

Affirmative Action Plan FY2020



INTRODUCTION

The Illinois Human Rights Act authorizes the Department of Human Rights to issue guidelines for the development and implementation of affirmative action plans by state executive agencies and to approve such plans. These guidelines apply to the state executive departments, boards, commissions and instrumentalities of Illinois state government.

This Affirmative Action Plan is a strength based, solution focused and results-oriented set of procedures arising from an in-depth review of all aspects of the agency's employment process, which should impact equal employment opportunities for minorities, women and people with disabilities. Each fiscal year, state executive agency affirmative action plans must adhere to the format, content and procedures outlined by the Department of Human Rights.

Herein is the approved Affirmative Action Plan for the Illinois Department of Children and Family Services.

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SECTION

1

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**EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION
PROGRAM CERTIFICATION**

AGENCY..... **Illinois Department of Children and Family Services**
ADDRESS **1911-21 S. Indiana Ave, 4th Fl. Chicago, Illinois 60616**
TELEPHONE NUMBER..... **(312) 328-2495**
ACTING DIRECTOR **Marc. D. Smith**
EQUAL EMPLOYMENT OPPORTUNITY/
AFFIRMATIVE ACTION OFFICER **Daniel L. Fitzgerald**

This is to certify that the attached document represents the Equal Employment Opportunity/Affirmative Action Program of this agency.



Director's Signature **October 1, 2019**
Date



Equal Employment Opportunity/Affirmative Action Officer's Signature **October 1, 2019**
Date

DIRECTOR'S EEO/AA POLICY STATEMENT

This administration, including all executive, managerial, and supervisory staff, endorses this Affirmative Action Plan and is committed to equal employment opportunity and affirmative action for all staff and employees. It is the policy and practice of the Illinois Department of Children and Family Services (DCFS) to emphatically make decisions regarding recruitment, hiring, training, promotion, layoff and awarding of benefits without regard to race, color, religion, sex, sexual orientation, gender identification, national origin/ancestry, citizenship status, disability, age, order of protection status, marital status, pregnancy, arrest record, military status, including veteran status and unfavorable discharge from military service.

DCFS is committed to:

- Undertaking affirmative action to address the underutilization of minorities and females at all levels of employment;
- Implementing sexual harassment and other anti-harassment policies and programs; and
- Undertaking affirmative action to increase the number of persons with disabilities in the agency as a whole.

If anyone feels that he or she has been discriminated against at any time because of his or her race, color, religion, sex, sexual orientation, gender identification, national origin/ancestry, citizenship status, disability, age, order of protection status, marital status, pregnancy, arrest record, military status, including veteran status and unfavorable discharge from military service, he or she should file a complaint through available means, without fear of retaliation. No employee who files a complaint will be subjected to retaliation under any circumstances.



October 1, 2019

Director's Signature

Date

AGENCY PROFILE

The Department of Children and Family Services is the State of Illinois' child welfare agency charged with ensuring the safety, permanency and well-being of approximately 16,904 children living in substitute care as of June 30, 2019. DCFS, under the leadership of Acting Director Marc D. Smith, is among the nation's largest state child welfare agencies, employing approximately 2,800 staff and utilizing a \$1.18 billion budget to provide a wide variety of child protection and social services to more than 64,000 children and families in FY2019. DCFS also contracted with approximately 574 private providers of services in FY2019 to meet the diverse needs of its clients, ranging from foster care to counseling and psychiatric services.

Major DCFS program areas include:

- **Protective Services**
Operates the Child Abuse Hotline, conducts child abuse/neglect investigations and licenses daycare centers, fosters homes, child welfare agencies and institutions.
- **Family Maintenance**
Delivers services to the families to ensure the safety of children so that children may remain in or return to their homes.
- **Family Reunification and Substitute Care**
Prepares families for reunification and ensures the well-being and safety of children who are placed outside their homes due to abuse, neglect or dependency.
- **Adoption and Guardianship**
Recruits, supports and maintains adoptive/guardianship homes to ensure permanency for children who cannot return to their homes.
- **Supportive Services**
Establishes best practice standards, maintains department systems, reports on agency performance, provides administrative support and monitors several department accountability practices.

ILLINOIS DEPARTMENT OF CHILDREN AND FAMILY SERVICES

Mission Statement

The Mission of DCFS is to:

- Protect children who are reported to be abused or neglected and to increase their families' capacity to safely care for them
- Support early intervention and child abuse prevention activities
- Provide for the well-being of children in the department's care
- Provide appropriate, permanent families as quickly as possible for those children who cannot safely return home
- Partner with communities to fulfill this mission

Vision Statement

DCFS is committed to acting in the best interest of every child it serves and to helping families by increasing their ability to provide a safe environment for their children and by strengthening families who are at risk of abuse or neglect.

DCFS envisions a future in which children who have been abused or neglected:

- Are served with respect, fairness and linguistic and cultural competence
- Live in families that are safe and healthy
- Live safely at home or are placed in short-term care that are capable, nurturing foster homes
- Have no unplanned placement disruptions
- Are quickly and safely reunified with their families through restorative services or are placed with adoptive families or permanent guardians when reunification is not possible
- Are served by a comprehensive continuum of services including the provision of residential placement when that best meets the child's needs
- Live in communities where partnerships between DCFS, which has immediate and direct responsibility for youth in care, and other public and private agencies provide an effective array of services to meet the needs of children and families and prevent child abuse and neglect
- Are served by competent, highly trained staff who respond to every report of abuse or neglect and who act quickly and professionally to protect them and ensure their well-being
- Are served by a legal system that will promptly and efficiently adjudicate their cases and provide for an appropriate and expeditious disposition

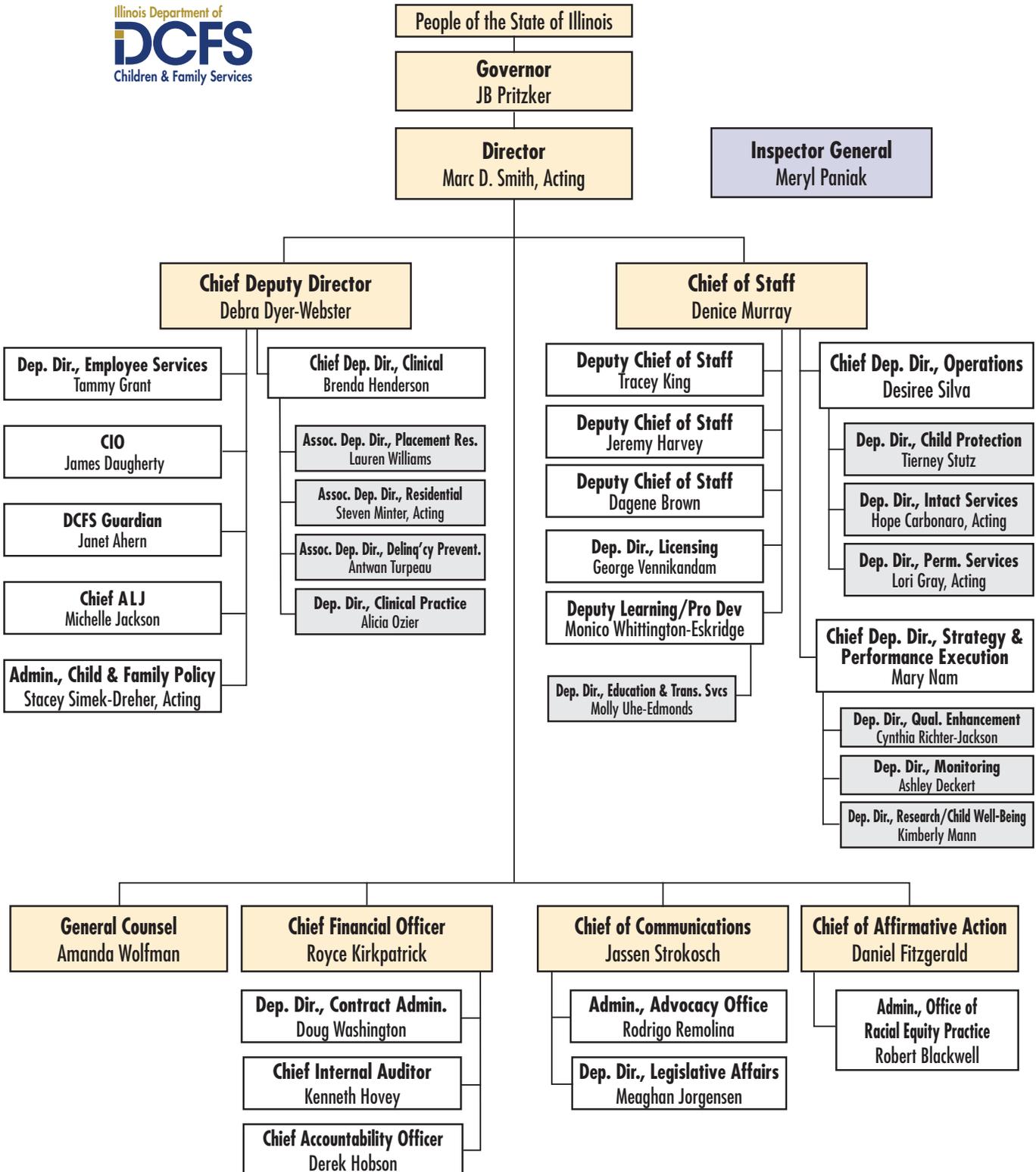
Agency Responsibilities

The Agency:

- Protects and promotes the welfare of children
- Provides social services to children and their families
- Provides grants for comprehensive community-based services to assist families in need
- Issues licenses and permits to child care facilities
- Prevents, remedies or assists in solving problems which may result in the neglect, abuse, exploitation or delinquency of children
- Prevents the unnecessary separation of children from their families by identifying family issues, assisting families with these needs and preventing disruption by avoiding removal of children when it is not necessary and not in the best interest of the children
- Returns children to their biological parents when it is safe to do so
- Provides adoption assistance to persons who adopt special needs children
- Places children in adoptive homes and in subsidized guardianship when returning children to a biological parent is no longer an option
- Provides shelter and independent living services for homeless youth
- Provides or purchases supportive services and living maintenance, such as residential maternity homes and counseling to contribute to the physical, emotional and social well-being of youth in care who are pregnant and/or parenting

DCFS SENIOR MANAGEMENT

As of November 14, 2019



Office of Affirmative Action

**Daniel L. Fitzgerald, Deputy Director/
Equal Employment Opportunity Officer**

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Chicago, Illinois 60616

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The Office of Affirmative Action is charged with the overall responsibility of ensuring that DCFS complies with civil rights rules and regulations and that the rights of all DCFS employees, applicants and service recipients are protected against unlawful discrimination.

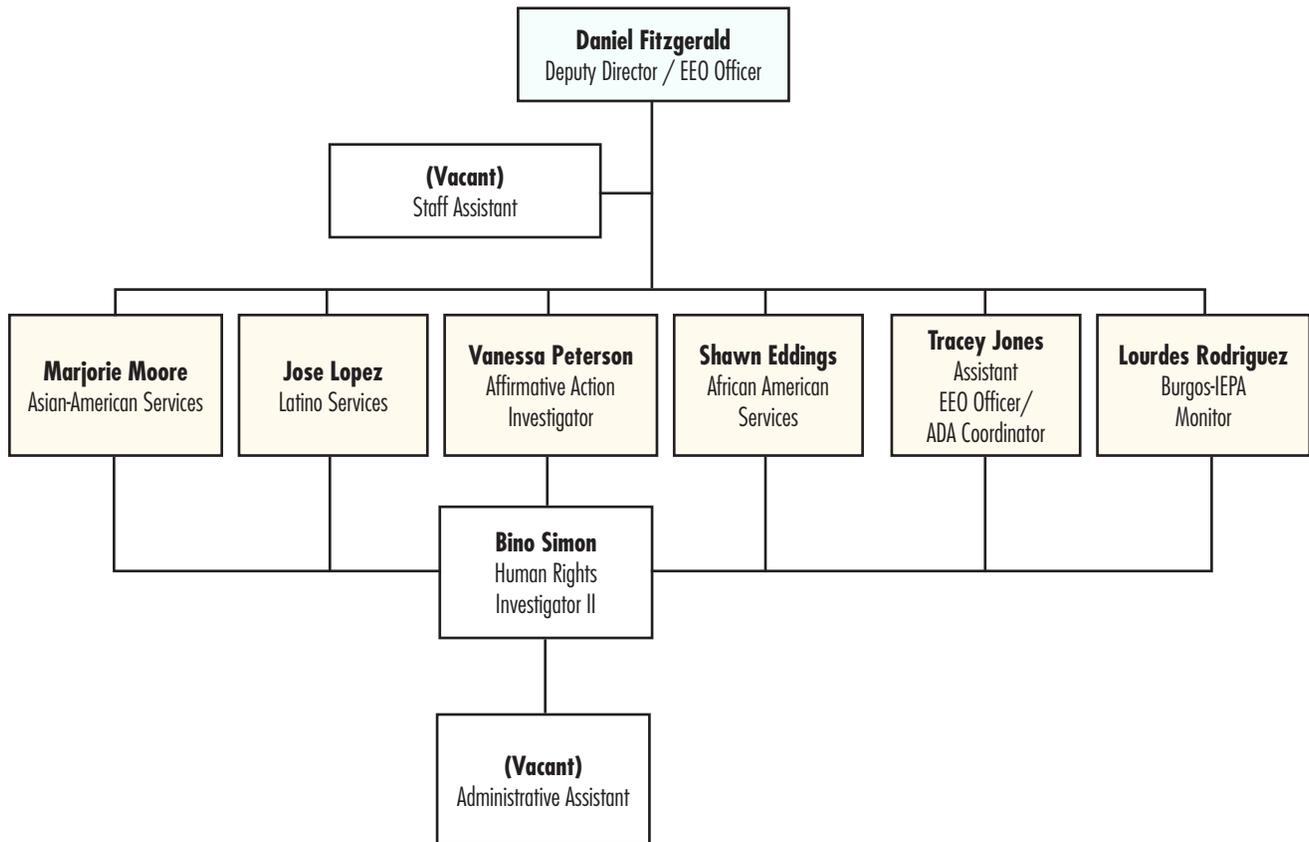
Unlawful areas of discrimination include the following:

- Race
- Color
- Sex
- Sexual Orientation
- Gender Identity
- Sexual Harassment
- Religion
- Age
- National Origin
- Physical or Mental Disability
- Military Discharge (unfavorable)
- Marital Status
- Citizenship Status
- Arrest Record
- Aiding and Abetting
- Coercion
- Veteran's Status

The duties and responsibilities of the Office of Affirmative Action include, but are not limited to, the following:

- Developing the Affirmative Action Program structure and communicating policy guidelines to all units in collaboration with the director of DCFS
- Coordinating managerial efforts to implement the affirmative action program through appropriate administrative channels and communicating its status to the director
- Issuing such directives as are necessary to the operating units to ensure compliance with affirmative action goals and discussing each unit's progress toward achieving its established goals with the director or his/her designee
- Counseling employees regarding the merit of complaints
- Offering mediation intervention
- Investigating complaints of discrimination filed internally with the Office of Affirmative Action and maintaining records of complaints filed externally with other agencies, such as the Illinois Department of Human Rights, the Equal Employment Opportunity Commission or any other appropriate government agency
- Developing and monitoring an annual Affirmative Action Plan which includes specific goals, timetables and monitoring procedures for all DCFS regional offices and administrative units
- Monitoring purchase of service providers' compliance with contract civil rights requirements
- Conducting Affirmative Action/Equal Employment Opportunity orientation and training sessions
- Participating in employment and foster home recruitment activities
- Serving as the Americans with Disabilities Act coordinator and handling requests for reasonable accommodations
- Producing monitoring reports on a monthly, quarterly and annual basis
- Disseminating affirmative action/equal employment opportunity information
- Analyzing Lay-off Reports
- Collaborating with the DCFS Office of Employee Services to address agency underutilization goals in the hiring process

OFFICE OF AFFIRMATIVE ACTION



EQUAL EMPLOYMENT OPPORTUNITIES/ AFFIRMATIVE ACTION ACTIVITIES

The Office of Affirmative Action continuously informs administrative staff of DCFS' diversity goals and encourages them to develop a plan to address those goals in the following ways:

- Goal updates are sent to managers on a monthly basis informing them of the percentage they need to achieve in each EEO category in order to maintain compliance, regardless of headcount fluctuations.
- The department's obligation to maintain compliance is regularly discussed during executive staff meetings and trainings. The Illinois Department of Human Rights has also conducted workshops including all DCFS staff involved in supervision or employment activities. These workshops reached more than 500 employees and emphasized the importance of diversifying the workforce.
- Interview committees are informed of the affirmative action goals and are responsible for making good faith efforts to meet these goals whenever possible. If there is an affirmative action goal and a minority/female candidate is not selected for the position, hiring and promotion monitoring procedures require that a detailed explanation be provided explaining the non-selection of a minority/female candidate. Comparison scores are also reviewed randomly as need by OAA.
- The Council on Accreditation (COA) standards require the department to hire applicants with social work or related human services degrees. As a result, the department focuses much of its recruitment efforts at schools which offer undergraduate and graduate degrees in social work, such as Aurora University, University of Chicago, University of Illinois at Chicago, University of Illinois at Urbana-Champaign, Southern Illinois University at Carbondale, Loyola and DePaul.
- Strict hiring controls are implemented to ensure the best candidates are selected without regard to political affiliation or nepotism. The Office of Employee Services' Recruitment and Selection Unit was involved in recruitment activities at all of the major Illinois colleges and universities and participated in job fairs and other related activities, including job fairs held by the Illinois Department of Central Management Services, minority outreach job fairs and forums, veteran outreach job fairs and bilingual recruitment outreach.
- The Office of Affirmative Action is available to DCFS employees at all levels for consultation, regardless of whether they choose to file formal complaints. The EEO/AA pamphlet notifies DCFS employees, clients and recipients of services of their legal rights and the role of the Office of Affirmative Action.
- EEO/AA posters are disseminated to all DCFS administrators, managers and offices to be displayed in prominent locations.
- The Office of Affirmative Action conducts training sessions statewide through the DCFS Office of Learning and Professional Development. Topics have included civil rights compliance and sexual harassment.
- Employees are informed that the department has a policy prohibiting all forms of unlawful discrimination and harassment, and has adopted a zero-tolerance policy for employees threatening others with physical harm or violence.

- The Office of Affirmative Action is involved in addressing Reasonable Accommodation Requests from disabled employees, applicants and/or clients. Employees are required to complete and submit written Reasonable Accommodation Requests to the immediate supervisor and submit the Physician Statement form (CMS 95) and other supporting medical documents directly to the ADA coordinator in the Office of Affirmative Action. After the Reasonable Accommodation Request form has been signed by the requester's immediate supervisor and administrator, it must also be submitted to the Office of Affirmative Action's ADA coordinator for processing. The Office of Affirmative Action must review for compliance and make a recommendation as to whether the request should be granted. The ADA coordinator submits the Reasonable Accommodation form and supporting documentation to the Office of Affirmative Action's deputy director for review, who then submits the request to the DCFS director for final decision. Only the director can grant or deny the Reasonable Accommodation request.
- The deputy director of the Office of Affirmative Action reports directly to the director of the Illinois Department of Children and Family Services and they meet regularly to discuss affirmative action matters.
- The Office of Affirmative Action actively encourages staff at all levels across divisions to work collaboratively to ensure that the highest quality services are provided fairly, equitably and on a culturally competent basis to facilitate achievement of the department's mission.
- The Office of Affirmative Action, which has the overall responsibility of addressing discrimination issues, has staff who focuses on identifying issues unique to the Latino, Asian-American, African-American and Native American communities served by DCFS and makes recommendations to address those issues to the deputy director of the Office of Affirmative Action.
- DCFS also has four advisory groups which meet with the DCFS director quarterly to provide advice and discuss current issues specific to the Latino, Asian-American, African-American and Native-American communities served by DCFS. The African-American Advisory Council, Latino Advisory Committee, Asian-American Advisory Council and the American Indian Child Welfare Advocacy Program Advisory Council are comprised of both internal staff and/or external stakeholders.

DISSEMINATION OF AFFIRMATIVE ACTION POLICY AND PLAN

Internal Policy

The Affirmative Action Plan is a public document available to all agency personnel to review upon request. The Office of Affirmative Action takes numerous steps to publicize the plan and ensure its broad circulation:

- Copies of the Affirmative Action Plan are distributed to regional management personnel, who are then responsible for sharing the plan with their staff. Copies of the Affirmative Action Plan are also available through the Office of Affirmative Action, the DCFS website and the Illinois State Library.
- Management and supervisory staff are encouraged to include information about the DCFS' Affirmative Action Program in all orientation programs for new employees. Managers and supervisors are also encouraged to post job opportunity bulletins and vacancy notices which expressly state that the DCFS is an Equal Opportunity Employer in prominent locations in all DCFS facilities.
- The Office of Affirmative Action responds to internal and external inquiries regarding affirmative action requirements and is available to assist all employees seeking information about the agency's affirmative action policy and program.

