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

Respondent skipped this question

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Respondent skipped this question

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

NA

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #41

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 2:34:58 PM  
**Last Modified:** Thursday, November 30, 2017 2:20:15 PM  
**Time Spent:** 23:45:16  
**IP Address:** 163.191.147.6

Page 2

**Q1 Agency:** **Property Tax Appeal Board**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Becky Hesse**  
**Phone Number:** **217-557-0122**  
**E-mail Address:** **becky.hesse@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Through charges identified on Communication Revolving Fund billing.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

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**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

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**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

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<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

We have had very few instances in which we have utilized the CMS Master Contract - our last usage was in FY14.

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Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

155748

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

NA

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

There has not been a need for a procedure to date.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #48

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 15, 2017 9:50:39 AM  
**Last Modified:** Thursday, November 30, 2017 4:08:21 PM  
**Time Spent:** Over a week  
**IP Address:** 163.191.194.59

Page 2

**Q1 Agency:** **Public Health**

## Q2 Agency Information

Name of Representative Completing Survey: **Robin A. Tucker**  
 Phone Number: **(312) 814-1041**  
 E-mail Address: **robin.tucker@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

17579

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Bilingual interaction is tracked through call center software, logs and calendars.

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>90</b>
16 minutes to 60 minutes?	<b>8</b>
61 minutes to half of a work day?	<b>2</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

73

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f) 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).

Language interpretation services were utilized in 64 instances.  
2 Amharic; 1 Chin; 1 Gujarat; 1 Hindu; 1 Italian; 1 Mandarin; 1 Polish; 5 Russian;  
50 Spanish; and 1 Swahili.

---

**Q9** g) 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.

n/a

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

64

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**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

29

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**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

29

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>96</b>
	At least once a week?	<b>3</b>
	At least once a month?	<b>1</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

25

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

37

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **Yes**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

2

---

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Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

9

---

**Q28** b) Of those, how many positions were filled?

9

---

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

8

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

4

---

**Q31** c) Why were these positions revised to delete the language option?

Skill no longer required for position

---

**Q32 d)** How many positions were revised to add the language option?

12

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	9
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	20
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

25

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

4

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **Yes**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Bilingual need are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English constituents.

---

**Q40** 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?

Bilingual need are assessed by the management staff when positions are created and filled based on the volume of calls and contact with our limited English constituents.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

12

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

25

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

4306538

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## 2017 Bilingual Needs and Bilingual Pay Survey

**Q46** 17. Is your agency's website translated into any languages?

If yes, list the translated websites and provide the total number of hits each website received in FY 2017.:  
The agency's website is not translated into other languages, however, there is a link to a comprehensive list of translated resource documents on our Center for Minority Health homepage. Number of Hits to Top Ten IDPH sites: 417,140 - IDPH Homepage 272,914 - Healthcare Worker Registry 192,546 - Licensing Certification 180,492 - Medical Cannabis 123,561 - Medical Cannabis/Registry Application 121,467 - Forms/Publications 119,531 - Medical Cannabis/Debilitating Conditions 113,340 - Birth/Death/Other Records 79,209 - Licensing Certification/Page 1 76,001 - Birth/Death/Other Records/Birth Records/Obtain Birth Certificates

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Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

Annual bilingual salaries was \$1.4 million (estimated). There is no budget allocation for recruitment.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

Data not currently available. Please note that typical staff interaction at IDPH with stakeholders/partners (the public) consists of regulating, licensing, inspecting and surveying these public health entities.

2017 Bilingual Needs and Bilingual Pay Survey

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Data not currently available.

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services?

**One or more of the following: website, facility's public entrances, and frontline staff's service desk**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services?

**The languages our agency encounters most frequently**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

Data not currently available.

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Data not currently available.

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The proactive manner in which our management team seeks to clarify jobs to include the bilingual skills when appropriate.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #22

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 9:13:17 AM  
**Last Modified:** Tuesday, November 28, 2017 3:55:26 PM  
**Time Spent:** 06:42:08  
**IP Address:** 163.191.255.9

Page 2

**Q1 Agency:** **Racing Board**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Jackie Clisham**  
**Phone Number:** **312-814-8787**  
**E-mail Address:** **jackie.clisham@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

0

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Not tracked.