Additionally, the Office of Affirmative Action is committed to providing staff the substantive data and assistance necessary to understand affirmative action requirements and facilitate compliance:

- Computerized affirmative action goals are provided monthly to regional administrators, deputy directors, office managers and administrators advising them of their goals and the status of their efforts to achieve those goals.
- Final availability percentage computations are provided monthly to enable continuous monitoring.
- Staff is provided specialized training on equal employment opportunity, affirmative action and sexual harassment laws and policies.
- Program and operations managers are provided ongoing technical assistance in identifying and resolving equal employment opportunity and affirmative action issues.

External Policy

DCFS recognizes the importance of collaborating with its community and contractual partners to help them understand affirmative action requirements and facilitate compliance. As a result, DCFS strives to ensure that information regarding its affirmative action requirements is publicized and readily available to those outside of DCFS:

- Upon request made to the Office of Affirmative Action, a copy of the Affirmative Action Plan will be made available for public inspection during normal business hours.
- A copy of the Affirmative Action Plan is available on DCFS public website.
- The Affirmative Action Plan is available to state and federal regulatory agencies and recruitment sources upon request and to others based on availability.
- When DCFS uses outside recruitment resources, it is the responsibility of DCFS manager or supervisor seeking candidates to ensure that applicants are referred in accordance with the department's equal employment opportunity policy.
- Contractors and subcontractors for goods and/or services are notified of their contractual obligation to comply with all DCFS equal employment opportunity and non-discrimination policies, including, but not limited to, DCFS Administrative Rule 308 (Non-discrimination Requirements of Department Service Providers). Similarly, community organizations utilized by the DCFS are also notified of the department's Affirmative Action Program and its commitment to equal opportunity in service delivery and employment.
- The annual affirmative action plan is a State of Illinois document, and as such, must be filed with the State of Illinois Library. Two print copies and an electronic copy must be filed with the library. If you have any questions, you can contact: Blaine Redemer, BRedemer@ILSOS.NET, (217-782-5432) at the State Library. Requests for DCFS Affirmative Action Plan can also be made to:

Government Documents Section
Illinois State Library
300 South Second Street
Springfield, IL 62701-1796

AFRICAN-AMERICAN SERVICES

Shawn Eddings

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- **Community Forums**
Makes presentations regarding DCFS policy and procedures to community and special interest groups. Serves as the liaison and co-sponsors informational community forums with the African American Advisory Council regarding DCFS initiatives, procedures, policy changes and other DCFS-funded programs focusing on children and families. Acts as a community liaison and meets with community stakeholders to discuss improving diversity and inclusion issues that impact DCFS.
- **Advocacy**
Assists in examining internal and external complaints regarding alleged unfair or discriminatory matters regarding services and service delivery. Advocates on behalf of families and staff who allege unfair treatment or are subjected to culturally insensitive treatment. Works to promote more inclusive process.
- **Cultural Training and Workshops**
Makes recommendations for training and workshops on issues about culture, well-being and special needs of African-American children and families. In collaboration with other divisions, develops proposals for staff career development, community forums and culturally sensitive services. Conducts discussions/training programs that promote diversity and inclusion.
- **Recruitment Programs**
Assists in the development of recruitment programs for employment and foster and adoptive homes in partnership with agency recruitment specialists and the communications division.
- **African American Advisory Council Institute Training**
Serves as the agency and African-American Advisory Council liaison and provides assistance for the African-American Advisory Council's Statewide Institute Day training. Assists with highlighting the annual national month of February that recognizes cultural programs and accomplishments of African Americans.
- **Agency Councils and Committees**
Participates and makes recommendations regarding services and service delivery for the Annual African-American Employment Plan Council, African-American Advisory Council, Birth Parent Steering Committee, Action Teams and the Cook County Transformation Team.

AFRICAN-AMERICAN ADVISORY COUNCIL

Tracy Marshall, Chairperson

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The African-American Advisory Council assists DCFS in providing culturally sensitive, appropriate and competent services to African-American children and families. The council functions in the advisory capacity to the DCFS director pertaining to African-American employees, clients and contractors in relation to recruitment, employment, community relations and professional development issues.

The council's bylaws stipulate a membership consisting of a maximum of 31 department employees. The council is a statewide organization, with 72% of the members from Cook County and the remaining 28% from northern, central and southern regions. This formula reflects the proportion of African Americans within Cook County and downstate respectively.

Employees may apply for membership by submitting a brief narrative describing their interests in problems and issues affecting African Americans in the child welfare system. Individuals who have submitted narratives are then interviewed to fill council vacancies as they occur. Interested applicants may contact Robin Albritton, Chairperson of the African-American Advisory Council Membership Committee for additional information at (312) 814-6800. DCFS employees are also encouraged to participate on several standing and/or ad hoc committees as well.

LATINO SERVICES

José J. López, Chief of Latino Services

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The chief of Latino Services advises the Office of Affirmative Action's deputy director on matters regarding service delivery to Latino staff, clients and provider agencies. The chief of Latino Services also evaluates DCFS policies and procedures to ensure that they are culturally sensitive. The chief of Latino Services facilitates the development and implementation of long-term strategic goals which maximize service to DCFS Latino clients, agencies and staff and makes recommendations about how to remedy issues which adversely impact the Latino community in several ways:

- Latino Services staff participates on various committees and sub-committees at the request of the DCFS director and the Office of Affirmative Action's deputy director to recruit bilingual staff, review compliance with the Burgos Consent Decree and address the need for bilingual field staff in DCFS. The Children and Family Services Intern Option I and II titles were targeted once more in 2017 to hire bilingual students right out of the universities upon their graduation at the undergraduate and graduate levels. The Child Welfare Specialist and Child Protection Specialist are still the targeted field positions. Another committee works on DCFS Children and Family Services Intern policy which was formed to look at the job duties, evaluation requirements and also providing support activities for interns to avoid losing them. The policy is still pending review of the director. These special committees are composed of members of the Latino Advisory Council, experienced Latino administrators and Affirmative Action administrators who address various issues which affect services to the Spanish-speaking children and families.
- Latino Services staff participated on the Diversity, Employment and Recruitment Committee during the past year. The committee meets bi-monthly to address these issues and created subcommittees to look for best practices. This committee is currently formed of representatives from Employee Services, Affirmative Action, Communications and other key DCFS divisions. Any recommendations evolving from these meetings are presented to the DCFS director for immediate action.
- The Office of Affirmative Action's Latino Services Office assists the Office of Employee Services in the recruitment of targeted Hispanic/bilingual professional staff. The goal is to strategically focus recruitment efforts to increase the number of qualified Hispanic/bilingual applicants for employment on the CMS eligibility lists. Latino Services made recommendations on key recruitment events that will allow DCFS to maximize its resources to effectively recruit Hispanic/bilingual candidates. The job titles for Child Welfare Specialist, Child Protection Specialist and Daycare Licensing Representatives are identified by Office of Employee Service Administrators as most needed. Latino Services staff attends job fairs and provide recruitment presentations in various colleges and universities, seeking social worker and human services students in the classrooms. This past year, Latino Services staff assisted the Office of Employee Services with recruitment activities given their shortage of staff. The hiring of bilingual staff within the department has increased greatly in 2016 and 2017 through our joint efforts.

- Latino Services works throughout the year with the CMS Diversity Enhancement staff in collaboration with Employee Services' Selection and Recruitment office to attend Hispanic/bilingual recruitment activities in Illinois.
- Latino Services staff works very closely with the Cook County foster parent recruitment supervisor to identify Latino/Spanish-speaking outreach activities to recruit Spanish foster homes. This includes community organizations, churches, health fairs and other agencies. Latino Services staff negotiates with the different entities to participate at the different events at no cost.
- Latino Services staff works closely with the Mexican Consulate's protection staff on various occasions to meet the Memorandum of Understanding ("MOU") agreement between the Mexican Consulate and DCFS. Latino Services has an ongoing relationship with the Consulate's staff to ensure that the Consulate is advised of protective custody cases involving Mexican children. Latino Services is reviewing its procedures to better address the communication and relationships between the two offices.
- Latino Services staff is trying to identify children who come into protective custody who are of Mexican origin at an earlier point in time to streamline the process of notification if consent is given. The chief of Latino Services is the designated liaison between the Mexican Consulate's protection staff and DCFS field offices to make sure the MOU reporting is followed.
- The Burgos coordinator and Latino Services chief provided the Department's bilingual testing to bilingual applicants. This policy also applies to DCFS contracted agencies' bilingual staff working with families and children.
- The Latino Services chief works closely with the Latino Advisory Council throughout the year. Staff provides technical assistance and reviews all materials being written by the council for distribution both within and outside of DCFS. The Latino Services chief attends all the Council's meetings, with the director and addresses various issues for clarification to the director.
- Latino Services staff attends community meetings, events and conducts presentations on DCFS programs and services. Latino Services staff acts as a liaison to Latino community based organizations and elected officials for the purpose of eliminated barriers such as language communication for Spanish-speaking persons who have contact with DCFS. Staff works closely with various Latino regional coalitions downstate to be available for any inquiries or issues that come up.
- Latino Services staff maintains an updated list of statewide Latino events which was distributed to Office of Employee Services, Communications, Latino Advisory Council, foster parent recruitment supervisor and the governor's and Lt. governor's Latino liaisons. It is also available upon request from other divisions and/or agencies.
- Latino Services staff reviews, assists and works on updating department reports during the year, such as the ICWA Annual Report, the Department's Disability Survey, Evacuation Plan Notice, the Affirmative Action brochure and Immigration 101 webinar training.

LATINO ADVISORY COUNCIL

Nancy Rodriguez, Chair

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The Latino Advisory Council (LAC), formerly the Hispanic Advisory Committee, was originally formed in the Fall of 1989 with the mandate to advise the director and the Cook County regional administrator in the matters of service provision to Latino clients by DCFS and its contractual agencies, establish and strengthen relationships in the Latino community and address personnel issues involving Latino employees.

Mission: The council, in advising the director, is dedicated to representing and advocating on behalf of the Latino children and families the department serves statewide by identifying and assisting in the development of culturally and clinically competent resources, shaping best practice child welfare policies, addressing Latino employee concerns and by promoting values of social justice.

The council's statewide goals are:

1. The hiring of bilingual staff
2. The retention of bilingual staff
3. The recruitment of Spanish speaking foster homes

The council works closely with the Burgos coordinator and the Office of Latino Services to ensure that the department is in full compliance with the Burgos Decree.

The members of the council are volunteers. The council is comprised of 21 members, 14 of whom are from DCFS and seven of whom are employees of child welfare and/or social service agencies under contract that provide Spanish speaking services. Members are elected to a two-year term by a majority vote of the council members and may be re-elected after their initial term expires. Elections for retention of members who have completed their two-year term are held every other year in the month of February.

The council has the following working committees to carry out the goals, objectives and strategies determined by the membership:

1. Child Safety and Permanency
2. Community Risk Reduction and Staffing
3. Data Validity and Disproportionality
4. Strategic Communications
5. The Latino Family Institute

Regular meetings of the council are held every third Wednesday of the month. A schedule of meetings, including locations, dates and times is developed in the month of December during the annual LAC retreat.

ASIAN AND PACIFIC ISLANDER-AMERICAN SERVICES

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The position of chief of Asian and Pacific Islander-American Services was filled in February 2016.

The chief of Asian and Pacific Islander-American Services will advise the Office of Affirmative Action, deputy director and DCFS on matters regarding service delivery to Asian and Pacific Islander-American (API) staff, clients and provider agencies. The chief of Asian and Pacific Islander-American Services will also evaluate DCFS policies and procedures to ensure that they are culturally sensitive. The chief of Asian and Pacific Islander-American Services will facilitate the development and implementation of long-term strategic goals which maximize services to DCFS API clients, agencies and staff and make recommendations about how to remedy issues which adversely impact the API community in several ways:

- Serve as the DCFS liaison to the API community and a resource for community-based groups and other stakeholders, including conducting trainings and workshops on the unique cultural and programmatic needs of API children and families, giving presentations about the requirements of DCFS policies and procedures and co-sponsoring informational community forums on DCFS initiatives, procedures, policy changes, and other DCFS programs which focus on children and families.
- Assist the Licensing Division in the recruitment of API multi-ethnic and multilingual foster homes and assist the Office of Employee Services, Selection and Recruitment, in the recruitment of API staff.
- Facilitate career development for API staff and foster or adoptive parents through a variety leadership training programs, including collaborating with external community-based organizations.
- Engage in outreach and give employment recruitment presentations to selected community organizations; reach out to community-based organizations, churches, various Asian coalitions, professional placement organizations and training and accredited educational facilities offering MSW degrees or other degrees recognized by DCFS; and participate in selected conferences and job fairs as the budget allows.

ASIAN-AMERICAN ADVISORY COUNCIL

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santhosh.kurian@illinois.gov

The Asian-American Advisory Council assists DCFS in providing culturally sensitive, appropriate and competent services to Asian-American children and families. The council functions as an advisor to the DCFS director in the provision of services to Asian-American employees, clients and its contractors in recruitment, employment, community relations and development and professional development issues.

The members of the council are volunteers. The advisory council shall consist of a maximum of 21 members, two of whom may be employees of DCFS purchase of service providers and two of whom are nominated by the DCFS director. Additionally, a minimum of 90% of the advisory council members shall be of Asian origin. The initial council members were appointed to a two-year term by the director. All subsequent members shall be elected to a two-year term by a 3/4 vote of the council members and may be re-elected after their initial term expires. Sitting members may be re-elected for the next term provided that no member serves more than two consecutive terms. Elections for retention of members who have completed their two-year term shall be held in February and every subsequent two years.

Regular meetings of the advisory council shall be held at least once every other month, for a minimum of six meetings per year. A schedule of meetings, including locations, dates and times, shall be developed annually by the chairperson after consultation with members of the advisory council.

INDIAN CHILD WELFARE ADVOCACY PROGRAM

“Identifying our children is as easy as asking.”

Vacant
ICWA Specialists

The Indian Child Welfare Advocacy Program specialists advise the Office of Affirmative Action, deputy director and DCFS on matters regarding service delivery to American Indian/Alaskan Native children and families who fall within the coverage of the Indian Child Welfare Act (ICWA) of 1978.

- ICWA acknowledges the sovereignty of federally recognized Indian tribes in managing the affairs of their members and seeks to preserve Native culture by giving Tribes the ability to decide on the placement of Indian children with families or in foster care. ICWA establishes preferences in placing Indian children with other entities besides parents or Indian custodian, and establishes specific standards for handling state child custody court cases involving American Indian and Alaskan Native children. The primary intent of the ICWA is to prevent the separation of the Indian family by providing cultural support, connection and preservation by ensuring that Indian children are placed with Indian families.
- The DCFS Indian Child Welfare Advocacy Program was created to assist DCFS in preserving the culture of American Indian/Alaska Native children who are at risk of not being identified or denied their heritage by being placed outside of their Indian communities. The mission of the Indian Child Welfare Advocacy Program is to:
 - Enhance culturally appropriate services and bridge the communication between the state of Illinois and communities involved with American Indian children and families.
 - Identify and advocate for American Indian children and families.
 - Ensure 100% compliance of the Indian Child Welfare Act.
 - Develop a list of qualified expert witnesses

ICWA program specialists routinely consult with child welfare staff to identify and resolve service delivery issues, including facilitating and maintaining an open dialogue between the Native American community, Tribes, and agencies which provide support and assistance to the American Indian/Alaskan Native population living in the State of Illinois. ICWA Program Specialists provide supplementary support to both DCFS staff and clients in several ways, including:

- Work with the child welfare system and the legal system to ensure ICWA compliance throughout the life of the case.
- Participate in the investigation and exchange of information for enrollment or eligibility options with the tribes.
 - Initiate and maintain connections with the identified tribes of the children and families.
 - Attend child and family meetings, Administrative Case Reviews (ACRs), and case related meetings including court dates.
 - Identify community support, organizations, programs and activities for American Indian children and families.
 - Recruit American Indian foster parents and support the development of this role including licensing and special needs supports.
 - Support families by creating connections and solutions in the Indian community to prevent child welfare involvement and support reunification of Indian children and their families.

Illinois Indian Child Welfare Advisory Council

Chair: Lisa Bernal

Co-Chair: Stephanie Shirley

Secretary: Vacant

Purpose:

With respect and humility, we the Illinois Indian Child Welfare Advisory Council shall advise, consult and advocate for children and families who fall within the coverage of the Indian Child Welfare Act (ICWA) of 1978, 25 U.S.C. 1901-63 et seq., as amended.

Core Values:

Respect, love, wisdom, honesty, bravery, humility, courage, integrity, knowledge, creativity and openness.

The Illinois Indian Child Welfare Advisory Council assists DCFS in providing culturally sensitive, appropriate and competent services to American Indian/Alaska Native children and families who fall within the protection of ICWA.

The Illinois Indian Child Welfare Advisory Council seeks to facilitate an open dialogue between DCFS and the Native American community by engaging Native American leaders statewide to assist DCFS in preserving the culture of American Indian/Alaska Native children who are at risk of not being identified or denied their heritage by being placed outside of their Indian communities.

The Council meets with the director quarterly.

BURGOS COORDINATOR / IEPA MONITOR

Lourdes Rodriguez, Burgos Coordinator / IEPA Monitor

Office Location

1911-21 South Indiana Ave., 4th Floor
Chicago, Illinois 60616

Telephone: (312) 808-5264

Fax: (312) 328-2803

lourdes.rodriquez@illinois.gov

The Burgos coordinator monitors DCFS compliance with the Burgos Consent Decree and advises the director and the Office of Affirmative Action's deputy director of any outstanding issues and recommends solutions. The Burgos Consent Decree, which was entered in 1977 and requires DCFS to provide services in Spanish to those clients who speak Spanish and those who request services in Spanish, legally covers only Cook County and northern region. DCFS however applies its principles statewide. The Burgos Consent Decree further requires that all direct service staff and their supervisors take Burgos training annually, and DCFS Offices which serve Spanish-speaking families be staffed with Spanish-speaking direct service workers. Requirements of the Burgos Consent Decree also apply to DCFS contractors and vendors.

The Burgos coordinator serves as the DCFS spokesperson on the administration of the Consent Decree as it relates to Latino service delivery to clients and agency providers. This is accomplished in several ways:

- The Burgos coordinator develops statewide policies for the management and implementation of the Burgos Consent Decree. The Burgos coordinator is instrumental in the development of policies regarding the Burgos Consent Decree and which affect services provided to Spanish-speaking families. The Burgos coordinator also reviews, analyze, and evaluates regional Latino client service delivery systems statewide and handles language testing of DCFS employees for bilingual positions statewide.
- The Burgos coordinator chairs the Burgos Compliance Committee which is composed of members from various disciplines in DCFS, and which addresses compliance issues and makes recommendations.
- The Burgos coordinator serves as Limited English Proficiency liaison for DCFS as the resource person for interpreter services providers statewide for all languages, including Spanish. The Burgos coordinator also serves as the contact for caseworkers who need to locate a bilingual foster home resources, or identify an agency which can provide services in Spanish.
- The Burgos coordinator conducts required annual Civil Rights Title VI Compliance Review for DCFS direct service providers who contract with DCFS, per Title 89: Social Services, Chapter III: Department of Children and Family Services, Subchapter a: Service Delivery, Part 308 Non Discrimination Requirements of Department Service Providers.
- The Burgos coordinator represents DCFS on the State of Illinois Hispanic Employment Council and works closely with the Council to address matters regarding increasing the number of Hispanic employees at DCFS.
- The Burgos coordinator represents DCFS on the State of Illinois Latino Family Commission on all matters regarding child welfare.
- The Burgos coordinator is the director's representative and liaison to the DCFS Latino Advisory Council and the Latino Family Institute.

Inter-Ethnic Placement Act Monitor

Serves as the Department's Inter-Ethnic Placement Act (IEPA) monitor; reviews department policy and state law to ensure IEPA compliance; receives and investigates IEPA violations involving the field, foster parents and the general public; coordinates investigations of IEPA violations received through the Department of Health and Human Services, Office for Civil Rights; consults with DCFS and POS agency managers regarding IEPA compliance issues and coordinates training to ensure IEPA compliance; serves as the department's liaison with the federal Department of Health and Human Services, Office for Civil Rights regarding compliance with IEPA; and provides input into all federal compliance audits.

Inter-Ethnic Placement Act

In August of 1996, Congress amended the Multi-Ethnic Placement Act (MEPA) by passage of Section 1808, Removal of Barriers to Inter-ethnic Adoption Provisions of the Small Business Job Protection Act of 1996. This law was passed in order to strengthen the nondiscriminatory provisions and to provide stiff penalties for violation of the Act.

Any state found in violation of this law will lose considerable federal matching funds. One finding of non-compliance with IEPA could result in the loss of millions of dollars for the department.

The federal law prohibits discrimination in adoption and foster care placements and repealed language that had previously permitted consideration of race, color or ethnicity as one of a number of factors for consideration in determining a child's placement. The Department of Health and Human Services has affirmed the four critical elements of IEPA:

- Delays in placing children who need adoptive or foster homes are not to be tolerated, nor are denials based on any prohibited or otherwise inappropriate consideration;
- Discrimination is not to be tolerated, whether it is directed toward adults who wish to serve as foster or adoptive parents, toward children who need safe and appropriate homes or toward communities or populations which may heretofore have been under-utilized as a resource for placing children;
- Active, diligent and lawful recruitment of potential foster and adoptive parents of all backgrounds is both a legal requirement and an important tool for meeting the demands of good practice; and
- The operative standard in foster care and adoptive placements has been and continues to be "the best interests of the child." Nevertheless, any consideration of race, color or national origin in foster or adoptive placements must be narrowly tailored to advance the child's best interests and must be made as an individualized determination of each child's needs and in light of a specific prospective adoptive or foster care parent's capacity to care for that child. (This must be documented in the case record.)

The above language has been reprinted from the federal Information Memorandum entitled, "Guidance for Federal Legislation," published by the U.S. Department of Health and Human Services, Administration on Children, Youth and Families, June 6, 1997.

SECTION

2

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PROMOTABLES (By Categories)

Listed here are the EEO categories which in the past have been promoted into higher EEO categories by Children and Family Services

Promotables to the Officials/Administrators

Professionals

Technicians

Promotables to the Professionals

Technicians

Paraprofessionals

Office/Clerical

Promotables to the Technicians

Paraprofessionals

Office/Clerical

Promotables to the Para-Professionals

Administrative Support

Promotables to the Administrative Support

None

Promotables to the Skilled Craft

None

Promotables to the Service Maintenance

None

ILLINOIS DEPARTMENT OF CHILDREN AND FAMILY SERVICES
JOB TITLES BY EEO CATEGORIES

OFFICIAL/MANAGER

Child Welfare Staff Development Coordinator IV
Public Information Officer IV
Public Service Administrator Senior
Public Service Administrator

PROFESSIONAL

Accountant Advanced
Accountant Supervisor
Accounting and Fiscal Administration Career Trainee
Administrative Assistant I, II
Business Manager
Child Protection Advanced Specialist
Child Protection Specialist
Child Welfare Administrative Case Reviewer
Child Welfare Advanced Specialist
Child Welfare Associate Specialist
Child Welfare Court Facilitator
Child Welfare Nurse Specialist
Child Welfare Senior Specialist
Child Welfare Specialist
Child Welfare Staff Development Coordinator I, II, III
Child Welfare Supervisor
Children & Family Services Intern I, II
Day Care Licensing Representative I, II

Executive I, II
Human Resources Representative
Human Resources Specialist
Human Rights Investigator II
Information System Analyst
Internal Auditor
Internal Auditor Trainee
Internal Security Investigator I, II
Legal Research Assistant
Management Operations Analyst I, II
Management Operations Analyst Trainee
Management Systems Specialist
Methods & Procedures Advisor I, II, III
Paralegal Assistant
Public Information Officer I, II, III
Reimbursement Officer I, II
Social Service Program Planner I, II, III, IV
Technical Advisor I, II, III
Telecommunication Systems Analyst

TECHNICIAN

Account Technician I, II
Assistant Reimbursement Officer
Data Processing Administrative Specialist
Data Processing Supervisor I, II, III
Data Processing Technician Trainee Telecommunications Systems Technician I, II, III

PARA-PROFESSIONAL

Child Development Aide III
Executive Secretary I, II, III

Human Resource Associate
Human Resource Trainee
Methods and Procedures Career Office Associate I
Office Administrative Specialist
Office Administrator III, IV, V
Office Coordinator
Office Specialist
Private Secretary I, II
Social Service Community Planner
Student Worker

ADMINISTRATIVE SUPPORT

Account Clerk I, II
Data Processing Assistant
Data Processing Operator
Data Processing Operator Trainee
Microfilm Operator II, III
Office Administrator I, II
Office Aide
Office Assistant (Option 1, 2, 3)
Office Associate (Option 1, 2, 3)
Office Clerk (Option 1, 2, 3)
Reproduction Service Technician I

SKILLED CRAFT

Reproduction Service Supervisor I, II

SERVICE MAINTENANCE

Store Clerk
Storekeeper I, II, III

INTERNAL WORKFORCE ANALYSIS SUMMARY – FY 2019

Workforce transactions which occurred within the Illinois Department of Children & Family Services from July 1, 2018 through June 30, 2019 are as follows:

- 1. There were 460 New hires, of which:**
 - a. 181 (39%) were Caucasian
 - b. 198 (43%) were African American
 - c. 63 (14%) were Hispanic
 - d. 5 (2%) were Asian American
 - e. None were Native American
 - f. None were Native Hawaiian or Pacific Islander
- 2. There were 141 Promotions, of which:**
 - a. 87 (48%) were Caucasian
 - b. 54 (38%) were African American
 - c. 17 (12%) were Hispanic
 - d. 3 (2%) were Asian American
 - e. None were Native American
 - f. None were Native Hawaiian or Pacific Islander
- 3. There were 27 Suspensions, of which:**
 - a. 12 (44%) were Caucasian
 - b. 8 (30%) were African American
 - c. 5 (19%) were Hispanic
 - d. None were Asian American
 - e. None were Native American
 - f. None were Native Hawaiian or Pacific Islander
- 4. There were 316 Separations, of which:**
 - a. 127 (40%) were Caucasian
 - b. 129 (41%) were African American
 - c. 36 (11%) were Hispanic
 - d. 9 (3%) were Asian American
 - e. None were Native American
 - f. None were Native Hawaiian or Pacific Islander
- 5. There were 16 Discharges, of which:**
 - a. 6 (38%) were Caucasian
 - b. 6 (38%) were African American
 - c. 2 (12%) were Hispanic
 - d. None were Asian American
 - e. None were Native American
 - f. None were Native Hawaiian or Pacific Islander
- 6. There were no Intra-Agency Transfers of which**
- 7. There were no Demotions**
- 8. There were no Voluntary Reductions**
- 9. There were no Layoffs**
- 10. There were no Reinstatements**
- 11. There were no Reemployments**
- 12. There were no Upward Reallocations**
- 13. There were no Downward Reallocations**

FINAL AVAILABILITY ANALYSIS

(TOO VOLUMINOUS TO INCLUDE IN PRINTED AFFIRMATIVE ACTION PLAN)

Workforce Analysis by Region

Agency: IL Department of Children and Family Services		Reporting Period: FY 2019																						
Region: 1																								
EEO Category	Grand Total	MALES							FEMALES							PERCENTAGES								
		Total	W	B/AA	H/L	A	AI/AN	NH/OF/PWD	Total	W	B/AA	H/L	A	AI/AN	NH/OF/PWD	M	F	W	B/AA	H/L	A	AI/AN	NHOPI	PWD
Officials / Administrators	288	73	20	29	14	10		7	215	49	140	22	2	2	18	25.35%	74.65%	23.96%	58.68%	12.50%	4.17%	0.69%	0.00%	8.68%
Professionals	903	177	38	81	35	22	1	12	726	132	450	135	7	1	44	19.60%	80.40%	18.83%	58.80%	18.83%	3.21%	0.22%	0.11%	6.20%
Technicians	12	1			1				11	1	7	2	1	1	8.33%	91.67%	8.33%	58.33%	25.00%	8.33%	0.00%	0.00%	8.33%	
Protective Service	0	0							0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Para-professionals	54	2	2					1	52	9	34	9	0	6	3.70%	96.30%	20.37%	62.96%	16.67%	0.00%	0.00%	0.00%	12.96%	
Administrative Support	118	19	8	5	5	1		1	99	15	67	16	1	5	16.10%	83.90%	19.49%	61.02%	17.80%	1.69%	0.00%	0.00%	5.08%	
Skilled Craft	0	0							0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Service / Maintenance	5	4		4					1	1	1				80.00%	20.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
TOTAL	1,380	276	68	119	55	33	1	21	1,104	206	699	184	11	74	20.00%	80.00%	19.86%	59.28%	17.32%	3.19%	0.29%	0.07%	6.88%	
Grand Total Employees for Region 1:		Males: 276 20.00%							Females: 1,104 80.00%							Total Minorities: 1,106 80.14%								
White:	274	19.86%	Black/African American:	818	59.28%	Hispanic/Latino:	239	17.32%	Asian:	44	3.19%	AI/AN:	4	0.29%	NHOPI:	1	0.07%	PWD:	95	6.88%				
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NHOP=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities		DR-9 (Rev. Feb. 2016)																						

Workforce Analysis by Region

Agency: IL Department of Children and Family Services															Reporting Period: FY 2019														
Region: 2																													
EEO Category	MALES							FEMALES							PERCENTAGES														
	Total	W	B/AA	H/L	A	AI/AN	NH/OP/ID	Total	W	B/AA	H/L	A	AI/AN	NH/OP/ID	Total	W	B/AA	H/L	A	AI/AN	NH/OP/ID	PWD							
Grand Total	17	2	11	4			15	11	4			15	11.76%	88.24%	64.71%	23.53%	11.76%	0.00%	0.00%	0.00%	0.00%	0.00%							
Officials / Administrators	17	2	11	4			15	11	4			15	11.76%	88.24%	64.71%	23.53%	11.76%	0.00%	0.00%	0.00%	0.00%	0.00%							
Professionals	75	17	11	3	3		58	31	21	5	1	2	22.67%	77.33%	56.00%	32.00%	10.67%	0.00%	0.00%	0.00%	0.00%	0.00%							
Technicians	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Protective Service	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Para-professionals	4	0					4	4				1	0.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%							
Administrative Support	10	0					10	10					0.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Skilled Craft	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Service / Maintenance	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
TOTAL	106	19	11	3	5	0	87	56	25	5	1	3	17.92%	82.08%	63.21%	26.42%	9.43%	0.00%	0.00%	0.00%	0.00%	2.83%							
Grand Total Employees for Region 2:													Males: 19																
													17.92%																
													Females: 87																
													82.08%																
White:	67	28	10	10	10	1	67	36	10	10	1	1	AI/AN: 0.94%																
63.21%	26.42%	9.43%	9.43%	9.43%	9.43%	0.94%	9.43%	26.42%	9.43%	9.43%	0.94%	0.94%	Asian: 0.94%																
													Hispanic/Latino: 0.94%																
													Black/African American: 26.42%																
													White: 63.21%																
													Black/African American: 26.42%																
													Hispanic/Latino: 0.94%																
													Asian: 0.94%																
													AI/AN: 0.94%																
													NH/OP/ID: 0.94%																
													AI/AN=American Indian or Alaskan Native																
													NH/OP=Native Hawaiian or Other Pacific Islander																
													PWD=People with Disabilities																

Workforce Analysis by Region

Agency: IL Dept of Children and Family Services		Reporting Period: FY 2019																							
Region: 3																									
EEO Category	Grand Total	MALES							FEMALES							PERCENTAGES									
		Total	W	B/AA	H/L	A	AI/AN	NH/OP	Total	W	B/AA	H/L	A	AI/AN	NH/OP	Total	W	B/AA	H/L	A	AI/AN	NH/OP	PWD		
Officials / Administrators	15	3	3																						
Professionals	71	20	15	4	1			2	51	42	7	2													
Technicians	0	0							0																
Protective Service	0	0							0																
Para-professionals	1	0							1	1															
Administrative Support	7	1							6	5	1														
Skilled Craft	0	0							0																
Service / Maintenance	0	0							0																
TOTAL	94	24	18	4	2	0	0	2	70	56	11	3	0	0	0	0	0	25.53%	74.47%	78.72%	15.96%	5.32%	0.00%	0.00%	2.13%
Grand Total Employees for Region 3:		Males: 24							Females: 70							Total Minorities: 20									
		25.53%							74.47%							21.28%									
White:	74	Black/African American:	15	Hispanic/Latino:	5	Asian:	0	AI/AN:	0	NHOPI:	0	PWD:	2												
	78.72%		15.96%		5.32%		0.00%		0.00%		0.00%		0.00%												
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NHOPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities																									

Workforce Analysis by Region

Agency: IL Department of Children and Family Services															Reporting Period: FY 2019														
Region: 4																													
EEO Category	MALES							FEMALES							PERCENTAGES														
	Total	W	B/AA	H/L	A	AI/AN	NH/OP	Total	W	B/AA	H/L	A	AI/AN	NH/OP	Total	W	B/AA	H/L	A	AI/AN	NH/OP	PWD							
Grand Total	7	2	1	1			5	5					28.57%	71.43%	85.71%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Officials / Administrators	30	9	7	2			21	19	1	1			30.00%	70.00%	86.67%	10.00%	3.33%	0.00%	0.00%	0.00%	0.00%	0.00%							
Technicians	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Protective Service	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Para-professionals	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Administrative Support	4	0					4	4					0.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Skilled Craft	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
Service / Maintenance	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							
TOTAL	41	11	8	3	0	0	30	28	1	1	0	0	26.83%	73.17%	87.80%	9.76%	2.44%	0.00%	0.00%	0.00%	0.00%	0.00%							
Grand Total Employees for Region 4:															Total Minorities: 5														
Males: 11															Females: 30														
26.83%															73.17%														
White:	36	Black/African American:	4	Hispanic/Latino:	1	Asian:	0	AI/AN:	0	NHOPI:	0	PWD:	0																
87.80%	9.76%	2.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%																
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NHOP=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities															DHR-9 (Rev. Feb. 2016)														

Workforce Analysis by Region

Agency: IL Department of Children and Family Services		Reporting Period: FY 2019																							
Region: 5																									
EEO Category	Grand Total	MALES							FEMALES							PERCENTAGES									
		Total	W	B/AA	H/L	A	AI/AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI/AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI/AN	NHOPI	PWD
Officials / Administrators	25	5							20	18	2							80.00%	92.00%	8.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Professionals	110	19	18	1					91	65	25	1				3		82.73%	75.45%	23.64%	0.00%	0.91%	0.00%	0.00%	2.73%
Technicians	3	0							3	3								100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Protective Service	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Para-professionals	4	1	1						3	3								75.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Administrative Support	13	1	1						12	9	3				1			92.31%	76.92%	23.08%	0.00%	0.00%	0.00%	0.00%	7.69%
Skilled Craft	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service / Maintenance	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
TOTAL	155	26	25	1	0	0	0	0	129	98	30	0	1	0	0	4		83.23%	79.35%	20.00%	0.00%	0.65%	0.00%	0.00%	2.58%
Grand Total Employees for Region 5:		Males: 26							Females: 129							Total Minorities: 32									
		16.77%							83.23%							20.65%									
White:	123	Black/African American:	31	Hispanic/Latino:	0	Asian:	1	AI/AN:	0	NHOPI:	0	PWD:	4												
	79.35%		20.00%		0.00%		0.65%		0.00%		0.00%														
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NHOPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities		DHR-9 (Rev. Feb. 2016)																							

Workforce Analysis by Region

Agency: IL Department of Children and Family Services		Reporting Period: FY2019																							
Region: 6																									
EEO Category	Grand Total	MALES							FEMALES							PERCENTAGES									
		Total	W	B/AA	H/L	A	AI/ AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI/ AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI/ AN	NH OPI	PWD
Officials / Administrators	17	2	1	1				0	15	14	1						11.76%	88.24%	11.76%	0.00%	0.00%				0.00%
Professionals	68	10	5	3	2		1	68	38	18	1	1				4	14.71%	85.29%	30.88%	4.41%	1.47%				0.00%
Technicians	0	0						0	0								0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Protective Service	0	0						0	0								0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Para-professionals	3	0						3	2	1					1	0.00%	100.00%	66.67%	33.33%	0.00%	0.00%				0.00%
Administrative Support	7	1	1					6	6						1	14.29%	85.71%	100.00%	0.00%	0.00%					0.00%
Skilled Craft	0	0						0	0								0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Service / Maintenance	0	0						0	0								0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
TOTAL	95	13	7	4	2	0	0	82	60	20	1	1	1	0	0	6	13.68%	86.32%	25.26%	3.16%	1.05%				0.00%
Grand Total Employees for Region 6:		Males:							Females:							Total Minorities:									
		13							82							28									
		13.68%							86.32%							29.47%									
White:	67	Black/African American:	24	Hispanic/Latino:	3	Asian:	1	AI/AN:	0	NHOPI:	0	PWD:	7												
	70.53%		25.26%		3.16%		1.05%		0.00%		0.00%		7.37%												

W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NH OPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities
 DFR-9 (Rev. Feb. 2016)

Workforce Analysis by Region

Agency: IL Department of Children and Family Services		Reporting Period: FY 2019																								
Region: 7																										
EEO Category	Grand Total	MALES							FEMALES							PERCENTAGES										
		Total	W	B/AA	H/L	A	AI/AN	NH/OR	PWD	Total	W	B/AA	H/L	A	AI/AN	NH/OR	PWD	Total	W	B/AA	H/L	A	AI/AN	NH/OR	PWD	
Officials / Administrators	112	42	38	2	2				3	70	57	12	1				6	37.46%	62.54%	84.84%	12.49%	1.78%	0.89%	0.00%	0.00%	8.03%
Professionals	383	112	85	18	4	5			11	271	213	51	1	1		12	29.24%	70.76%	77.81%	18.02%	2.35%	1.57%	0.26%	0.00%	6.01%	
Technicians	16	10	10					1	6	5	1					1	62.50%	37.50%	93.75%	6.25%	0.00%	0.00%	0.00%	0.00%	12.50%	
Protective Service	0	0							0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Para-professionals	18	3	3					1	15	11	4					1	16.67%	83.33%	77.78%	22.22%	0.00%	0.00%	0.00%	0.00%	11.11%	
Administrative Support	85	23	18	3	1	1		1	62	52	7	2	1		6	27.06%	72.94%	82.95%	11.76%	3.53%	2.35%	0.00%	0.00%	0.00%	8.24%	
Skilled Craft	1	1	1						0							100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Service / Maintenance	4	3	2		1				1	1						75.00%	25.00%	75.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	
TOTAL	619	194	157	23	7	7	0	0	17	425	339	75	7	3	1	26	31.33%	68.67%	80.13%	15.83%	2.26%	1.62%	0.16%	0.00%	6.95%	
Grand Total Employees for Region 7:																										
White: 496 80.13%																										
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NH/OR=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities																										
DHR-9 (Rev. Feb. 2016)																										

Workforce Analysis by Region

Agency: IL Department of Children and Family Services		Reporting Period: FY 2019																					
Region: 9																							
EEO Category	Grand Total	MALES						FEMALES						PERCENTAGES									
		Total	W	B/AA	H/L	A	AI/AN	OH/PI	PWD	Total	W	B/AA	H/L	A	AI/AN	OH/PI	PWD						
Officials / Administrators	10	0							10	10							100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Professionals	48	7	7						41	41						1	85.42%	0.00%	0.00%	0.00%	0.00%	0.00%	4.17%
Technicians	0	0							0	0							0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Protective Service	0	0							0	0							0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Para-professionals	0	0							0	0							0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Administrative Support	4	0							4	4							100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Skilled Craft	0	0							0	0							0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service / Maintenance	0	0							0	0							0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
TOTAL	62	7	7	0	0	0	0	0	55	55	0	0	0	0	0	1	88.71%	0.00%	0.00%	0.00%	0.00%	0.00%	3.23%
Grand Total Employees for Region 9:		Males: 7						Females: 55						Total Minorities: 0									
		11.29%						88.71%						0.00%									
White: 62	Black/African American: 0	Hispanic/Latino: 0	0.00%			0.00%			0.00%			0.00%			0.00%								
#####	0.00%	0.00%	0.00%			0.00%			0.00%			0.00%			0.00%								
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native OH/PI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities		DHR-9 (Rev. Feb. 2016)																					