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

No positions were deemed necessary.

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is 100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Two employees speak with licensees in a language other than English; however, it is unclear if it is done out of convenience or preference rather than necessity. Only one of three racetracks have staff that are bilingual, with a common community of public contact. Staff in similar positions at the other two tracks are not bilingual.

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28** b) Of those, how many positions were filled?

0

---

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **Yes**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The agency surveys both bilingual and non-bilingual staff regarding need.

---

**Q40** 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?

The agency surveys both bilingual and non-bilingual staff regarding need.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

5

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

3

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

N/A

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

The agency has not tracked contact other than previous years' survey of staff. Staff did not track interactions as it was not a requirement for past surveys.

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

The agency has not tracked contact other than previous years' survey of staff. Staff did not track interactions. Staff did not track interactions as it was not a requirement for past surveys.

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Agency does not post notices**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Agency does not post notices**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

The majority of the Board's front-line staff is not actively working due to the race schedules in Illinois. The Board will compile this data going forward in 2018 as staff return to work.

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

The majority of the Board's front-line staff is not actively working due to the race schedules in Illinois. The Board will compile this data going forward in 2018 as staff return to work.

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

The Board balances input from both staff and the public.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #52

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 11:27:47 AM  
**Last Modified:** Friday, December 01, 2017 8:26:41 AM  
**Time Spent:** 20:58:53  
**IP Address:** 163.191.202.3

Page 2

**Q1 Agency:** **Revenue**

## Q2 Agency Information

**Name of Representative Completing Survey:** **John Nelson**  
**Phone Number:** **2175249210**  
**E-mail Address:** **john.r.nelson@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

16907

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Call log, case management software (CRM),and Walk-in Documentation System (WDS).

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>93</b>
16 minutes to 60 minutes?	<b>6</b>
61 minutes to half of a work day?	<b>1</b>
more than half of a work day?	<b>0</b>
Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

100

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **Yes**

---

**Q8** f ) 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).

8456 instances, Arabic, Bangla, Burmese, Cambodian, Chinese, French, Korean, Mandarin, Pashto, Polish, Russian, Somali, Spanish, Thai, and Tigrinya

---

**Q9** g) 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.

2 usages for face to face translation of Arabic.

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

Current on-going process with current expectations to hire 1-3 additional staff

---

**Q12** a) Did your agency use census data? **Yes**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **Yes**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **Yes**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

18

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

18

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>50</b>
	At least once a week?	<b>33</b>
	At least once a month?	<b>17</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

n/a

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

n/a

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

17

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2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

73

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

4

---

**Q28 b)** Of those, how many positions were filled?

1

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

1

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

n/a

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**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	14
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	3
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

13

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**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

4

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Telephone bilingual use tracking software, client interaction tracking software, employee client interaction database review, direct employee input, direct supervisor input, continual review by Bilingual needs committee.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Telephone bilingual use tracking software, client interaction tracking software, employee client interaction database review, direct employee input, direct supervisor input, continual review by Bilingual needs committee.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

14

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

17

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

25394365

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

When we prepare our budget request we include funding for bilingual pay for the employees who provide this service. In FY17, the annual total was approximately \$105,000.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

#1 English 82%  
#2 Spanish 18%

Chicago only, all other offices reported zero request for bilingual needs.

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**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

Chicago JRTC: Spanish (18%), 8 total staff / 4 Bilingual on Spanish

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? Other (list):  
Public entrance to JRTC

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **The languages our agency encounters most frequently**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

We have zero reports of requests for translation services with us unable to provide the service.

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

unknown at this time. No known reports due to the availability of our translation services.

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

We now track nearly every interaction with the public and if a language other than English was needed. We have quarterly meetings to review our bilingual needs and how we can better provide them. We are active with community organizations to understand the needs of the communities and how we can serve them. We are working towards providing multiple language options at every front line facility.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 20, 2017 3:48:10 PM  
**Last Modified:** Monday, November 27, 2017 8:44:15 AM  
**Time Spent:** Over a day  
**IP Address:** 163.191.88.2

Page 2

**Q1 Agency:** **State Fire Marshal**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Pamela Sargent**  
**Phone Number:** **217/785-4717**  
**E-mail Address:** **Pam.Sargent@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

29

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Other.