Workforce Analysis by Region

Agency: IL Department of Children and Family Services		Reporting Period: FY 2019																						
Region: 10																								
EEO Category	Grand Total	MALES							FEMALES							PERCENTAGES								
		Total	W	B/AA	H/L	A	AI/AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI/AN	NH OPI	PWD							
Officials / Administrators	30	7	7						23	18	5						2	76.67%	83.33%	16.67%	0.00%	0.00%	0.00%	6.67%
Professionals	110	15	12	2	1				95	80	15						3	86.36%	83.64%	15.45%	0.91%	0.00%	0.00%	2.73%
Technicians	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Protective Service	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Para-professionals	5	0							5	4	1						1	100.00%	80.00%	20.00%	0.00%	0.00%	0.00%	20.00%
Administrative Support	10	0							10	9	1						1	100.00%	90.00%	10.00%	0.00%	0.00%	0.00%	10.00%
Skilled Craft	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service / Maintenance	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
TOTAL	155	22	19	2	1	0	0	0	133	111	22	0	0	0	0	7	85.81%	83.87%	15.48%	0.65%	0.00%	0.00%	0.00%	4.52%
Grand Total Employees for Region 10:		Males: 22							Females: 133							Total Minorities: 25								
		14.19%							85.81%							16.13%								
White:	130	Black/African American:	24	Hispanic/Latino:	1	Asian:	0	AI/AN:	0	NHOPI:	0	PWD:	7											
83.87%		15.48%		0.65%		0.00%		0.00%		0.00%		0.00%												
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NH OPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities																								
DHR-9 (Rev. Feb. 2016)																								

Workforce Transactions Report by EEO Category

Agency:		L Department of Children and Family Services														Reporting Period: FY 2019													
EEO Category:		PROFESSIONALS														PERCENTAGES													
		MALES							FEMALES																				
Transaction	Total	Total	W	B/AA	H/L	A	AI	NH	OPI	PWD	Total	W	B/AA	H/L	A	AI	NH	OPI	PWD	M	F	W	B/AA	H/L	A	AI	NH	OPI	PWD
New Hires	82	18	10	3	4	1					64	19	34	11						21.95%	78.05%	35.37%	45.12%	18.29%	1.22%	0.00%	0.00%	0.00%	0.00%
Promotions	17	2	2								15	4	7	4						11.76%	88.24%	35.29%	41.18%	23.53%	0.00%	0.00%	0.00%	0.00%	0.00%
Intra-Agency Transfers	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Suspensions	5	1			1				1	4	2	2	2							20.00%	80.00%	40.00%	40.00%	20.00%	0.00%	0.00%	0.00%	0.00%	20.00%
Separations	43	8	3	3	1	1				35	7	22	6						1	18.60%	81.40%	23.26%	58.14%	16.28%	2.33%	0.00%	0.00%	0.00%	2.33%
Discharges	3	1		1						2	1	1	1							33.33%	66.67%	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lay Off	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Demotions	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reductions	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reinstatements	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reemployment	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Upward Reallocations	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Downward Reallocations	0	0								0										0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NH/OPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities
DHR-10 (Rev. Feb 2016)

Workforce Transactions Report by EEO Category

Agency:		IL Department of Children and Family Services														Reporting Period: FY 2019													
EEO Category:		TECHNICIANS																											
		MALES							FEMALES							PERCENTAGES													
Transaction	Grand Total	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD	M	F	W	B/AA	H/L	A	AI AN	NH OPI	PWD			
New Hires	3	1				1				2		1		1				33.33%	66.67%	0.00%	33.33%	0.00%	66.67%		0.00%	0.00%			
Promotions	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Intra-Agency Transfers	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Suspensions	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Separations	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Discharges	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Lay Off	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Demotions	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Reductions	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Reinstatements	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Reemployment	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Upward Reallocations	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
Downward Reallocations	0	0							0									0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%			
		W=White	B/AA=Black or African American	H/L=Hispanic or Latino	A=Asian	AI=American Indian or Alaskan Native	NH=Native Hawaiian or Other Pacific Islander	NHOP=People with Disabilities																					

Workforce Transactions Report by EEO Category

Agency:		IL Department of Children and Family Services														Reporting Period: FY2019													
EEO Category:		PROTECTIVE SERVICE																											
		MALES							FEMALES							PERCENTAGES													
Transaction	Grand Total	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD				
New Hires	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Promotions	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Intra-Agency Transfers	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Suspensions	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Separations	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Discharges	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Lay Off	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Demotions	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Reductions	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Reinstatements	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Reemployment	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Upward Reallocations	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
Downward Reallocations	0	0								0								0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
		W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NH=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities																											

Workforce Transactions Report by EEO Category

Agency:	IL Department of Children and Family Services													Reporting Period: FY 2019								
EEO Category:	ADMINISTRATIVE SUPPORT																					
Transaction	MALES						FEMALES						PERCENTAGES									
	Total	W	B/AA	H/L	A	PWD	Total	W	B/AA	H/L	A	PWD	M	F	W	B/AA	H/L	A	AI AN	NH OPI	PWD	
Grand Total	15	5	3	2			10	3	5	2			33.33%	66.67%	40.00%	46.67%	13.33%	0.00%	0.00%	0.00%	0.00%	0.00%
New Hires	2	0					2	1	1				0.00%	100.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Promotions	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Intra-Agency Transfers	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Suspensions	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Separations	10	5	5				5	3	2			1	50.00%	50.00%	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10.00%
Discharges	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lay Off	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Demotions	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reductions	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reinstatements	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reemployment	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Upward Reallocations	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Downward Reallocations	0	0					0						0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian A/AN=American Indian or Alaskan Native NH=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities																						

Workforce Transactions Report by EEO Category

Agency:		L Department of Children and Family Services														Reporting Period: FY 2019													
EEO Category:		SERVICE / MAINTENANCE																											
		MALES							FEMALES							PERCENTAGES													
Transaction	Grand Total	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD	Total	W	B/AA	H/L	A	AI AN	NH OPI	PWD	M	F	W	B/AA	H/L	A	AI AN	NH OPI	PWD			
New Hires	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Promotions	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Intra-Agency Transfers	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Suspensions	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Separations	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Discharges	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Lay Off	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Demotions	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Reductions	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Reinstatements	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Reemployment	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Upward Reallocations	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Downward Reallocations	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			

W=White B/AA=Black or African American H/L=Hispanic or Latino A=Asian AI/AN=American Indian or Alaskan Native NHOP=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities

Underutilization Summary by Region

Name of Agency:		IL Department of Children and Family Services										Fiscal Year: 2020														
		Officials and Administrators		Professionals		Technicians		Protective Service Workers		Paraprofessionals		Administrative Support		Skilled Craft Workers		Service-Maintenance										
Region	Women	B/AA	H/L	A	A/AN	NHOPI	Women	B/AA	H/L	A	A/AN	NHOPI	Women	B/AA	H/L	A	A/AN	NHOPI	Women	B/AA	H/L	A	A/AN	NHOPI		
1																										
2																										
3																										
4																										
5																										
6																										
7																										
8																										
9																										
10																										
Total	0	0	0	0	0	0	0	0	1	18	0	0	2	0	0	0	0	0	0	0	0	0	0	0		
Region	Women	B/AA	H/L	A	A/AN	NHOPI	Women	B/AA	H/L	A	A/AN	NHOPI	Women	B/AA	H/L	A	A/AN	NHOPI	Women	B/AA	H/L	A	A/AN	NHOPI		
1																										
2																										
3																										
4																										
5																										
6																										
7																										
8																										
9																										
10																										
Total	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Total underutilization for Women:		2										0										Total underutilization for Hispanic or Latino:				1
Total underutilization for Asian:		20										0										Total underutilization for Native Hawaiian or Other Pacific Islander:				0
Note: If no calculations are necessary in any region where the agency does not have a facility or because there are less than ten employees in the EEO category in that region, leave that box blank.																										
W = Women B/AA = Black or African American H/L = Hispanic or Latino A = Asian A/AN = American Indian or Alaskan Native NHOPI = Native Hawaiian or Other Pacific Islander																										
DHR 11-AAP (Rev. Feb. 2016)																										

TRANSACTIONS DEFINITIONS

For purposes of preparing this report, the following definitions should be used.

New hire: This involves a person hired into or appointed to a position within an agency in which he/she either has no prior agency history or whose recent employment experience was not with the hiring agency. (These transactions would consist of any type of new appointment or the movement of an individual between agencies or merit systems).

Promotion: These transactions occur when an employee is advanced to a position with a higher salary range than his/her previous position, if within the same agency.

Intra-agency transfer: These transactions occur when an employee is transferred to a position of the same class to which appointed or to a position including similar qualifications, duties, responsibilities and salary range, in another division, section or other unit.

Suspension: These transactions involve a temporary removal from payroll for disciplinary reasons.

Separation: These transactions involve an employee who voluntarily leaves state service.

Discharge: This occurs when an employee is terminated for cause.

Layoff: These transactions occur with the placement of an employee in non-paid, non-working status without prejudice either temporarily or indeterminately.

Demotion: These transactions occur when an employee is assigned to a vacant position in a class having a lower maximum permissible salary or rate than class from which the demotion was made for reasons of inability to perform the work, if within the same agency.

Reduction: These transactions involve the voluntary or involuntary movement of an employee to a vacant position in a class having a lower maximum permissible salary range, if within the same agency.

Reinstatement: These transactions occur when a former certified employee who resigned or terminated in good standing or whose position was reallocated downward or who was laterally transferred or whose name was placed on a reemployment list, if within the same agency.

Reemployment: These transactions occur when a certified employee is restored to an active work status after being selected from an official Recall/Reemployment List obtained from the Department of Central Management Services, if within the same agency.

Upward reallocation: These transactions occur when the classification of an employee to a position with a classification of higher salary range resulting from the assignment of increased responsibilities making a higher position title more appropriate.

Downward reallocation: These transactions occur when the classification of an employee changes to a position with a classification of a lower salary range resulting from the changes in assigned duties, which have fewer responsibilities.

May 08

SECTION

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FY 2020 GOALS, TIMETABLES, AND MONITORING PROCEDURES NUMERICAL GOALS

DHR REGIONAL GOALS - 67

1. AREAS TO BE ADDRESSED - Latino (1)

There is an underutilization of Latino persons in the Professionals category.

GOAL

Reduce the overall agency underutilization of Latino persons in the Professionals category by the end of the fiscal year.

OBJECTIVE

Increase the number of Latino persons in the Professional category in Region 5 where underutilization exists.

ACTION ITEM

All administrators have been instructed to submit all requests to fill vacancies in goal-related categories to the deputy directors of the Office of Employee Services and Office of Affirmative Action prior to filling vacancies as specified by the Hiring and Promotion Monitor Forms.

ASSIGNMENT OF RESPONSIBILITY

Tammy Grant, deputy director, Office of Employee Services
Daniel L. Fitzgerald, deputy director, Office of Affirmative Action

Table 1. Completion Target Date- Quarterly Goal of Latino Persons

Category	Total Under-utilization	9/31/19	12/31/19	3/31/20	6/30/20
Professionals	1				

MONITORING PROCEDURES

Continue monitoring the agency’s hiring and promotion monitor reports on an ongoing basis relative to the filling of vacancies in goal-related categories and where offices are underutilizing Latino persons.

2. AREAS TO BE ADDRESSED- Asian American (20)

There is an agency underutilization of Asian American persons in the Professionals and Administrative Support categories

GOAL

Reduce the agency’s underutilization of Asian American persons in the Professionals and Administrative Support categories by the end of the fiscal year.

OBJECTIVE

Increase the number of Asian American persons in the Professionals and Administrative Support category in Region 1 and Professionals category in Region 1 where underutilization exists.

ACTION ITEM

All administrators have been instructed to submit all requests to fill vacancies in goal-related categories to the deputy directors of the Office of Employee Services and Office of Affirmative Action prior to filling vacancies as specified by the Hiring and Promotion Monitor Form.

ASSIGNMENT OF RESPONSIBILITY

Tammy Grant, deputy director, Office of Employee Services
Daniel L. Fitzgerald, deputy director, Office of Affirmative Action

Table 2. Completion Target Date–Quarterly Goal of Asian American Persons

Category	Total Under-utilization	9/31/19	12/31/19	3/31/20	6/30/20
Professionals	18				
Administrative Support	2				

MONITORING PROCEDURES

Continue monitoring the agency’s hiring and promotion monitor reports on an ongoing basis relative to the filling of vacancies in goal-related categories and where offices are underutilizing Asian American persons.

Table 3. Completion Target Date–Quarterly Goal for Women

Category	Total Under-utilization	9/31/19	12/31/19	3/31/20	6/30/20
Technician	2				

MONITORING PROCEDURES

Continue monitoring the agency’s hiring and promotion monitor reports on an ongoing basis relative to the filling of vacancies in goal-related categories and where offices are underutilizing women.

NUMERICAL GOALS FOR PEOPLE WITH DISABILITIES

PROBLEM AREAS – None

There are no goals for People with Disabilities for FY 2020

Although there are no goals for FY 2020, the Office of Affirmative Action will work in conjunction with the Office of Employee Services and disability organizations to identify and recruit employees with disabilities. The department will also review available eligible lists.

ASSIGNMENT OF RESPONSIBILITIES

Tammy Grant, deputy director, Office of Employee Services
Daniel Fitzgerald, deputy director, Office of Affirmative Action

MONITORING PROCEDURE

Continue monitoring the agency’s hiring and promotion monitor reports on an ongoing basis relative to the filling of vacancies in goal-related categories and where offices are underutilizing people with disabilities.

PROGRAM GOALS FY2020

AREA TO BE ADDRESSED

Staff education on affirmative action issues and initiatives

GOAL

Conduct on-site training on affirmative action issues and initiatives

OBJECTIVE

Continue to provide training for employees and supervisors/managers concerning their rights and responsibilities on affirmative action issues

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Schedule a meeting with training division and Office of Employee Services to discuss Training module	EEO/AA officer	2 nd Quarter	Email scheduling meeting
2. Update Training module	EEO/AA officer, Deputy of training Division or their designees	2 nd Quarter	The Training Module
3. Continue training for supervisors/managers	EEO/AA officer, Deputy of training Division or their designees	3 rd quarter	Training Agenda
4. Present training for employees	EEO/AA officer, Deputy of training Division or their designees	4 th Quarter	Training Agenda

AREA TO BE ADDRESSED
African American Services-Cultural Competence

GOAL 1

Celebrate history/heritage through the African diaspora

OBJECTIVE

Increase awareness of African American History

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Celebrate history/heritage through the African diaspora through events in collaboration with the African American Advisory Council	Divisions of EEO/AA and Communications	Ongoing	Review annually
2. Update information on the DNET in an effort to provide pertinent information about African American History	Divisions of EEO/AA and Communications	Ongoing	Review annually
3. Promote increased involvement of African American families involved with DCFS	Divisions of EEO/AA Operations, Licensing and Communications	Ongoing	Review annually

AREA TO BE ADDRESSED
African American Services-Partnerships

GOAL 2
Enhanced relationships with community partners

OBJECTIVE
Develop more partnerships with community partners around DCFS initiatives

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Work with community partners and agency on safe sleep education campaign	Divisions of EEO/AA, Operations and Communications	Ongoing	Review data to determine whether campaign has impact
2. Work with the agency and community partners to implement DCFS initiatives	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Review annually
3. Continue work with African American Advisory Council on ways to strengthen community ties	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Review annually

AREA TO BE ADDRESSED

Recruitment of African-American, Asian-American, Native-American and Latino foster homes

GOAL 3

To engage in foster home recruitment in African-American, Asian-American, Native-American and Latino/Spanish-speaking communities

OBJECTIVE

To increase the number of diverse foster homes

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Create work group that include the divisions of EEO/AA, Operations, Licensing and Communications to discuss recruitment plan	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Request and review data reports regarding foster home placement
2. Update recruitment plans	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Review annually
3. Continue outreach to identified under represented foster home areas	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Analyze areas of need for foster home placement
4. Implement plan; attend events where under represented foster homes can be recruited	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Identify events that potentially produce effective outcomes

AREA TO BE ADDRESSED
 African American Services-Employee Relations

GOAL 4

Greater understanding of why diversity and inclusion is imperative

OBJECTIVE

Create a culture shift toward greater understanding of diversity and inclusion

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Create work group that include the divisions of EEO/AA, Operations, Licensing and Communications to discuss diversity and inclusion	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Request and review data reports regarding diversity and inclusion
2. Provide information on diversity and inclusion	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Review annually
3. Implement plan; attend events on diversity and inclusion	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Identify events that potentially produce effective outcomes

I. AREA TO BE ADDRESSED

Asian-American staff underutilization

GOAL

To engage in employment recruitment in the Asian-American community

OBJECTIVE

To increase the number of Asian-American staff to eliminate underutilization

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Meet with the Asian-American Advisory Council to identify current Asian-American staff	EEO/AA officer, deputy of Office of Employee Services or their designees	Ongoing	List of identified Asian-American employees
2. Outreach to the identified employees for recruitment referrals and suggestions	EEO/AA officer and chief of Asian American Affairs	Ongoing	Communicate with employees requesting referrals and suggestions for recruitment
3. Schedule a meeting with EEO/AA officer and deputy of the Office of Employee Services or their designees to identify and discuss additional areas for recruitment	EEO/AA officer, deputy of the Office of Employee Services or their designees	Ongoing	Review and update Recruitment Plan
4. Develop a targeted outreach and recruitment plan; create a list of organizations and agencies providing services to the Asian community	EEO/AA officer, Deputy of Office of Employee Services or their designees	Ongoing	Review and update Recruitment Plan
5. Implement plan; continue to build and develop a relationship with the Asian American community; attend employment recruitment events in Asian-American community	EEO/AA officer, Deputy of Office of Employee Services or their designees	Ongoing	List of recruitment events attended
6. Analyze the Affirmative Action Underutilization formula for Asian-Americans statewide	EEO/AA officer, chief of Asian American Services, chief of Latino Services and the Burgos coordinator	Ongoing	Meet with Human Rights to review the formula used to determine Latino underutilization

IV. AREA TO BE ADDRESSED

Recruitment of Spanish bilingual staff

GOAL

To engage in employment recruitment in the Latino community

OBJECTIVE

To increase the number of Spanish bilingual staff

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
Gather a list of Latino events to identify and attend events where bilingual candidates may be recruited.	Chief of Latino Services	Ongoing	Ongoing List of Latino Events
Monitor Spanish bilingual staff allocation statewide.	EEO/AA officer, Burgos coordinator and chief of Latino Services	Ongoing	Review staff and census data
Identify colleges and universities with high concentration of Hispanic/Spanish bilingual speaking students to reach out to them.	Chief of Latino Services	Ongoing	Presentations and Follow-up
Continue outreach to the identified bilingual candidates and seek recruitment opportunities to coordinate and schedule recruitment events.	EEO/AA officer, deputy of the Office of Employee Services, deputy of Training, Chief of Latino Services	Ongoing	Social Media, Outreach letters or E-mails
Schedule meetings with the EEO/AA officer, deputies of Employee Services, Communications and Training, chief of Latino Services, Burgos coordinator or their designees to discuss bilingual staff recruitment plan.	EEO/AA officer, Deputy of the Office of Employee Services, Communications and Training, chief of Latino Services, Burgos coordinator or their designees	Ongoing	Scheduling Meetings
Assist with the completion of the CMS Bilingual Needs Survey Report by deadline.	EEO/AA officer and Burgos coordinator	Ongoing	Submit Report by deadline
Assist with the completion of the CMS Hispanic Employment Plan Report by deadline	EEO/AA officer and chief of Latino Services	Ongoing	Submit Report by deadline
Complete the State Services Assurance Act of 2008 report; ensure that is submitted by the deadline.	EEO/AA officer and Burgos coordinator	4 th Quarter	Submit Report by deadline
Update the OAA supplemental bilingual recruitment plan which assists the Office of Employee Services in targeting areas of biggest bilingual staff needs.	EEO/AA officer, deputy of the Office of Employee Services, Selection and Recruitment Manager and chief of Latino Services	Ongoing	Plan to be provided
Inquire and analyze the Affirmative Action Underutilization formula statewide.	EEO/AA officer, chief of Asian American Services, chief of Latino Services and the Burgos coordinator	Ongoing	Meet with Human Rights to review the formula used to determine Underutilization

V. AREA TO BE ADDRESSED

Recruitment of African-American, Asian-American, Latino and Native-American foster homes

GOAL

To engage in foster home recruitment in African-American, Asian-American, Native-American and Latino/Spanish-speaking communities

OBJECTIVE

To increase the number of diverse foster homes

Action Items	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1. Create work group that include the divisions of EEO/AA, Operations, Licensing, and Communications to discuss recruitment plan	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Request and review data reports regarding foster home placement
2. Update recruitment plans	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Review annually
3. Continue outreach to identified under represented foster home areas	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Analyze areas of need for foster home placement
4. Implement plan; attend events where under represented foster homes can be recruited	Divisions of EEO/AA, Operations, Licensing and Communications	Ongoing	Identify events that potentially produce effective outcomes

SECTION

4

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COMPLAINT PROCESS

If an employee, applicant for employment or service recipient believes discrimination has occurred, the person is encouraged to file a complaint with the DCFS, Office of Affirmative Action. All complaints must be memorialized in a written statement of the complaint and filed with the Office of Affirmative Action within 180 days of the alleged discriminatory act(s).