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>90</b>
16 minutes to 60 minutes?	<b>10</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

2017 Bilingual Needs and Bilingual Pay Survey

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

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 office. We have bilingual positions located in our Springfield and Chicago Offices.

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

2

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

2

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>50</b>
	At least once a year?Please ensure that the total is100%	<b>50</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

N/A

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

N/A

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

5

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28** b) Of those, how many positions were filled?

0

---

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

N/A

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	1
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

2

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **Yes**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

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 in the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions. If Division Managers recognize the need to increase our number of bilingual positions in the field or office to better serve the communities, we would establish and post bilingual speaking positions to meet the demand.

---

**Q40** 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?

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 in the state where the demand is greater. At this time, all bilingual positions at our agency are Spanish speaking positions. If Division Managers recognize the need to increase our number of bilingual positions in the field or office to better serve the communities, we would establish and post bilingual speaking positions to meet the demand.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

2

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

646742

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

Our budget allocation for our Bilingual staff for FY17 was \$6,000.00.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

---

**Respondent skipped this question**

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

---

**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

We depend on field staff and they report back with interaction with the public and we make determinations based on calls that come in to our Agency.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission.

**I Agree**

---

# #24

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 28, 2017 4:09:20 PM  
**Last Modified:** Wednesday, November 29, 2017 8:33:27 AM  
**Time Spent:** 16:24:07  
**IP Address:** 50.76.255.41

---

Page 2

**Q1 Agency:** **State Police Merit Board**

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## Q2 Agency Information

**Name of Representative Completing Survey:** **Daniel Dykstra**  
**Phone Number:** **217-785-2620**  
**E-mail Address:** **ddykstra@ispmeritboard.org**

---

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

0

---

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

No instances to track

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

**No**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

**Respondent skipped this question**

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2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Respondent skipped this question

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Agency does not interact with non English speaking public

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

140922

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

NA

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

NA

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #49

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 30, 2017 4:07:27 PM  
**Last Modified:** Thursday, November 30, 2017 4:57:03 PM  
**Time Spent:** 00:49:35  
**IP Address:** 163.191.228.254

---

Page 2

**Q1 Agency:** **State Police**

---

## Q2 Agency Information

**Name of Representative Completing Survey:** **John Merrifield**  
**Phone Number:** **217/558-4901**  
**E-mail Address:** **john\_merrifield@isp.state.il.us**

---

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

0

---

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Estimated

---

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>90</b>
16 minutes to 60 minutes?	<b>10</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

---

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

Employees provide assessment as to needs.

---

**Q12** a) Did your agency use census data? **Yes**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **Yes**

---

**Q22** 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.

One employee a Store Keep I at the bureau of Identification is relied upon to interpret Spanish on a needed bases. Employee was paid temp pay in accordance with the AFSME agreement.

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28** b) Of those, how many positions were filled?

0

---

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

0

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

1

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **Yes**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

agency relies on personnel in the field to request the need for bilingual skills.

---

**Q40** 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?

agency relies on supervisors to evaluate the need for bilingual skills.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

0

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

None that I know of.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **Yes**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.)

0

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.)

0

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **One or more of the following: website, facility's public entrances, and frontline staff's service desk**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **The languages our agency encounters most frequently**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least.

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

0

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

0

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 20, 2017 12:06:53 PM  
**Last Modified:** Tuesday, November 21, 2017 10:41:12 AM  
**Time Spent:** 22:34:19  
**IP Address:** 163.191.29.3

Page 2

**Q1 Agency:** **State Retirement Systems**

## Q2 Agency Information

Name of Representative Completing Survey: **Kelley Gray**  
 Phone Number: **217-785-7017**  
 E-mail Address: **Kelley.Gray@SRS.Illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

0

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

NA

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>100</b>
16 minutes to 60 minutes?	<b>0</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

0

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

0

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

0

---

**Q18** c) What percentage of those employees used bilingual skills...?

Every day?	<b>0</b>
At least once a week?	<b>0</b>
At least once a month?	<b>0</b>
At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	0
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

0

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

The number of calls received at the agency and the requests for interpreters indicates that there is no need for bilingual staff or positions.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

NA

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **No**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

0

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

0

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

240000

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

There is no budget allocation for bilingual employment.

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Since we deal with past and present State workers and not the general public, we do not need bilingual staff.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #12

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 22, 2017 9:29:09 AM  
**Last Modified:** Wednesday, November 22, 2017 10:11:34 AM  
**Time Spent:** 00:42:24  
**IP Address:** 163.191.13.70

Page 2

**Q1 Agency:** **Transportation**

## Q2 Agency Information

Name of Representative Completing Survey: **Dianna Taylor**  
 Phone Number: **217.782.4665**  
 E-mail Address: **Dianna.Taylor@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

50

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Estimated incurred by Emergency Traffic Patrol staff. Also, Bureau of Personnel Management maintains interview files requiring language translations. (None required in FY17.)

<b>Q5 c)</b> In approximately what percentage of those cases was the time commitment...?	15 minutes or less?	<b>95</b>
	16 minutes to 60 minutes?	<b>5</b>
	61 minutes to half of a work day?	<b>0</b>
	more than half of a work day?	<b>0</b>
	Please ensure that the total is 100%	

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **No**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

NA

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

9

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

9

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please ensure that the total is100%	<b>100</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

2

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24 b)** How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

4

---

**Q25 c)** Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **Yes**

---

**Q26 d)** If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

1

---

Page 11

**Q27 7. a)** How many vacancy notices were posted for agency positions designated with language options?

0

---

**Q28 b)** Of those, how many positions were filled?

0

---

Page 12

**Q29 8. a)** How many agency positions designated with language options were vacated?

0

---

**Q30 b)** How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31 c)** Why were these positions revised to delete the language option?

NA

---

**Q32 d)** How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	8
Region 2	0
Region 3	0
Region 4	1
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

9

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff.

Yes

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Operational entities notify the central office of needs based on work unit functions and public interaction. Central office reviews and works with entities to establish positions.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Operational entities notify the central office of needs based on work unit functions and public interaction. Central office reviews and works with entities to establish positions.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

7

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

9

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

2000000

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

The Department does not have bilingual employment allocations. The increase of \$100 or 5% per employee utilizing this skill is allocated with payroll.

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Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

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Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

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**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

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Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

## 2017 Bilingual Needs and Bilingual Pay Survey

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

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**Respondent skipped this question**

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Review process allows for the establishment/abolishment of position as need is identified..

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

---

# #15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 27, 2017 8:58:25 AM  
**Last Modified:** Monday, November 27, 2017 2:17:30 PM  
**Time Spent:** 05:19:05  
**IP Address:** 66.158.6.10

Page 2

**Q1 Agency:** **Veterans Affairs**

## Q2 Agency Information

Name of Representative Completing Survey: **Greg Dooley**  
 Phone Number: **217-557-5667**  
 E-mail Address: **greg.dooley@illinois.gov**

Page 3

**Q3 1. a)** Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)

150

**Q4 b)** How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.

Cyber-Vet (online)

**Q5 c)** In approximately what percentage of those cases was the time commitment...?

15 minutes or less?	<b>60</b>
16 minutes to 60 minutes?	<b>30</b>
61 minutes to half of a work day?	<b>10</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

10

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

N/A

---

**Q9** g) 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.

N/A

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

1

---

**Q12** a) Did your agency use census data? **Yes**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

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**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

1

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

1

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>0</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>100</b>
	At least once a year?Please ensure that the total is100%	<b>0</b>

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **Yes**

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**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

Approximately five total employees.

There is not a high demand for bi-lingual employees in the field or at the Veteran's Homes.

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Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

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**Q22** 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.

N/A

---

Page 10

2017 Bilingual Needs and Bilingual Pay Survey

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

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**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

1

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

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**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

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Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

1

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**Q28** b) Of those, how many positions were filled?

1

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Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

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**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

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**Q31** c) Why were these positions revised to delete the language option?

N/A

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**Q32 d)** How many positions were revised to add the language option?

0

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Page 13

**Q33 9.** Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	1
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

---

Page 14

**Q34 10.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

1

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**Q35 11.** Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36 12.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37 13.** Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38 14.** Does your Agency have bilingual staff. **No**

---

Page 16

2017 Bilingual Needs and Bilingual Pay Survey

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Respondent skipped this question

**Q40** 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?

Respondent skipped this question

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff?