Discrimination complaints may allege violations of law based on race, color, gender, gender identification, sexual orientation, sexual harassment, religion, age, national origin, ancestry, physical or mental disability, marital status, citizenship status, arrest record, retaliation, aiding and abetting, coercion, military service which includes veteran's status and unfavorable military discharge. The complaint process also includes alleged violations of the Rehabilitation Act of 1973, 29 U.S.C. 701 et seq., as amended, and the Americans with Disabilities Act of 1990, 42 U.S.C. 12101 et seq., as amended. The steps in the Office of Affirmative Action complaint process are as follows:

1. Receipt of Complaints

Upon receipt of a formal complaint, the complaint is date-stamped, logged in and information sufficient to identify the complaint is recorded in the log. A file is opened and forwarded to the deputy director of the Office of Affirmative Action.

2. Assignment of Complaints/Notification of Department or Staff

Each case is assigned within five working days of receipt of the written complaint. If the complaint does not set forth sufficient information concerning the alleged discriminatory act(s), the Office of Affirmative Action will contact the complainant in an effort to secure additional information.

The staff person assigned the case issues written notification of receipt of the complaint to the administrative head of the region or administrative unit from which the complaint originates. This notification includes a copy of the written complaint and indicates that an investigation is being initiated. The appropriate staff will be asked to provide a written response to the complaint and other pertinent information to the Office of Affirmative Action. Notice of the complaint is also provided to the DCFS director and other appropriate department staff as necessary.

3. Informal Complaint

An informal complaint is any verbal or written complaint of alleged discrimination that does not result in an internal investigation of the allegations because the complainant decides to withdraw the complaint either prior to or soon after consulting with the Office of Affirmative Action. The complainant is also advised of his/her right to file charges through other available means. A record of each such complaint, including information sufficient to identify the complaint and the nature of the complaint, will be maintained in an Office of Affirmative Action file. Final disposition of all informal complaints will be made with the approval of the deputy director of the Office of Affirmative Action.

4. Formal Complaint

A formal complaint is a written complaint of discrimination which is not withdrawn after the complainant has consulted with the Office of Affirmative Action. The Office of Affirmative Action conducts an internal investigation of the complaint and provides a report of the findings to the DCFS director. All formal complaints must be filed with the Affirmative Action Office within 180 days of the alleged discriminatory act(s). All formal complaints are handled in a manner which does not jeopardize the complainant's administrative right to file complaints with other federal and/or state agencies.

5. Investigation – Substantiated Complaint

In those instances where the investigation uncovers evidence to support the complaint, a written report of the investigation findings is provided to the DCFS director and other appropriate management personnel. The report also includes recommendations for conciliation efforts. The complainant will be notified of the results of the investigation and advised of their right to pursue their complaint through other available means.

6. Investigation – Unfounded Complaint

If the allegations alone do not constitute a violation of discrimination laws, the complainant is notified of the determination and advised of their right to pursue the complaint through other available means.

7. Investigation – Unsubstantiated Complaint

If the investigation of the allegations does not uncover evidence to support the complaint, a written report is provided to the DCFS director. The complainant is also notified of the investigation findings and advised of their right to pursue the complaint through other available means.

8. Investigation – Referral

If the investigation of the allegations uncovers alleged improprieties that are not discriminatory in nature or are not committed by the DCFS, the Office of Affirmative Action will refer the complainant to the appropriate DCFS division or appropriate local, state or federal agency to pursue the complaint.

9. Investigation – Deferral

If the complainant files a complaint with another state or federal agency which encompasses the same allegations as those reflected in the Office of Affirmative Action complaint prior to the conclusion of the Office of Affirmative Action's investigation, the Office of Affirmative Action will defer its investigation to the investigation pending before the outside agency.

10. Investigation – Administrative Closure

If the complainant fails to provide information or documents necessary to complete a complaint or otherwise fails to cooperate with the investigator, the Office of Affirmative Action will close its investigation of the complaint.

11. Disposition of Complaint Material

Any written material or other information gathered and/or compiled as part of the investigation of a complaint becomes part of a complaint's Office of Affirmative Action file. It is the responsibility of the staff person assigned to the case to ensure that all materials in the file are complete. All investigations will be handled in a confidential manner. Files will be maintained in accordance with the State Records Act and other applicable legal requirements.

INSTRUCTIONS FOR FILING A DISCRIMINATION COMPLAINT WITH THE OFFICE OF AFFIRMATIVE ACTION

Who can file a Complaint?

Any DCFS employee or applicant for employment, any applicant or recipient of department services or any applicant or recipient of contractual services provided at the direction of DCFS.

When can a Discrimination Complaint be filed?

If you feel that you have been discriminated against because of your race, color, sex, sexual orientation, religion, age, veteran status, national origin, ancestry, language, handicap/disability, military discharge or marital status in any terms of employment, conditions, compensation or privileges of employment, opportunities and/or service delivery practices, and you have tried unsuccessfully to resolve the problem with the immediate supervisor, you can file a complaint with the Office of Affirmative Action. Complaints must be filed within 180 days of the alleged discriminatory act.

How do you file a Complaint?

Complete the Discrimination Complaint Form and submit it to:

Office of Affirmative Action
Illinois Department of Children and Family Services
1911 South Indiana Avenue, 4th Floor
Chicago, Illinois 60616

What happens after the Complaint is filed?

The Office of Affirmative Action will conduct an internal investigation and make a recommendation within 30 working days, whenever possible, to the DCFS director and/or other appropriate management personnel regarding whether the complaint is substantiated, unfounded, or unsubstantiated. The Office of Affirmative Action may recommend conciliation if the complaint is substantiated. If the complaint is unsubstantiated or unfounded, conciliation will not be recommended. All complainants are notified of the results of investigations, regardless of the findings, and of their right to pursue the complaint through other available means with an outside agency such as:

Illinois Department of Human Rights

James R. Thompson Center
100 West Randolph Street, 10th Floor
Chicago, Illinois 60601
(312) 814-6200
(866) 740-3953 (TTY)

Illinois Department of Human Rights

535 West Jefferson Street, 1st Floor
Springfield, Illinois 62702
(217) 785-5100
(866) 740-3953 (TTY)

U.S. Department of Health and Human Services

Office for Civil Rights
233 North Michigan Avenue, Suite 240
Chicago, Illinois 60601
(312) 886-2359
(312) 353-5693 (TDD)

John C Klucynski Federal Building

230 South Dearborn Street, Chicago, Illinois 60604
Ste 1866 (Enforcement, State & Local Hearings)
Ste 2920 (Legal & ADR)
(312) 872-9777
Enforcement/File Disclosure Fax (312) 558-1200
www.eeoc.gov

Submit Form To:
Office of Affirmative Action
1911 South Indiana Ave., 4th Fl.
Chicago, IL 60616
(312) 328-2495
or
406 E. Monroe, 5th Fl.
Springfield, IL 62701

Department of Children and Family Services
Office of Affirmative Action
DISCRIMINATION COMPLAINT FORM

1. Name _____
2. Address _____

(Work Location) (Home Address)
3. Telephone _____
(Work) (Home Telephone)
4. Job Title _____
(Payroll Title) (Unit)
5. Supervisor _____
(Name) (Phone)
6. Length of Time in Current Position _____
7. Date of Alleged Discriminatory Act(s) _____
8. Basis of Alleged Discriminatory Practice:

___ Race	___ Age	___ Disability
___ Color	___ Religion	___ Sexual Harassment
___ Sex	___ National Origin	___ Retaliation
___ Sexual Orientation	___ Veterans Status	___ Other _____

(Specify)
9. The alleged discrimination occurred relative to:

___ Interview	___ Discipline
___ Hiring Selection	___ Layoff
___ Promotion	___ Other _____

(Specify)
10. The facts of the alleged discriminatory act(s) are as follows: (Describe exactly what occurred and when. Use additional sheets if necessary)

(Over)

11. Name, title, work location and telephone number of person(s) you believe discriminated against you.

Name	Title	Location	Phone
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12. What specifically leads you to believe that the action(s) taken was/were based on your Race, Color, Sex, Age, Religion, National Origin, or Disability, or that it constitutes Sexual Harassment or Retaliation?

13. Do you have any specific **evidence or documentation** that supports your allegation(s)? (If yes, indicate the type of evidence: Direct, Hearsay, Statistical, Comparative, etc., and provide copies, if feasible).

14. Identify and provide the name and telephone number of **witnesses** to each of the alleged discriminatory act(s).

15. Identify and provide **Comparable Data**, if applicable (Document Disparate Treatment and indicate how someone who is similarly situated as you, was treated more favorably than you).

16. Identify and provide copies of any applicable Rules, Regulations, Policies, Guidelines, etc., and Indicate how they are applicable in this instance or were violated.

17. Have you made an effort to resolve this matter through your supervisor, the grievance procedure or other avenues? If yes, please explain and indicate the outcome of your efforts. (Use additional sheets if necessary).

18. What specific relief are you seeking?

Please respond to all of the questions on this form and provide any additional documentation you may have.

Complainant's Signature

Date

Date Received by OAA

Department of Children and Family Services
Office of Affirmative Action
DISCRIMINATION COMPLAINT FORM
(Instructions on Reverse Side)

Submit Form To:
Office of Affirmative Action
1911 South Indiana Avenue 4th Fl.
Chicago, IL 60616
(312) 328-2495
or
406 East Monroe Street
Springfield, IL 62701
(217) 524-1248

1. Name _____
2. Address _____

3. Telephone _____ (Home) _____ (Work)
4. Status of Complainant Applicant of Service Recipient of Service
 Job Applicant Other (specify) _____
5. The alleged discrimination occurred relative to:
 Adoption Licensing Interview Process
 Foster Care Child Abuse/Neglect Hiring/Selection
 Day Care Family Visits Other (specify) _____
6. Date of alleged discriminatory act _____
7. Basis of alleged discriminatory practice:
 Race Age Handicap/Disability
 Color Religion Retaliation
 Sex National Origin Other (specify) _____
8. The facts of the alleged discriminatory act(s) are as follows: (use additional sheets if necessary)

9. Name, title, work location and telephone number of person(s) you believe discriminated against you.

Name	Title	Location	Phone
------	-------	----------	-------
10. Have you made an effort to resolve this matter through the supervisor, the Service Appeals System, or other avenues?
 Yes No If yes, please explain indicating the outcome of your efforts. (use additional sheets if necessary):

11. What specific relief are you seeking? _____

12. Please provide any documentation you may have supporting your allegation(s).
13. Please provide the names(s), telephone number(s), and location(s) of any witnesses to your allegation(s):

Complainant's Signature Date Date Received by OAA

SEXUAL HARASSMENT POLICY

SEXUAL HARASSMENT POLICY

I. Definition of Sexual Harassment

According to the Illinois Human Rights Act, sexual harassment is defined as:

Any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

1. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

The courts have determined that sexual harassment is a form of discrimination under Title VII of the U.S. Civil Rights Act of 1964, as amended in 1991.

One such example is a case where an individual is terminated by a supervisor or is denied employment opportunities and benefits after rejecting the supervisor's sexual advances or request(s) for sexual favors. Another example is where an individual is subjected to conduct by co-workers because of his or her gender which makes it difficult for the employee to perform his or her job.

Other conduct, which may constitute sexual harassment includes:

Verbal: Sexual innuendoes, suggestive comments, insults, humor, and jokes about sex, anatomy or gender – specific traits, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside of their presence, or a sexual nature.

Non-Verbal: suggestive or insulting sounds (whistling), leering, obscene gestures, sexually aggressive bodily gestures, "catcalls", "smacking" or "kissing" noises.

Visual: posters, signs, pin-ups or slogans of a sexual nature.

Physical: Touching, unwelcome hugging or kissing, punching, brushing the body, any coerced sexual act or actual assault.

While the most commonly recognized forms of sexual harassment involve the types of conduct described above, non-sexual conduct can also constitute a violation of the applicable laws when that conduct is directed at the victim because of his or her gender (for example, a female employee who reports to work every day and finds her tools stolen, her work station filled with trash and her equipment disabled by her male co-workers because they resent having to work with a woman). The most severe and overt forms of sexual harassment are easier to determine. On the other end of the spectrum, some sexual harassment is more subtle and depends, to some extent, on individual perception and interpretation. The courts will assess sexual harassment by a standard of what would offend a "reasonable person".

For this reason, every supervisor and employee must remember that seemingly, “harmless” and subtle actions may lead to sexual harassment complaints. The use of terms such as “honey” “darling” and “sweet-heart” is objectionable to many women who believe that the use of these terms undermine their authority and their ability to deal with men on an equal and professional level. And while use of these terms by an individual with authority over a female employee will rarely constitute an adverse employment action, it may lead to the creation of a hostile work environment.

Another example is the use of a compliment that could potentially be interpreted as sexual in nature. Below are three statements that might be made about the appearance of a woman in the workplace:

- “That’s an attractive dress you have on.”
- “That’s an attractive dress. It really looks good on you.”
- “That’s an attractive dress. You really fill it out well.”

The first statement appears to be simply a compliment. The last is the most likely to be perceived as sexual harassment, depending on individual perceptions and values. To avoid the possibility of offending an employee, it is best to follow a course of conduct above reproach, or to err on the side of caution.

Sexual harassment is unacceptable misconduct, which affects all genders. Sexual harassment will often involve a man’s conduct directed at a woman. However, it can also involve a woman harassing a man or harassment between members of the same gender.

I. Responsibility of Individual Employees

Each individual employee has the responsibility to refrain from sexual harassment in the workplace. An individual employee who sexually harasses a fellow worker is, of course, liable for his or her individual conduct.

The harassing employee will be subject to disciplinary action up to and including discharge in accordance with departmental policy or a collective bargaining agreement, as appropriate.

II. Responsibility of Supervisory Personnel

Each supervisor is responsible for maintaining the workplace free of sexual harassment. This is accomplished by promoting a professional environment and by dealing with sexual harassment as with all other form of employee misconduct.

It must be remembered that supervisors are the first line of defense against sexual harassment. By setting the right example, a supervisor may discourage his or her employees from acting inappropriately. In addition, supervisors will often be the first to spot objectionable conduct or the first to receive a complaint about conduct which he or she did not observe.

The courts and the Illinois Human Rights Commission have found that organizations as well as supervisors can be held liable for damages related to sexual harassment by a manager, supervisor, employee, or third party (an individual who is not an employee but does business with an organization, such as a contractor, customer, sales, representative, or repair person).

Liability is either based on an organization’s responsibility to maintain a certain level of order and discipline among employees or on the supervisor, acting as an agent of the organization. It should be noted that recent United States Supreme Court cases involving sexual harassment claims against supervisors have made the employer’s liability for supervisors’ actions, even more strict. Therefore, supervisors must understand that their adherence to this policy is vitally important, both with regard to their responsibility

to maintain a work environment free of harassment and, even more importantly, with regard to their own individual conduct. The law continues to require employers to remain vigilant and effectively remedy sexually harassing conduct perpetrated by individual(s) on their coworkers. Supervisors must act quickly and responsibly not only to minimize their own liability but also that of the agency.

Specifically, a supervisor must address an observed incident of sexual harassment or a complaint, with equal seriousness, report it, take prompt action to investigate it, implement appropriate disciplinary action, take all necessary steps to eliminate the harassment and observe strict confidentiality. This also applies to cases where an employee tells the supervisor about behavior considered sexual harassment but does not want to make a formal complaint.

In addition, supervisors must ensure that no retaliation will result against an employee making a sexual harassment complaint.

An agency's Equal Employment Opportunity (EEO) Officer is available to consult with supervisors on the proper procedures to follow.

Procedures for Filing a Complaint

A. Internal

An employee who either observes or believes himself/herself to be the object of sexual harassment should deal with the incident(s) as directly and firmly as possible by clearly communicating her/his position to the offending employee, her/his supervisor and the agency EEO Officer. It is not necessary for sexual harassment to be directed at the person making a complaint.

The following steps may also be taken: document or record each incident (what was said or done, the date, the time, and the place). Documentation can be strengthened by written records such as letters, notes, memos, and telephone messages.

All charges, including anonymous complaints, will be accepted and investigated regardless of how the matter comes to the attention of the agency. However, because of the serious implications of sexual harassment charges and the difficulties associated with their investigation and the questions of credibility involved, the complainant's willing cooperation is a vital component of an effective inquiry and an appropriate outcome.

No one making a complaint will be retaliated against even if a complaint made in good faith is not substantiated. In addition, any witness will be protected from retaliation.

Proper responses to conduct which is believed to be sexual harassment may include the following:

1. **Direct Communication.** If there is sexual harassing behavior in the workplace, the harassed employee should directly and clearly express his/her objection that the conduct is unwelcome and request that the offending behavior stop. The initial message may be verbal. If subsequent messages are needed, they should be put in writing in a note or a memo.
2. **Contact Supervisory Personnel.** At the same time direct communication is undertaken, or in the event the employee feels threatened or intimidated by the situation, the problem must be promptly reported to the immediate supervisor or the EEO Officer. If the harasser is the immediate supervisor, the problem should be reported to the next level of supervision or the EEO officer. However, the employee experiencing what he or she believes to be sexual harassment must not assume that the employer is aware of this conduct. If there are no witnesses and the victim fails to notify a supervisor or other responsible officer, it is likely the employer will be presumed not to have knowledge of the harassment.

3. Formal Written Complaint. An employee may also report incidents of sexual harassment directly to the EEO Officer. The EEO Officer will counsel the reporting employee and be available to assist with filing a formal complaint. The Department will fully investigate the complaint, and advise the complainant and the alleged harasser of the results of the investigation.

B. External

Resolution outside the Department: Every department, agency, board and commission has adopted a comprehensive anti-harassment policy. The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an employee has the right to contact the Illinois Department of Human Rights (IDHR) and the U.S. Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. Where the employing entity has an effective sexual harassment policy in place and the complaining employee fails to take advantage of that policy and allow the employer an opportunity to address the problem, such an employee may, in certain cases, lose the right to further pursue the claim against the employer.

An employee who is suddenly transferred to a lower paying job or passed over for promotion after filing a complaint with the Office of Affirmative Action, IDHR or EEOC, may file a retaliation charge.

An employee who has been physically harassed or threatened while on the job may also have grounds for criminal charges, such as assault or battery.

The agency hopes that any incident of sexual harassment can be resolved through the internal process outlined above. All employees, however, have the right to file formal charges with the Illinois Department of Human Rights (IDHR) and the U. S. Equal Employment Opportunity Commission (EEOC) or any other appropriate government agency.

The Illinois Department of Human Rights may be contacted as follows:

- Chicago(312) 814-6200
- Chicago TTY(866) 740-3953
- Springfield(217) 785-5100
- Springfield TTY . . .(866) 740-3953
- Marion(618) 993-7463
- Marion TTY(866) 740-3953

The U.S. Equal Employment Opportunity Commission can be contacted as follows:

- Chicago(800) 669-4000
- Chicago TTY(312) 869-8001

False and Frivolous Complaints

False and frivolous charges refer to cases where the accuser is using a sexual harassment complaint to accomplish some end other than stopping sexual harassment. It does not refer to charges made in good faith which cannot be proven. Given the seriousness of the consequences for the accused, a false and frivolous charge is a severe offense that can itself result in disciplinary action.

9. Describe what you said and did when the unwelcome behavior occurred.

10. Did you ask the alleged harasser to stop the unwelcome behavior? _____ If yes, did the alleged harasser stop the behavior after being told to stop, or did it continue? (Explain)

11. Were there any **witnesses** to what happened? _____ If so, provide their name and telephone number.

12. Do you have any **documentation or evidence** that supports your allegation(s)? _____ (If yes, please indicate, and provide copies, if feasible).

13. Have you made an effort to resolve this matter through your supervisor, the grievance procedure or other avenues? _____ If yes, please explain and indicate the outcome of your efforts. (Use additional sheets if necessary).

14. What specific relief are you seeking?

Please respond to all of the questions on this form and provide any additional documentation you may have.

Complainant's Signature **and** Date Filed

Date Received by OAA

DCFS is an equal opportunity employer and prohibits unlawful discrimination in all of its programs and/or services.

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SECTION

5

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AMERICAN WITH DISABILITIES ACT

The fair and equitable treatment of disabled applicants, employees, and clients is embodied in the policy statement signed by the Director of the Illinois Department of Children and Family Services. The Department is committed to hiring and promoting persons with physical or mental disabilities which are unrelated to ability. The Department will make reasonable accommodations for those individuals who make such disabilities known to the Department, unless it would cause the Department undue hardship.

The Assistant Affirmative Action Officer, is the Section 504 and Americans with Disabilities Act (ADA) Coordinator for the agency. Any complaints which allege actions that are prohibited under Title V of the Rehabilitation Act of 1973, Section 503 or 504, the Americans With Disabilities Act of 1990, or the Human Rights Act of 1980, as amended, may be resolved through the complaint process delineated in Part IV of the Department's Affirmative Action Plan. A reasonable accommodation procedure has also been established to enable persons with disabilities to have a formal process for resolving requests for reasonable accommodations.

The Department is committed to hiring and promoting persons with disabilities and will continue its efforts in a non-discriminatory manner.

Recruitment Procedures

Recruitment will be done on a regional/local office basis. Qualified applicants are to be referred to DCFS via an eligibility list, by job title, from the Department of Central Management Services. In addition, the Department's own recruitment activities and the Department of Central Management Services' Job-Ready Degreed Client List are also available to recruit applicants with disabilities.

Evacuation Procedures

Through the use of the State of Illinois Disability Hiring Survey, the Office of Affirmative Action notifies the administrators of each office when an employee signs the form indicating a need for assistance should an emergency evacuation become necessary, and the administrator is requested to make provisions for assigning someone to accompany the disabled employee.

Accessibility

In accordance with the Council of Accreditation (COA), all DCFS offices throughout the State are accessible.

Pre-employment

Under the Department of Human Right's/Human Rights Commission's rules on disability discrimination in employment, no pre-employment inquiries about an applicant's disability shall be asked, unless the question is job-related.

Testing

The agency conducts no internal testing. The employment testing is provided by Central Management Services.

AMERICANS WITH DISABILITIES ACT (ADA)

Notice to the Public

It is the policy of the Illinois Department of Children and Family Services (“Agency”) to comply with the provisions of the Americans with Disabilities Act, 42 U.S.C.A. Section 12101, et seq. (“ADA”).

The ADA prohibits discrimination against qualified individuals with disabilities on the basis of their disability. The ADA provides, in part, that qualified individuals with disabilities shall not be excluded from participating in or be denied the benefits of any program, service or activity offered by this agency.

The ADA requires that all programs, services and activities, when viewed in their entirety, are readily accessible to and usable by qualified individuals with disabilities. This agency must communicate effectively with individuals with speech, visual, and hearing impairments and provide auxiliary communication aids to qualified individuals with disabilities participating in or benefiting from this agency’s programs, services or activities to afford equal opportunity.

Should you wish to review the ADA or its interpretive regulations, ask questions about your rights and remedies under the ADA, request a reasonable modification to this agency’s policies, practices or procedures, or file a written grievance with this agency alleging noncompliance with the ADA, please contact the agency’s designated ADA Coordinator listed below.

Illinois Department of Children and Family Services
Office of Affirmative Action
Tracey M. Jones
ADA Coordinator/Assistant EEO Officer
1921 South Indiana Ave., 4th Floor
Chicago, Illinois 60616

Telephone: 312- 808-5268
TTY#: 312-814-6989

LABOR FORCE ANALYSIS FOR PEOPLE WITH DISABILITIES

Agency:	IL Department of Children and Family Services						
Fiscal Year:	2020						
Total Employees:					2,885		
Percent of People with Disabilities in Illinois Labor Force:					4.94%		
Labor Force Number:					143		
Number of Employees with Disabilities in Agency:					171		
Underutilization or Parity:					P		

State of Illinois
Department of Children and Family Services

AMERICANS WITH DISABILITIES ACT GRIEVANCE FORM

It is the policy of the Department of Children and Family Services to provide assistance in filling out this form. If assistance is needed, please ask:

DCFS ADA Officer
1921 South Indiana
Chicago, IL 60616
(312) 808-5000
DCFS.OfficeofAffirmativeAction@illinois.gov

Name: _____

Address: _____

City, State and Zip Code: _____

Telephone No. _____

Program, Service, or Activity to which Access was Denied or in which Alleged Discrimination occurred: _____

Date of Alleged Discrimination: _____

Nature of Alleged Discrimination: _____

(Attach additional sheets, if necessary. If the grievance is based on a denial of requested reasonable modification, please fill out the back of this form.)

I certify that I am qualified or otherwise eligible to participate in the program, service or activity and the above statements are true to the best of my knowledge and belief.

Signature

Date

Please give to the ADA Officer at the address listed above.

For Office Use Only	
Date Received: _____	By: _____

AMERICANS WITH DISABILITIES ACT GRIEVANCE FORM: PART II
Reasonable Modifications Request

Please fill out this part of the form if this grievance is based upon the denial of a requested reasonable modification. A reasonable modification will be made to make programs, services and activities accessible. Reasonable modifications could include such things as providing auxiliary aids and devices and changing some policies and requirements to allow an individual with a disability to participate. This portion of the form should be filled in to the extent you know the answers. The form may be submitted even if this portion is incomplete.

Reasonable modification requested: _____

The date the reasonable modification was requested: _____

The person to whom the request was made: _____

The reason for denial: _____

Estimated cost of modification (if an assistive device, such as a TDD or optical reader, or commodity or service to which a cost is readily known): _____

Why is the requested modification necessary to use or participate in the program, service or activity? _____

Alternative modifications which may provide accessibility: _____

Any other information you believe will aid in a fair resolution of this grievance. _____

REASONABLE ACCOMMODATION POLICY

In compliance with the U.S. Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008, and the Illinois Human Rights Act, it is the policy of DCFS to reasonably accommodate the known physical or mental conditions of otherwise qualified applicants and employees with disabilities. DCFS recognizes the right of a qualified applicant or employee with a disability to request a reasonable accommodation to ensure equal opportunity in the application process; to enable him or her to perform essential functions of a job; and/or to enable him or her to enjoy equal benefits and privileges of employment.

It is the responsibility of DCFS to provide a reasonable accommodation to qualified applicants and employees with disabilities, when such reasonable accommodation does not pose an undue hardship to the operation of the agency's business.

The agency Equal Employment Opportunity Officer and/or the Americans with Disabilities Act Coordinator can provide further information about the agency's policy in this area.



October 1, 2019

Chief Executive Officer

Date

January 2019

Department of Children and Family Services

REASONABLE ACCOMMODATIONS POLICY AND PROCEDURE

I. Introduction

The American with Disabilities Act(ADA) of 1990, 42 U.S.C. 12101 et seq. and the ADA Amendment Act of 2008 (ADAAA) prohibits discrimination against a qualified individual with a disability in regard to job application procedures, the hiring, advancement, or discharge of employees; employee compensation, job training, and other terms, conditions, and privileges of employment.

DCFS will make reasonable accommodations to the known physical or mental limitations of a qualified individual with a disability who is an employee or applicant, unless the accommodation would impose an undue hardship on the operation of the agency. Such individual is responsible for initiating the request for reasonable accommodation, if that individual believes such accommodation is required to enable him/her to perform the essential functions of the job.

The policy and procedures set forth herein are also intended to meet the requirements of the Illinois Human Rights Act (Ill. Rev. Stat., 1989, ch. 68, para. 1-101 et seq.) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), as well as the ADA.

II. Policy

In accordance with the law and regulations, it is the policy of DCFS:

- to inform employees about the DCFS policies and of the right to reasonable accommodations;
- to make reasonable accommodations to the known physical or mental limitations of a qualified individual with a disability who is an employee or qualified job applicant, unless the accommodation would impose an undue hardship on the operation of the agency; and
- To provide reasonable accommodations in the least costly and most effective manner available.

III. Reasonable Accommodations

A. “Reasonable accommodations” means making modifications or adjustments to a job application process and/or the work environment to enable qualified applicants or employees with a disability to be considered for a position, to perform the essential functions of a position, and to enjoy equal benefits and privileges of employment.

B. “Reasonable accommodations” may include, but are not limited to:

1. Making existing facilities used by employees readily accessible to and usable by individuals with disabilities.
2. Restructuring jobs; modifying work schedules; reassigning vacant positions; acquiring or modifying equipment or devices; appropriate adjusting or modifying of examinations, training materials, or policies; providing qualified readers or interpreters; and accommodating individuals with disabilities in other ways.

NOTE: The ADA permits employers to choose the accommodation which is lowest in cost if such accommodation provides a similar result to a more costly accommodation. Determining a reasonable accommodation for one person will not be treated as a precedent for another person.

C. Types of Reasonable Accommodations

1. Restructuring/modification includes but is not limited to: restructuring jobs by removal of non-essential tasks, job modifications; rearrangement of office furniture; removal of desk drawers; flexible time to allow transportation and/or medical schedules, etc.; reassigning to vacant positions; and adjusting or modifying examinations, training materials and policies.
 2. Technological/accessibility accommodations include but are not limited to: dictating machines, voice activated equipment, push-button telephones, opticons, Telecommunication Devices for the Deaf (TDD), hand controls for dictating devices, speaker-phones, telephone amplifiers, typewriters, Braille typewriters, orthopedic desk chairs and other adaptive office furniture, looping systems, etc., as well as architectural modifications. Some types of accommodations need not be provided on an individual basis if available at the work site and if use by two or more individuals will not impede job performance.
 3. Assistive care accommodations include the utilization of additional persons such as readers, drivers, interpreters, and attendants who specifically assist an individual in performing the essential duties of the job.
- D. Reasonable accommodations do not generally include providing qualified individuals with personal devices such as wheelchairs; individually prescribed devices, such as prescription eyeglasses or hearing aids; readers for personal use or study; or services of a personal nature including assistance in eating, toileting, or dressing.

E. Undue Hardship

1. "Undue hardship" means significant difficulty or expense in or resulting from the provision of the accommodation. It refers to any accommodation that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the business of the agency.
2. Whether an accommodation will impose an undue hardship on the operation of the agency must be analyzed on a case-by-case basis. Factors to be considered in determining whether an accommodation would impose an undue hardship on DCFS may include, but are not necessarily limited to:
 - a. the nature and net cost of the accommodation needed
 - b. the overall financial resources of the region involved in the provision of the reasonable accommodation
 - c. the overall financial resources with respect to the number of employees and the number, type, and location of its facilities
 - d. the impact of the accommodation upon the operation of the office, including the impact on the ability of other employees to be able to perform their duties and impact on the office's ability to conduct business

3. To deny a request on this basis, the agency must demonstrate that the disruption would result from the provision of the accommodation, not from the fears or prejudices of other employees toward the individual's disability.
4. The determination of which accommodation is appropriate in a particular situation will be made on a case-by-case basis and involve the employer and employee in a flexible, interactive process whereby the employee identifies the precise limitations imposed by the disability and along with the employer, explores potential accommodations that would overcome those limitations.

IV. Procedures for Processing Requests for Reasonable Accommodations

A. Initiate Process: The employee must transmit the completed Request for Reasonable Accommodation (CFS 743) and the Physician's Statement (CMS 95), to the ADA Coordinator in the Office of Affirmative Action when initiating a request for a reasonable accommodation. The ADA Coordinator will immediately send the Request to the immediate Supervisor. Once the Supervisor signs the Request and indicates their recommendation, the Request must be sent back to the ADA Coordinator for further processing. The ADA Coordinator will immediately send the Request to the Regional Administrator/Division Manager for signature and recommendation. Once the Regional Administrator/Division Manager signs the Request and indicates their recommendation the Request must be sent to the ADA Coordinator for further processing.

Level 1 The Immediate Supervisor has 10 work days to make a recommendation and return the Request to the ADA Coordinator. If the Supervisor approves or does not approve the Request or approves with modifications or needs or needs more information after completing an interactive process with the employee, the Request must be returned to the ADA Coordinator.

Level 2 The appropriate Regional Administrator/Division Manager has 10 work days to respond to the Request. If the Regional Administrator/Division Manager approves or does not approve the Request or approves with modifications or needs more information after completing the interactive process with the employee, the Request must be returned to the ADA Coordinator.

Level 3 The ADA Coordinator has 10 work days to make a recommendation to the Deputy Director, Office of Affirmative Action.

Level 4 The Deputy Director, Office of Affirmative Action, has 10 work days to make a recommendation to the Director.

Level 5 The Director makes the final decision and returns the completed Request to the Deputy Director, Office of Affirmative Action. The ADA Coordinator sends a copy of the completed Request to the Supervisor and Regional Administrator/Division Manager, who will inform the employee of the decision.

B. The determination of reasonable accommodation for a qualified employee who requires such to overcome a physical or mental impairment in performance of essential job duties must be made jointly by the employee and employer.

1. A person with a disability may be qualified for a job if the person satisfied the requisite skills, experience, education and other job-related requirements of the employment position, as set forth in the standardized DCFS position descriptions, and with or without reasonable accommodations can perform the essential functions of the job.

2. Essential job functions vary with individual job descriptions and would include those physical, mental, and inter-personal activities necessary to achieve the anticipated job performance effectively.

- C. The employee must request any and all reasonable accommodations on an Employee Request for Reasonable Accommodation form. Assistance may be provided to the employee in the completion of the form and procedure outlined herein. The employee is responsible for adequately responding to all questions on the form as applicable.
 - 1. If additional information becomes available, the employee should submit it in writing to the immediate supervisor for transmittal to the Regional Administrator/Division Manager and to the ADA Coordinator.
 - 2. Technical assistance is available to the employee applicant and supervisor(s) from the ADA Coordinator upon request.
- D. All reviewers shall consider the request based on the following criteria:
 - 1. The relationship between the accommodation and essential job functions;
 - 2. Necessity;
 - 3. Cost effectiveness;
 - 4. Undue hardship; and
 - 5. Compatibility with existing equipment (where applicable).
- E. The time limits provided in this Section V may be extended for a combined total of up to 30 work days if circumstances warrant (e.g., absence of a person making the determination, additional information required, etc.).
- F. Regardless of the level on which a recommendation/decision is made, a copy of the recommendation/decision must be sent to the ADA Coordinator.

V. Procedures for Implementation

- A. The appropriate Regional Administrator/Division Manager shall ensure that implementation of the accommodation is initiated within 10 work days, with notice to the immediate supervisor and employee.
- B. Generally, DCFS assumes responsibility for reasonable accommodations involving restructuring or modification of jobs, working conditions or the work environment. DCFS also assumes responsibility for acquiring accommodations of a technological or adaptive nature in accordance with established procurement procedures.
- C. Procedures for Procurement of Specific Services
 - 1. DCFS generally pays for approved services.

A. Duties

In situations where other alternative accommodations (e.g., job restructuring, providing a telephone device for the deaf) are insufficient to allow the employee to perform essential job functions, the employee may request the services of a qualified sign language interpreter as a reasonable accommodation. The duties of such a sign language interpreter may include the provision of sign language interpretation for office activities and meetings, conferences

and training sessions, and telephone communications. The employee's immediate supervisor is responsible for the determination for work-relatedness. The provision of sign language interpretation to and from the work site or during meals or non-work related activities is not the responsibility of DCFS. Payment for these activities is the responsibility of the employee.

B. Procurement

If approved, this type of accommodation should be provided in the following manner:

1. DCFS will utilize existing staff positions which can be modified to provide necessary effective communication through sign language interpretation in the office setting. (Existing job descriptions may include interpreter services under the requirements for the position).
2. In situations where existing staff positions cannot be modified to include interpreter services because of frequency of need, DCFS may provide the necessary services on a part-time contractual or voucher basis for both in-office and field situations. Prior to contracting with an interpreter, DCFS will verify whether the individual is a qualified interpreter. This will necessitate an approximate determination by the employee and the supervisor as to the amount of interpreting required. Reimbursement for this service will be in accordance with established DCFS interpreter rates.

2. Driver Services

A. Duties

Many positions require travel for the performance of essential job functions. When providing reasonable accommodation, the use of specialized public transit, more flexible time schedules, or limiting or eliminating travel requirements should be considered. In some cases, however, the provision of a driver may be necessary to enable the employee to meet more extensive travel requirements. Transportation of the employee or driver to and from the work site, meals, or non-work related activities is not the responsibility of DCFS. Payment of these costs is the responsibility of the employee.

B. Procurement

If approved, this type of accommodation should be provided in the following manner:

1. If there is an existing staff position where the job description contains the essential duties (e.g., Maintenance Equipment Operator), such position should be utilized as a first option.
2. The utilization of existing contractual persons to perform the needed service should be explored as the second option.
3. Where the use of such existing contractual persons is not practical, a part-time contractual or vouchered person should be retained to provide the appropriate accommodation.

3. Reader Services

A. Duties

Numerous technological advancements have made possible the development of devices designed to allow visually impaired persons the benefit of written communication. The Opticon, the Kurzweil reader, Braille printers and typewriters, tape recording devices and reading aides are examples of these accommodations. Reader services include the reading of work-related materials to allow the employee to perform essential job functions.

B. Procurement

If approved, this type of accommodation should be provided in the following manner:

1. Where existing staff positions can be modified to provide the necessary reader services, DCFS should use these established positions. This duty is within the purview of the job specification of most clerical support positions and may be added to an individual job description.
2. Where the amount of material to be read exceeds the capabilities of support staff, the utilization of existing contractual persons to perform the needed service should be considered as a second option.
3. If existing services are insufficient, a part-time contractual or vouchered person may be retained to provide the needed accommodation. Payment under such a contract should be made at the current federal minimum wage.

4. Attendant Services

A. Duties

In situations where alternative accommodations (e.g., job restructuring, technology) are insufficient to allow the employee to perform essential job functions, the employee may request, as a reasonable accommodation, the services of an attendant. The duties of such an attendant may include:

1. Physical assistance in telephone use and setting up assisting devices or other office equipment.
2. Physical assistance in transferring to and from the transportation modes and other assistance in the performance of job duties on travel status.
3. Other assistance not directly related to the employee's job duties. The transportation of the employee or attendant to and from the work site, meals or non-work related activities is not the responsibility of DCFS. Payment for these activities is the responsibility of the employee.

B. Procurement

If approved, this type of accommodation should be provided in the following manner:

1. If there is an existing staff position where the job description contains the essential duties, such position should be utilized as a first option.
2. Where the use of existing staff is not feasible, the utilization of existing contractual persons to perform the needed service should be explored as a second option.
3. As a third option, a vouchered person should be retained to perform the needed services. This may be particularly appropriate when an employee is in need of attendant services while on overnight travel status.

VI. Reimbursement of Reasonable Accommodation Expenditures

The following procedures must be followed by all employees in order to receive reimbursement or payment for costs related to approved reasonable accommodations. This includes all expenditures incurred by or on behalf of persons with a disability in the performance of their jobs or while on travel status, i.e., equipment, drivers, readers, attendant care, interpreters, etc., whether contractual or vouchered. The employee is responsible for completing vouchers for service providers.

- A. Reimbursement for equipment or assistive care must be claimed on an Invoice Voucher (C-13). The voucher must be submitted under the name of the person who actually provided the services, not the

employee for whom services were provided. The voucher must include the following information:

1. Name of employee for whom services were provided;
2. Type of service;
3. Dates of service;
4. Actual number of hours worked;
5. Rate per hour;
6. Mileage at approved rate per mile (if applicable);
7. Costs of overnight travel per diem, lodging (if applicable); and
8. Incidental costs, e.g., parking (if applicable).

*If there is a contractual relationship between employee and service provider, please refer to item B below.

All vouchers which are claiming reimbursement for a reasonable accommodation must be clearly marked with the phrase "REASONABLE ACCOMMODATION" in the body of the voucher.

- B. When services are provided under an individual contractual arrangement, payment must be requested via a Contractual Service Voucher (C-02). These vouchers must be submitted under the name of the approved contractor only - no other individual may claim payment under the contract. The voucher must be itemized, as detailed in item A above, and identify the contract number. Reimbursement will be made only for allowable costs as outlined in the contract.
- C. All Contractual Service Vouchers must be signed by the immediate supervisor and Regional Administrator/Division Manager, and all C-13s must be signed by the employee on the "Receiving Officer" line in the bottom left corner of the voucher. The immediate supervisor is designated by the contract and is not the employee for whom services are rendered. The signature of the immediate supervisor approves all costs as in line with contractual limits; incorrect vouchers or payments, therefore, are the responsibility of the immediate supervisor. Contractual service vouchers not signed by appropriate personnel will not be processed. In addition, all vouchers must be clearly marked "REASONABLE ACCOMMODATION" in the body of the voucher.