Based off of the needs in each of the geographical areas.

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

1

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

1

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

261000

**Q46** 17. Is your agency's website translated into any languages? **No**

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

We have very limited resources regarding our budget, however there hasn't been a big demand for the need of bi-lingual employees the past several years.

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

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Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

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Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public).

Respondent skipped this question

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Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

I would say that our procedure for this is suffice. We have several Veteran Service Officer's that speak Spanish, which seems to be the main language that they encounter in the field.

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Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

# #28

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 29, 2017 12:39:43 PM  
**Last Modified:** Wednesday, November 29, 2017 2:53:35 PM  
**Time Spent:** 02:13:52  
**IP Address:** 163.191.28.12

Page 2

**Q1 Agency:** **Workers Compensation Commission**

## Q2 Agency Information

**Name of Representative Completing Survey:** **Brendan O'Rourke**  
**Phone Number:** **312.814.5464**  
**E-mail Address:** **brendan.orourke@illinois.gov**

Page 3

**Q3 1. a) Please indicate the number of instances in which interpretation or translation of a source language into English was necessary to assist limited English-speaking clients. This would include phone calls and in person contact. (Note: Agencies should review their invoices for contracting translation services.)**

185

**Q4 b) How are these interactions tracked? Call log, case management software, online applications, limited English proficiency tracking practices etc.**

Phone Call, In-Person Visits (not tracked)

**Q5 c) In approximately what percentage of those cases was the time commitment...?**

15 minutes or less?	<b>97</b>
16 minutes to 60 minutes?	<b>3</b>
61 minutes to half of a work day?	<b>0</b>
more than half of a work day?	<b>0</b>

Please ensure that the total is 100%

Page 4

**Q6** 1. d) What percentage of those cases required in-depth assistance?

0

---

Page 5

**Q7** 1. e) Did the agency utilize language interpretation services as provided by the State of Illinois Master Contract? **No**

---

**Q8** f ) 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).

NA

---

**Q9** g) 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.

NA

---

Page 6

**Q10** 2. 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? **Yes**

---

**Q11** 3. If yes, how many bilingual positions were determined to be needed based on that assessment?

9

---

**Q12** a) Did your agency use census data? **No**

---

**Q13** b) Did your agency measure number of languages involved at intake or benefit determinations issued to LEP clients? **No**

---

**Q14** c) Did your agency use consent decrees? **No**

---

**Q15** d) Did your agency use data from telephone interpreters? **No**

---

Page 7

**Q16** 4. a) How many agency employees receive a bilingual pay supplement?

3

---

**Q17** b) Of those employees, how many have utilized bilingual skills within the past fiscal year?

3

---

<b>Q18</b> c) What percentage of those employees used bilingual skills...?	Every day?	<b>100</b>
	At least once a week?	<b>0</b>
	At least once a month?	<b>0</b>
	At least once a year?Please	<b>0</b>
	ensure that the total is100%	

---

Page 8

**Q19** 5. a) Were there any agency employees that utilized language translation or interpretation skills to assist clients but did not receive a bilingual pay supplement? **No**

---

**Q20** If the answer is yes, please list the number of employees, the employees' position titles, and the language skills that were used, and the reason they did not receive the bilingual pay supplement.

NA

---

Page 9

**Q21** 5. b) Were there any agency employees that received temporary assignment pay for utilizing bilingual skills? **No**

---

**Q22** 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.

NA

---

Page 10

**Q23** 6. a) How many non-vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

0

---

2017 Bilingual Needs and Bilingual Pay Survey

**Q24** b) How many vacant agency positions subject to the provisions of the Personnel Code exist for which a language option is indicated on the position description?

6

---

**Q25** c) Are there any agency positions not subject to the provisions of the Personnel Code that require language interpretation or translation skills? **No**

---

**Q26** d) If the answer is yes, please indicate how many the total number along with the total number filled by bilingual employees.

0

---

Page 11

**Q27** 7. a) How many vacancy notices were posted for agency positions designated with language options?

1

---

**Q28** b) Of those, how many positions were filled?

0

---

Page 12

**Q29** 8. a) How many agency positions designated with language options were vacated?

0

---

**Q30** b) How many agency positions designated with language options were revised to delete the language option?

0

---

**Q31** c) Why were these positions revised to delete the language option?

NA

---

**Q32** d) How many positions were revised to add the language option?

0

---

Page 13

2017 Bilingual Needs and Bilingual Pay Survey

**Q33** 9. Based on the Department of Human Rights regions please list the number of staff that receive bilingual supplemental pay in each region.