In the event that the contractor cannot provide necessary services as a result of illness or other bona fide reason, services may be provided by another individual and reimbursement may be made on a C-13. In these cases, the voucher must include all details outlined under item A above. Additionally, an explanation for hiring outside the contract must be attached to the voucher. These situations should be very rare and hiring outside of the contract must be justified and documented.

**EMPLOYEE/APPLICANT
REQUEST FOR REASONABLE ACCOMMODATION**

Name _____ Payroll Title _____

Work Location _____ Social Security # (last 4 digits) _____

Phone Number _____
(Work) _____ (Home)

Type of Disability _____

Description of Type of Accommodation Requested _____

(Include all relevant medical documentation and attach an additional sheet if necessary)

Acceptable Alternatives for Accommodation _____

(Attach additional sheet if necessary)

1. Which essential function(s) of your job will the accommodation allow you to perform?

2. Why is the accommodation necessary to perform this essential job function(s)?

3. For assistance: Indicate frequency of use: _____

4. For technological devices: Indicate compatibility with existing equipment: _____

Complete and forward to immediate supervisor and ADA Coordinator. Unauthorized or disallowed costs/services are the responsibility of the employee.

Applicant/Employee Signature

Date

- Over -

REASONABLE ACCOMMODATION APPROVAL PROCESS FORM

(Each level has 10 working days to resolve the request or submit it to the next level.)

SUBMIT FORM TO your immediate supervisor and the Office of Affirmative Action, 1911 S. Indiana, 4th Floor, Chicago, Illinois 60616.

1st Level Recommendation (Immediate Supervisor)

- Accommodation Approved
- Accommodation Approved with Modification(s)
- Accommodation Not Approved
- Additional Information Needed

(Explain Reasons for Your Recommendation) _____

Supervisor Signature

Date

2nd Level Recommendation (Regional Administrator/Division Manager)

- Accommodation Approved
- Accommodation Approved with Modification(s)
- Accommodation Not Approved
- Additional Information Needed

(Explain Reasons for Your Recommendation) _____

Regional Administrator/Division Manager

Date

3rd Level Recommendation (ADA Coordinator)

- Accommodation Approved
- Accommodation Approved with Modification(s)
- Accommodation Not Approved
- Additional Information Needed

(Explain Reasons for Your Recommendation) _____

ADA Coordinator

Date

4th Level Decision (Deputy Director, Affirmative Action)

- Accommodation Approved
- Accommodation Approved with Modification(s)
- Accommodation Not Approved
- Additional Information Needed

(Explain Reasons for Your Recommendation) _____

Deputy Director, Affirmative Action

Date

5th Level Decision (Director)

- Accommodation Approved
- Accommodation Approved with Modification(s)
- Accommodation Not Approved
- Additional Information Needed

(Explain Reasons for Your Recommendation) _____

Director

Date

AUTHORIZATION FOR DISABILITY LEAVE AND RETURN TO WORK

Name of Patient (full): _____ Date of Birth: _____ Soc. Sec. Number: _____

Present Address—Street or Rural Route: _____

City: _____ State: _____ Zip Code: _____

Employed by State of Illinois: _____
(Agency, Board, Commission, Department)

Facility: _____ Address: _____

COMPREHENSIVE MEDICAL INFORMATION IS REQUIRED IN ORDER TO EVALUATE THE EMPLOYEE'S CLAIM FOR A DISABILITY LEAVE OF ABSENCE OR SUBSEQUENT RETURN TO WORK

1. DIAGNOSIS (including any complications):

(a) Date of last examination: Month: _____ Day: _____ 20 _____

(b) Diagnosis including any complications: _____

(c) Subjective symptoms: _____

(d) Objective findings (including information derived from x-rays, EKG's, laboratory data and any clinical findings): _____

2. DATES OF TREATMENT:

(a) Date of first visit: Month _____ Day: _____ 20 _____

(b) Date of last visit: Month _____ Day: _____ 20 _____

(c) Frequency: Weekly Monthly Other—(Please specify) _____

3. TREATMENT:

(a) Please describe any surgery and / or , medication prescribed: _____

(b) Will treatment substantially improve function and employability? Yes No If yes specify: _____

IMPORTANT NOTICE
This state agency is requesting disclosure of information that is necessary to accomplish the statutory purpose as outlined under 20 ILCS 415/8c(2). Disclosure of this information is **VOLUNTARY**. This form has been approved by the State Forms Management Center.

4. PROGRESS: (Please check appropriate box provided below):

- (a) The patient has: Recovered Improved Remained Unchanged Retrogressed
- (b) The patient is: Ambulatory House Confined Bed Confined
- (c) Has the patient been hospital confined because of current condition? Yes No

If yes, give name and address of hospital: _____

Confined from: Month _____ Day _____ 20 _____ Through Month _____ Day _____ 20

5. LIMITATION: (If there is a limitation, check appropriate box and describe below):

- Standing Climbing Bending Use of Hands Stooping
 Lifting Psychological Other (Please specify): _____

6. PHYSICAL IMPAIRMENT: (*As defined in Federal Dictionary of Occupational Titles):

- Class 1 --No limitation of functional capacity; capable of heavy work * No restrictions(0-10%)
 Class 2 -- Medium manual activity * (15%-30%)
 Class 3 -- Slight limitation of functional capacity; capable of light work* (35%-55%)
 Class 4 -- Moderate limitation of functional capacity; capable of clerical / administrative (sedentary*) activity (60%-70%)
 Class 5 -- Severe limitation of functional capacity; incapable of minimal (sedentary*) activity (75%-100%)
 Remarks--

7. EXTENT OF DISABILITY:

- (a) In your opinion is patient now temporarily totally disabled?
- (b) If no, when was patient able to go to work?
- (c) If yes, what is the approximate date patient will be able to resume work?
- (d) In your opinion is patient permanently and totally disabled for employment?
- (e) If answer to (d) is yes, please explain.

<i>From Any Occupation</i>			<i>From Patient's Regular Occupation</i>		
<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Month	Day	Year	Month	Day	Year
		20			20
Month	Day	Year	Month	Day	Year
		20			20

8. REMARKS:

Attending Physician Signature: _____ Degree: _____ Date _____

PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION:

Attending Physician's Name: _____

Physician's Office Street Address: _____

City: _____ State: _____ Zip Code: _____ Phone Number: _____

TO EMPLOYEES: You are responsible for having this form completed and returned to the appropriate person within your agency Within the time limits established by your agency. Your failure to comply may result in termination of your disability leave.

State of Illinois – Disability Hiring Survey

Name: Doe, Jon Agency: Central Management Services Date: 04/01/12 Last 4 of SSN: 1234

The purposes of this survey are to collect affirmative action statistics and to identify emergency evacuation needs. Any information provided will be accorded confidentiality and will be used in compliance with state and federal Equal Opportunity Non-Discrimination laws. Information submitted in relation to emergency evacuation needs will be shared with safety personnel.

I. Do you have a disability as defined below?

- Yes
 No

II. If yes, identify which disability you have. Indicate as many as three.

- 1. Are you blind or do you have serious difficulty seeing even when wearing glasses?
2. Are you deaf or do you have serious difficulty hearing?
3. Do you have serious difficulty walking or climbing stairs?
4. Do you have walking dressing or bathing?
5. Due to a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?
6. Due to a physical, mental, or emotional condition, do you have difficulty doing errands such as visiting a doctor's office or shopping?
7. Other (Examples: Epilepsy, Heart Condition, Mental Illness, Multiple Sclerosis, Muscular Dystrophy)?
If "Other" Please Indicate: Mild Epilepsy

III. Do you need assistance in the event of an emergency evacuation because of your disability?

- Yes
 No

Suggested Assistance: I have problems with my knees. I can make it down stairs, but will need help.

Other Concerns: I am visually impaired. In an emergency I may need help with quick evacuation.
(Visual, Auditory,
Mobility, etc.)

Work County: Sangamon

Work Address: 401 South Spring

502 Stratton Office Building

Springfield 62708

I acknowledge receipt of the Disability Survey and elect not to participate.

Employee Signature: Jon Doe

EMPLOYEE CONDUCT

Photo Identification Cards

Only photo and temporary identification cards issued by the Department or Central Management Services (CMS) are recognized as acceptable forms of identification. While it is not required that this photo I.D. card be displayed, it must be readily available and be presented upon request within a reasonable period of time. Under no circumstances may an employee use his/her photo I.D. card for any purpose other than in the performance of official duties as assigned or prescribed by the Department and/or applicable state laws. In addition, “badges,” I.D. cards, or any other forms of identification not issued by the Department or CMS are prohibited. Furthermore, employees are not permitted to use the state seal without written permission or in a manner other than for the use of official state identification.

In the event an employee loses his/her I.D. card or it is damaged to the point that it requires replacement, the employee must notify the I.D. card coordinator, in order to schedule a time to have the card replaced.

An employee may also request a replacement card in the event of a change in job assignment, a legal name change as a result of marriage or divorce, or as a result of a change in physical appearance.

Employees found using any form of non-acceptable identification may be subjected to disciplinary action up to and including discharge.

Additional employee photo I.D. information is addressed in Administrative Procedure # 4 (Attachment 3.21a).

Daily Attendance

As addressed in Chapter 2.0, tardiness and absenteeism are poor work habits cannot be tolerated. Employees are expected to report to work on time each day as scheduled. An employee who is repeatedly late for work may be docked until the problem has been corrected over a reasonable period of time.

Absenteeism will be addressed by counseling and progressive discipline as identified in the Department’s Affirmative Attendance Policy (Attachment 3.4a, Memorandum of Agreement (MOA) with AFSCME) after giving due consideration to the Family and Medical Leave Act. The Affirmative Attendance Policy pertains to AFSCME covered employees only.

Tardiness will be addressed by counseling and progressive discipline and the threshold between tardiness and “Unauthorized Absence”(UA) is one (1) hour after an employee’s regular starting time. For example, if an employee’s workday normally begins at 8:30 a.m. and s/he arrives to work at 8:40 a.m., s/he is identified as being late for work. If the employee arrives to work at or after 9:30 a.m., the absence is unauthorized and the employee may be subject to disciplinary action.

Lunch breaks, by definition, are to be taken at the approximate mid-point of an employee’s workday. These times may vary depending on the need for an office to maintain staff coverage.

Employees working a “standard” five-day work schedule receive two (2) break times, or “rest periods,” of fifteen (15) minutes each workday; one during the first half and one during the second half of the workday. Employees working a 4-day work schedule receive two (2) rest periods of twenty (20) minutes each during each workday, as identified above.

The accumulation of employee break and/or lunch periods for the purpose of using this time at the beginning, end, or any time during an employee’s workday, will not be permitted. Exceptions may be given consideration within an approved Upward Mobility Program schedule in accordance with AFSCME Article XV, Upward Mobility Program.

Weapons

The Department does not condone and thus prohibits employees from carrying weapons (on their person, concealed in a briefcase, purse, etc., or in a state-owned or private vehicle) onto state property at any time while they are conducting official business for the State of Illinois. 720 ILCS 5/33A-1. Attachment 3.5a defines weapons. It is a violation of the Illinois Criminal Code of 1961 (Attachment 3.5b) as amended, to carry or possess:

- any pistol, revolver, or other weapon in any vehicle; or
- a weapon concealed on one's person; or
- a dangerous weapon with an intent to use it unlawfully against another person.

Employees who are legally permitted to carry weapons cannot carry weapons while performing Department job duties.

The exception to the Criminal Code pertains to the possession of a weapon on one's own land, in one's own residence or (in the event of a private business outside state service) in one's own fixed place of business.

The Department will interpret any incident where a weapon is brought onto state property, including parking lots, (other than by a law enforcement officer, special agent, licensed private investigator, or other duly authorized persons) as a threat to the safety of Department employees and a threat to public safety. If, at any point, a Department employee believes that his/her safety is in immediate danger, he/she should not hesitate to temporarily vacate the office, notify the local law enforcement agency and request assistance, and inform his/her supervisor or administrator. A subsequent report must be made to the employee's supervisor, who will inform the Department's Inspector General when a weapon is possessed/used by an employee.

Any Department employee who violates this policy will be subject to disciplinary action, up to and including discharge. If there is reasonable cause to believe an employee is carrying a weapon during official business hours, anyone with such knowledge is to immediately notify the Illinois State Police via the Inspector General (312) 433-3000, in accordance with Administrative Procedure #16

(Attachment 5.5a).

Violence in the Workplace

All employees of DCFS are entitled to a safe workplace that is free from violence or the threat of violence. Workplace violence creates unsafe working conditions, undermines the safety of employees and will not be tolerated. The Department's policy of Zero Tolerance requires each employee to refrain from violence in the workplace.

An employee who commits an act of verbal or physical violence against a co-worker, supervisor, provider, client, or member of the general public is in violation of this policy and will be subject to disciplinary action, up to and including discharge. Additionally, that employee may also be charged under the Illinois Criminal Code for any offenses resulting from non-compliance with this policy.

The provisions of Zero Tolerance are as follows:

- An employee may not engage in any verbal communication "which places another person in reasonable apprehension of receiving battery" (720 ILCS 5/12-1). Assault by definition, includes offensive comments or threats from employee to employee, from employee to a member of the general public, or in any other interpersonal communication which occurs as a result of doing business with the Department. Racial and sexual epithets can be perceived as verbal acts of violence.

- Employees may not engage in any physical act which “intentionally or knowingly without legal justification and by any means 1) causes bodily harm to an individual or 2) makes physical contact of an insulting or
- provoking nature with an individual.” (720 ILCS 5/12-3. Battery)
- An employee may not engage in any intimidation with intent to cause another to perform or to omit the performance of any act. Such actions would include communicating to another, whether in person or by any other means of communication, a threat to inflict physical harm, physical restraint, expose a person to hatred, contempt or ridicule, or to “take action as a public official against anyone or anything or withhold official action, or cause such action or withholding.” (720 ILCS 5/12-6. Intimidation)
- An employee may not engage in any act of stalking as defined by 720 ILCC 5/12-7.3.

Stalking.

In general, stalking means two or more incidences of following another person or placing a person under surveillance when such actions are combined with the transmission of a threat of bodily harm, sexual assault, confinement or restraint. Stalking may be in person or by electronic communication.

- An employee may not engage in any other activity that is subject to the above provisions as addressed in the Illinois Criminal Code. This would include any violations which constitute a direct nexus to the employee’s position within the Department.

Use of Intoxicants or Narcotics

It is the policy of the Department of Children and Family Services and the State of Illinois to provide its employees with a drug-free and alcohol-free workplace. Therefore, in accordance with the Drug-Free Workplace Act of 1988 (30 ILCS 580), the Department’s Drug-Free Workplace Policy was enacted (Attachment 3.7a). Employees are expected to comply with the following guidelines and procedures:

- The Department does not differentiate between infractions involving unlawful use, manufacture, distribution, or possession of a controlled substance or alcohol in the workplace.
- Employees must not possess, use, furnish, purchase or attempt to purchase, sell or offer open alcohol during non-work hours when they are formally representing the Department as part of their jobs, including periods of assigned stand-by. Employees found doing so may be subject to disciplinary action, up to and including discharge.
- Employees must not possess, use, furnish, purchase or attempt to purchase, sell or offer illegal substances, such as cocaine. Employees found doing so will be subject to discipline, up to and including discharge and such incidents will be reported to the Illinois State Police as required by the Governor’s Administrative Order Number 3.
- Employees suspected of being under the influence of a controlled substance or alcohol by observation of their actions, breath and/or appearance will not be permitted to drive, report to or remain at work.
- An employee can be discharged for illegal use or possession of controlled substances while off duty, when such use brings adverse criticism on the Department.

- Employees legitimately using prescription drugs/medication(s) may be exempt from this policy provided that they advise their supervisor, and that such use does not result in less than acceptable job performance and/or that their behavior does not bring adverse criticism on the Department.
- The Department recognizes drug and alcohol dependency as an illness and a major health problem. The Department also recognizes drug and alcohol abuse as a potential health, safety and security problem. Employees needing help in dealing with such problems are encouraged to use the Employee Assistance Program (EAP) or the Personal Service Program (PSP), as appropriate. (Chapter 4.0, Section 4.5)

Prohibited Political Activities

In accordance with the State Officials and Employees Ethics Act (see Section 3.12, Attachment 3.12a), a State employee cannot participate in any of the following activities during work time. If you want to engage in any of these activities during work hours, you must use accrued benefit time. An employee may never engage in any of these activities using work facilities (such as state office telephones, state cell phones, photocopiers, or computers).

- Prepare for, organize, or participate in any political meeting, political rally, political demonstration, or other political event. This includes, for example, sending an e-mail about a political rally to friends and colleagues during work hours or from a work computer, or making a telephone call during your workday from a work telephone to a campaign office about an event.
- Solicit contributions, including but not limited to purchasing, selling, distributing, or receiving payment for tickets for any political fundraiser, political meeting, or other political event.
- You cannot ask your office colleagues or your employees for political contributions or to buy a ticket to a political event while you are in the office or during the workday.
- Solicit, plan the solicitation of, or prepare any document or report regarding anything of value intended as a campaign contribution.
- You cannot, for example, write up a plan for a political fundraising event while you are at the office or during the workday.
- Plan, conduct, or participate in a public opinion poll in connection with a campaign for elective office, on behalf of a political organization for political purposes, or for or against a referendum.
- While you are at work, you cannot conduct or participate in a poll for a political organization on an issue or about a candidate.
- Survey or gather information from potential or actual voters in an election to determine probable vote outcome in connection with a campaign for elective office, on behalf of a political organization, or for or against a referendum.
- While at work, you cannot survey your colleagues on behalf of a candidate or campaign on how they are going to vote. However, this does not mean that you and your colleagues cannot talk casually about an upcoming election.
- Assist at the polls on Election Day on behalf of any political organization, political candidate, or referendum question.

- Solicit votes on behalf of a candidate, political organization, for or against a referendum, or help in an effort to get voters to the polls. For example, you cannot distribute campaign literature in the office during your work hours.
- Initiate, prepare, circulate, review or file a petition. For example, you cannot pass around a petition for a referendum at your work site. Make a contribution on behalf of any candidate for elective office. While you can make a contribution to a candidate while you are at home, you cannot do so in the office, on the work site, or during work hours.
- Prepare or review responses to candidates' questionnaires. Distribute or prepare campaign literature, campaign signs, or other campaign material on behalf of any candidate for elective office. You cannot use your office photocopier or office computer to prepare any type of campaign material.
- Campaign for an elective office or a referendum.
- Manage or work on a campaign for elective office or a referendum. Any campaign work you engage in must be on personal time.
- Do work related to serving as a delegate, alternate, or proxy to a political party convention. You must take accrued benefit time to serve as a delegate at a political convention.
- Participate in a vote recount.
- Prohibited Offer or Promise
 - A State employee cannot promise anything of value related to State government in consideration for a contribution to a political committee, political party or a candidate for political office.
 - What is “anything of value related to State government”?—For example, job positions or appointments in State government, promotions, salary increases, or the award of a state contract.
- Contributions on State Property
 - Political campaign contributions cannot be solicited, accepted, offered or made on State property.
 - What is State Property?—any building or portion of a building owned or exclusively leased by the State or a State agency. This includes an office of the State within a privately owned office building.
 - What is NOT State Property?—any portion of a building that is rented or leased from the State or any State agency by a private person or entity is not State property. For example, a privately owned restaurant within a state building, or a private party being held in part of a State building that the private person has rented for the evening. Also, a state employee’s own personal residence is not State property, unless it is owned or paid for with State funds.
 - Inadvertent contribution.—an inadvertent solicitation, acceptance, offer or making of a contribution is not a violation if reasonable and timely action is taken to return the contribution to its source.
- Elected Office
 - In accordance with the *Hatch Political Activities Act* of 1939 (Attachment 3.8a), employees who are employed in connection with an activity financed in whole or in part by federal dollars are prohibited to run for elected office, if said office is obtained through a partisan election process. However, employees who exercise no functions in connection with such activities are exempted.