Region 1	3
Region 2	0
Region 3	0
Region 4	0
Region 5	0
Region 6	0
Region 7	0
Region 8	0
Region 9	0
Region 10	0

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Page 14

**Q34** 10. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to the Hispanic or Latino ethnic category?

3

---

**Q35** 11. Excluding signing/manual communication and Braille interpretation, of those agency employees receiving a bilingual pay supplement, how many are identified as belonging to a non-Hispanic or non-Latino ethnic category?

0

---

**Q36** 12. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for signing/manual communication interpretation skills?

0

---

**Q37** 13. Disregarding ethnic origin, how many agency employees receive a bilingual pay supplement for Braille interpretation skills?

0

---

Page 15

**Q38** 14. Does your Agency have bilingual staff. **Yes**

---

Page 16

**Q39** 14. a) What methods does the agency employ to determine the number of bilingual positions of all types needed to render effective service to its clients?

Based on stakeholder need as observed by management.

2017 Bilingual Needs and Bilingual Pay Survey

**Q40** 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?

Based on daily interaction as observed by management.

---

Page 17

**Q41** 14. c) How does the agency determine that it does not require any bilingual staff? **Respondent skipped this question**

---

Page 18

**Q42** 15. Is the Agency compliant with the State Services Assurance Act? **Yes**

---

**Q43** a) Enter the number of bilingual union staff as of June 30, 2007?

2

---

**Q44** b) Enter the number of bilingual union staff as of June 30, 2017?

2

---

Page 19

**Q45** 16. How many hits did your agency's English language website receive in FY2017?

16000000

---

**Q46** 17. Is your agency's website translated into any languages? **No**

---

Page 20

**Q47** 18. Please provide information regarding your agency's bilingual employment budget allocations for FY 2017.

NA

---

Page 21

**Q48** 19. Does your agency routinely engage in contact with the public? **Yes**

---

Page 22

**Q49** 20. If your agency routinely engages in public contact, at least five percent of the time does the frontline staff encounter a language other than English (including sign language and braille)? **No**

---

Page 24

**Q50** 21. For each facility with routine public contact, please have your frontline staff provide or estimate which languages they encountered at least five percent of the time during FY2017 in order of most frequently encountered to least. (For example, Facility #1: English (70%), Spanish (15%), Polish (5%), Mandarin (5%); Facility #2: etc.) **Respondent skipped this question**

---

**Q51** 22. For each language (and its percentage) identified in Question 21, provide both: (a) the total number of frontline staff at that facility, and (b) the number of frontline staff at that facility who are bilingual in that language. (For example, Facility #1: Spanish (15%), 20 frontline staff / 10 bilingual in Spanish; Polish (5%), 20 frontline staff / 10 bilingual in Polish, ... Facility #2: etc.) **Respondent skipped this question**

---

Page 25

**Q52** 23. Where in each facility does your agency post notices regarding the availability of bilingual services? **Respondent skipped this question**

---

**Q53** 24. In which languages are your agency's notices posted regarding the availability of bilingual services? **Respondent skipped this question**

---

Page 26

**Q54** 25. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were requested but not available. List the languages in order from most requested to least. **Respondent skipped this question**

---

**Q55** 26. Please have your frontline staff provide or estimate the percentage of instances in FY2017 when bilingual services were provided by someone not affiliated with your agency nor contracted with your agency to provide bilingual services (e.g., a family member/friend, another member of the public). **Respondent skipped this question**

---

Page 27

**Q56** 27. What do you like most about your agency's procedure for assessing how many bilingual staff members are needed and which languages bilingual staff need to know?

Through management observation, stakeholder input and employee recommendation.

---

Page 28

**Q57** By selecting "I Agree" below, I hereby certify (a) the accuracy of this agency's responses to the Bilingual Needs and Bilingual Pay Survey to the best of my knowledge after reasonable investigation, and (b) that these responses were reviewed and approved by the head of this agency before submission. **I Agree**

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