- DCFS employee positions are funded in whole or in part by federal dollars; therefore, *before* a DCFS employee declares his/her candidacy for an elected office in a partisan election, s/he must inform his/her supervisor and the DCFS General Counsel via e-mail to determine the status of his/her position and to ensure compliance with the above noted provisions. The e-mail should include the employee's current position, the office running for and when the nominating petitions or other means of applying to run are due. The subject line of the e-mail should read "Hatch Act Request." Disputed determinations of applicability will be referred to the U.S. Office of Special Counsel, for an opinion letter.
- If a covered employee *does* declare his/her candidacy for an elected office in a partisan election, that employee must then resign his/her position with the Department or remove his/her name from consideration in the identified election.
- Non-covered employees must receive executive level approval to run for candidacy for an elected office in a partisan election.
- Failure to receive prior approval to run for elected office may result in disciplinary action up to and including discharge.
- Conflict of Interest
 - Employees and/or contractors of the Department must familiarize themselves with and adhere to DCFS Rule 437 (Attachment 3.9a), which addresses conflicts of interest. A conflict of interest occurs when an employee's private interest(s) conflicts with the duties and responsibilities of his/her employment. Department employees may eliminate actual and/or apparent conflicts of interest by avoiding any connection with a regulated or provider facility or agency, or one holding a license to operate a child care facility regulated by the Department.
 - DCFS Rule 437 specifies in part:
 - No employee of the Department may serve in any capacity with any facility or agency, on either a full-time or part-time basis, with which the Department has a grant, contract or purchase of service agreement to the extent that the service or employment creates a conflict of interest. Foster family licenses and day care home licenses are exempted from this restriction.
 - No employee shall be involved in any decision-making function that impacts any child care facility or any entity that has a grant, contract, purchase of service agreement or adoption assistance agreement with the Department in which the employee or any immediate family member of the employee has an economic interest.
 - An employee who accepts secondary employment that might adversely affect, or give the appearance of affecting, his or her official duties or that might adversely affect public confidence in the integrity of the Department shall notify his or her immediate supervisor. The supervisor shall review the employment for possible conflict of interest, and, if necessary, shall seek the assistance of the Department's Conflict of Interest Committee in making a determination regarding whether a conflict exists.
 - No employee may act as a consultant, paid or unpaid, to any facility or agency if such consultation enables the facility or agency to meet Department licensing requirements or to secure Department approval for program or staffing.

- Employees are required to describe in writing all of their affiliations or connections which appear to violate the prohibitions contained in this Rule, and to forward them to the Regional or Division Administrator and the Conflict of Interest Committee at 217/524-1983 or via Outlook at Conflict of Interest Committee (internet address: coninter@idcfs.state.il.us). If an employee is unsure as to whether a conflict exists, the employee and immediate supervisor should contact the Conflict of Interest Committee.
- When an employee or spouse seeks to become licensed as a foster family home or day care home, the study to determine compliance with licensing standards and the supervision, monitoring and evaluation of the home shall be provided by an agency other than the Department and by persons who have no significant working relationship or personal relationship with the employee.
- The Department does not discourage employees from volunteering their own time to agencies and organizations when such activity does not influence the Department's statutory duties or contract and grant programs. In circumstances where a Department employee is considering an educational (MSW) field placement within a private agency/facility, clearance should be sought through the administrator via the Conflict of Interest Committee.
- In addition, employees of the State of Illinois are bound by the provisions of the Illinois Procurement Code, 30 ILCS 500/50-13. This states, in part, that anyone employed by the state, or who is the spouse or minor child of a state employee, may not acquire any contract or any direct pecuniary interest in any contract which will be wholly or partially satisfied by the payment of funds appropriated by the General Assembly.
- Payments to a Public Aid recipient are not within the meaning of this section.
- This section also does not apply to:
 1. A contract for personal services as a teacher or school administrator,
 2. A contract for personal services of a wholly ministerial character,
 3. Payments for acting as a foster parent, homemaker, advocate or volunteer for the Department.
- Any request for exception to the Illinois Procurement Code must be sent to the Department's State Procurement Officer.
- Guidelines to Help Avoid Conflicts of Interest:
 - Employees should not accept, or agree to accept, any form of compensation or consideration other than salary from the Department for any services rendered as part of the normal duties and responsibilities within their job. Employees who receive pay for court appearances must remit such payment to the Payroll office for deposit in the State Treasury.
 - Employees should not participate, without prior approval from the Conflict of Interest Committee, in any business transactions with the state by a private business whereby the employee, the spouse, or the employee's children have a financial or beneficial interest (i.e., investment capital, stocks, or "family-owned" business).

- Employees who have a financial or beneficial interest with an entity that transacts business with the state should not:
 1. participate on a private basis in any transaction by that entity with any governmental body;
 2. make use of or disclose official information not available to the general public; or
 3. provide assistance which would give the entity an unfair advantage in the conduct of its business.
- Employees should not directly or indirectly solicit, accept, or agree to accept or themselves, another person, or entity, anything of value to influence the performance of the job or to create the opportunity for the commission of fraud against the state.
- Employees should not imply or allow to be inferred that they represent the Department or the state in any situation which is not related to their official duties.
- Employees should not show, through work or action, any preferential attitude or treatment to any person, group, or entity in the performance of official duties.
- Employees who are given an assignment by the Department that involves a person, group, or other entity with which they have a personal, financial, or beneficial relationship, should notify their supervisor immediately and disqualify themselves from any official action related to the assignment.
- If an employee believes his/her professional involvement with a client may be compromised for any reason, the employee should seek supervisory direction, as reassignment of the case may be advisable. Examples may include a social friendship between a client and employee or a strained relationship between the two due to hostile client actions (e.g., death threats).
- Questions regarding potential conflicts of interest should be referred to the Conflict of Interest Committee at 217/524-1983 or via Outlook at Conflict of Interest Committee (internet address: coninter@idcfs.state.il.us), and/or the OIG Ethics Panel. Failure to comply with the provisions of DCFS Rule 437 could result in disciplinary action up to and including discharge.

Falsification of Records

Policy Guide 2000.03, Prohibition of Falsification of Records (Attachment 3.16a) clearly identifies the Department's requirement for accuracy of documents and information obtained or provided by employees and/or private agencies.

Accuracy is required for all documents, including but not limited to:

- CMS 100 Employment application
- CMS 100B Promotional application
- CMS 100C Employment application for SPSA and PSA
- Employee time records
- Travel vouchers
- Child Abuse & Neglect Tracking System (CANTS) report
- Client/Case Records
- Private agency contracts
- Documents submitted by private agency providers
- Activity Travel Report
- Unusual Incident Report

Disciplinary action consisting of immediate discharge will be initiated against any employee who has violated this policy (no matter when such violation is discovered) when it involves:

- Falsification of client/case information.
- Court testimony

Disciplinary action up to and including discharge, also may be initiated against any employee who violates this policy with regard to any other type of record or any employee who participates or encourages another employee or prospective employee to violate this policy and/or fails to promptly disclose knowledge of a falsified record to the Department's management.

Appropriate Attire

Employees of the Department are considered professionals and, therefore, are expected to dress appropriately. Specific situations, such as representing the Department in court or at meetings with the public or other professionals, may call for dressing in a more conservative style than everyday work attire. In these situations, employees are not expected to abandon their own personal style of dress; however, they are expected to exercise reasonable judgment when selecting clothing to wear while representing the Department.

Use of State Telephones

In order to guard against telephone abuse and to permit state employees to make reasonable use of state telephone and cellular systems, the use of state telephone and cellular services is limited to official business. Official business calls include emergency calls, calls that are in the best interest of the state, and personal calls which meet the criteria in the State Telephone Usage Policy (Attachment 3.18a).

Use of State Equipment

- The use of any state and/or DCFS equipment is strictly limited to State of Illinois business. This equipment includes, but is not limited to: computers, computer software and data, email access and information, fax machines, typewriters, copy machines, vehicles, and telephones (in accordance with the state telephone policy).
- Employees are responsible for the proper use of equipment and, therefore, must take appropriate precautions. If a problem occurs, employees should notify their supervisor or applicable agency personnel staff assigned to the maintenance of the device in need of servicing. Employees may be held accountable for damage to state/DCFS property resulting from employee neglect or intentional abuse.
- Employees must use established distribution lists for sending information. Employees shall not attempt “mass mailings” to all Department or state users on the email system, including but not limited to birth and death notices, without securing appropriate advanced approval. Employees may, however, inform DCFS staff of the death and funeral arrangements of immediate family members of other staff but must send these types of notices to announce@idcfs.state.il.us, for approval and distribution to all staff. Additional E-mail information is addressed in Administrative Procedure #20 (Attachment 3.19a).
- Information contained in employee computer databases, including email, and information stored on disc or hard drive, is considered confidential. Employees shall not attempt to access another employee’s computer-based information without that employee’s knowledge or permission. To do so may be considered an attempt to breach security and may be cause for disciplinary action up to and including discharge. All employees are encouraged to use security access passwords and to refrain from sharing this information with co-workers.
- All property furnished by the Department to assist the employee in performing job functions are the property of the employer and is subject to periodic monitoring. The employee should not expect that any state property, or any employee property used to store state property, can be kept private from the state.

Smoking Policy

In accordance with the Smoke-free Workplace Act and current Supplemental Agreements, smoking is permitted only in the negotiated “designated smoking areas” at each DCFS work location.

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SECTION

6

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APPLICABLE EQUAL EMPLOYMENT OPPORTUNITY LAWS

CIVIL RIGHTS ACT OF 1964, AS AMENDED

Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.

Title VII prohibits discrimination on the basis of race, color, religion, sex, or national origin by employers or unions with fifteen or more employees. It also makes it illegal to retaliate against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit. Title VII further requires that employers reasonably accommodate applicants' and employees' sincerely held religious practices, unless doing so would impose an undue hardship on the operation of the employer's business. The definition of "employer" includes the United States government, corporations wholly owned by the United States, and State or political subdivisions thereof.

EQUAL EMPLOYMENT OPPORTUNITY ACT OF 1972

The Equal Employment Opportunity Act of 1972 amended the Civil Rights Act of 1964 to add sex and religion to Title VII and extend Equal Employment Opportunity ("EEO") to states, local and municipal organizations, all public and private employment agencies, and to labor organizations. The Act empowers the U.S. Equal Employment Opportunity Commission ("EEOC") to bring civil action against any organization which is alleged to be engaged in discrimination. The Equal Employment Opportunity Act also gives the right to an individual to file a complaint directly in a court of law.

PREGNANCY DISCRIMINATION ACT

The Pregnancy Discrimination Act amended Title VII to prohibit discrimination against a woman because of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth. The law also prohibits retaliation against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

CIVIL RIGHTS ACT OF 1991

The Civil Rights Act of 1991 expanded the protections afforded individuals under the Civil Rights Act of 1964. It provides for damages for intentional discrimination and unlawful harassment in the workplace and codifies the concepts of "business necessity" and "job related" as enunciated in various Supreme Court decisions. Additionally, it confirms statutory authority and provides guidelines for disparate impact suits under Title VII of the Civil Rights Act of 1964 in response to recent Supreme Court decisions and expands the scope of relevant civil rights statutes.

AGE DISCRIMINATION IN EMPLOYMENT ACT OF 1967

The Age Discrimination in Employment Act prohibits discrimination against persons who are 40 years of age or older.

REHABILITATION ACT OF 1973

The Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs conducted by federal agencies, in programs receiving federal financial assistance, in federal employment, and in the employment practices of federal contractors. Sections 503 and 504 of the Act prohibit discrimination against qualified individuals with a disability. The standards for determining employment discrimination under the Rehabilitation Act are the same as those used in Title I of the Americans with Disabilities Act. The U.S. Department of Labor, Office of Federal Contract Compliance Programs, enforces Section 503. Section 504 is enforced by the agency providing the federal funds in question.

EQUAL PAY ACT OF 1963

The Equal Pay Act provides that an employer may not discriminate on the basis of sex by paying employees different wages for doing equal work on jobs requiring equal skill, effort, and responsibility, and which are performed under similar working conditions in the same establishment. The EEOC enforces this Act.

AMERICANS WITH DISABILITIES ACT OF 1990 AS AMENDED BY THE AMERICANS WITH DISABILITIES AMENDMENT ACT OF 2008

Congress enacted the Americans with Disabilities Act of 1990 (“ADA”) to eliminate discrimination against individuals with disabilities in employment, housing, public accommodations, education, transportation, communication, recreation, institutionalization, health services, voting, and access to public services. Title I of the ADA prohibits discrimination in employment against individuals with disabilities and establishes the standards governing an employer’s affirmative action duty to accommodate individuals with disabilities. Title II of the ADA prohibits discrimination against individuals with disabilities by state and local governments.

The ADA Amendment Act of 2008 broadens the coverage of “disability” and thereby brings more individuals under the protection of the law. The EEOC has issued new regulations under this Act.

FAMILY AND MEDICAL LEAVE ACT OF 1993

The Family and Medical Leave Act requires employers to provide up to 12 weeks of unpaid job-protected leave to “eligible” employees for specified family and medical reasons. Employees are eligible if they have worked for a covered employer for a least one year and 1,250 hours during the year preceding the start of the leave, and are employed at a worksite where the employer employs at least 50 employees within a 75-mile radius. The U.S. Department of Labor’s Wage and Hour Division is authorized to investigate and resolve complaints of violations. Eligible employees are entitled to 12 workweeks of unpaid leave in a 12-month period for the birth of a child and to care for the newborn child within one year of birth; the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement; to care for the employee’s spouse, child, or parent who has a serious health condition; a serious health condition that makes the employee unable to perform the essential functions of his or her job; any qualifying exigency arising out of the fact that the employee’s spouse, son, daughter,

or parent is a covered military member on “covered active duty” or 26 workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member’s spouse, son, daughter, parent, or next of kin (military caregiver leave).

UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT

The Uniformed Services Employment and Reemployment Rights Act (“USERRA”) protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service. USERRA also prohibits employers from discriminating against past and present members of the uniformed services and applicants to the uniformed services. The U.S. Department of Labor, Veterans Employment and Training Services, is authorized to investigate and resolve complaints of USERRA violations.

GENETIC INFORMATION NONDISCRIMINATION ACT OF 2008

The Genetic Information Nondiscrimination Act prohibits discrimination against employees or applicants because of genetic information. Genetic information includes information about an individual’s genetic tests and the genetic test of an individual’s family members, as well as information about any disease, disorder, or condition of an individual’s family member (i.e. an individual’s family medical history). The Act also makes it illegal to retaliate against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

ILLINOIS HUMAN RIGHTS ACT

The Illinois Human Rights Act prohibits discrimination in employment because of race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, citizenship status, physical or mental disability, military status, sexual orientation, pregnancy, or unfavorable discharge from military service in connection with employment, real estate transactions, access to financial credit, and the availability of public accommodations. The Act also prohibits retaliation against any person who reasonably opposes an unlawful discriminatory act or practice; unless otherwise authorized by law, prohibits inquiries on employment applications regarding an applicant’s arrest (but not conviction) record; and prohibits sexual harassment in employment and education. Aiding and abetting, as well as coercion, are also prohibited.

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SECTION

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HIRING MONITOR

Name of Agency: _____ Candidate's Name: _____
 City / County: _____ Position Number: _____
 IDHR Region / (Facility): _____
 EEO Job Category: _____ Bid Number: _____
 Title of Job to be filled: _____ Date of Hire: _____

1. Is the EEO category underutilized? No Yes If yes, indicate number for each group:
 Women: _____ Black or African American: _____ Hispanic or Latino: _____
 Asian: _____ American Indian or Alaskan Native: _____
 Native Hawaiian or Other Pacific Islander: _____ People with Disabilities: _____

2. Indicate: Race of person selected:
 Sex: Veteran: Disability:

3. Number of individuals who applied or were on the list of eligible(s) _____

Total by Category	# Invited	# Interviewed	# Selected
Women	_____	_____	_____
Black or African American	_____	_____	_____
Hispanic or Latino	_____	_____	_____
Asian	_____	_____	_____
American Indian or Alaskan Native	_____	_____	_____
Native Hawaiian or Other Pacific Islander	_____	_____	_____
People with Disabilities	_____	_____	_____
Veterans	_____	_____	_____

4. If no candidates from any of the underutilized groups appeared on the list, what efforts were made in the last six months to assist in the recruitment of candidates?

5. If the category is underutilized and a member of an affirmative action group applied and was not hired, give a detailed explanation for the hiring decision.

6. Was the position posted?

7. Name and position of person(s) who interviewed candidates.

8. Name and position of person(s) who recommended the selection of the candidate.

I have reviewed the eligibility list and: with this hire. Remarks on reverse side.

 EEO/AA Officer Date

I approve of this hire

 Chief Executive Officer Date

No appointment will be processed without this form. [DHR Rules and Regulations Section 2520.770(h)]

PROMOTION MONITOR

Name of Agency: _____ Candidate's Name: _____
 City / County _____ Position Number: _____
 IDHR Region / (Facility) _____
 EEO Job Category: _____ Bid Number: _____
 Title of Job to be filled: _____ Date of Promotion: _____

1. Is the EEO category underutilized? No Yes If yes, indicate number for each group:
 Women: _____ Black or African American: _____ Hispanic or Latino: _____
 Asian: _____ American Indian or Alaskan Native: _____
 Native Hawaiian or Other Pacific Islander: _____ People with Disabilities* _____

2. Indicate the race and sex of person promoted:

3. Number of individuals who applied or were on the list of promotable(s): _____

Total by Category	# Invited	# Interviewed	# Selected
Women	_____	_____	_____
Black or African American	_____	_____	_____
Hispanic or Latino	_____	_____	_____
Asian	_____	_____	_____
American Indian or Alaskan Native	_____	_____	_____
Native Hawaiian or Other Pacific Islander	_____	_____	_____
People with Disabilities	_____	_____	_____
Veterans	_____	_____	_____

4. Did it change the employee's EEO Job Category? No Yes
 If yes, from what EEO job Category?

5. If the category is underutilized and a member of an affirmative action group applied and was not promoted give a detailed explanation.

6. Was the position posted? No Yes

7. Name and position of person(s) who interviewed candidates.

8. Name and position of person(s) who recommended the selection of the candidate.

I have reviewed the eligibility list and: with this promotion. Remarks on reverse side.

 EEO/AA Officer Date

I approve of this hire

 Chief Executive Officer Date

No appointment will be processed without this form. [DHR Rules and Regulations Section 2520.770(h)]

DHR-20 (Rev. Feb. 2016)

***For EEO Monitoring purposes.**

SEPARATION QUESTIONNAIRE

(Each employee is asked to complete this questionnaire upon separation from the Department of Children and Family Services)

Name: _____ Position: _____

Region/Division/Unit: _____ Date of Separation: _____

Race/Ethnicity of Employee:

Caucasian _____ African American _____ Hispanic _____ Asian _____ Native American _____ Other _____

Name of Immediate Supervisor: _____

Reason for Separation: _____ Voluntary Resignation _____ Other

Please answer the following questions so that the agency will be better able to serve current and future DCFS employees:

- 1. Was a better job opportunity the reason for your separation? _____ Yes _____ No
- 2. Was discrimination (based on Race, National Origin, Sex, Age, Religion, or Disability) a factor in your decision to separate from the Agency? _____ Yes _____ No
- 3. If yes, did you file a discrimination complaint? _____ Yes _____ No
- 4. Did you receive adequate training to perform your job satisfactorily? _____ Yes _____ No
- 5. Was the supervisory/managerial support afforded you helpful in doing your job? _____ Yes _____ No
- 6. Were you aware of opportunities for advancement? _____ Yes _____ No
- 7. Do you think you were treated fairly on your performance review(s)? _____ Yes _____ No
- 8. If separation was voluntary, would you choose to work for DCFS again? _____ Yes _____ No
- 9. Would you like to discuss your separation with the EEO Officer? _____ Yes _____ No

If yes, include your address and phone number: _____

If you have suggestions for how the Department could be improved or want to discuss any other issues or concerns, **please use the reverse side.**

Employee Signature

Date

Please Mail to: Daniel L. Fitzgerald, Deputy Director
Office of Affirmative Action
Department of Children and Family Services
1921 South Indiana Avenue, 4th Floor
Chicago, IL 60616

Thank you for taking the time to complete this form

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APPENDIX

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RULE 308
NON-DISCRIMINATION REQUIREMENTS
OF DEPARTMENT SERVICE PROVIDERS

ADMINISTRATIVE CODE

**TITLE 89: SOCIAL SERVICES
CHAPTER III: DEPARTMENT OF CHILDREN AND FAMILY SERVICES
SUBCHAPTER a: SERVICE DELIVERY
PART 308 NONDISCRIMINATION REQUIREMENTS OF DEPARTMENT SERVICE PROVIDERS**

The General Assembly's Illinois Administrative Code database includes only those rulemakings that have been permanently adopted. This menu will point out the Sections on which an emergency rule (valid for a maximum of 150 days, usually until replaced by a permanent rulemaking) exists. The emergency rulemaking is linked through the notation that follows the Section heading in the menu.

- [Section 308.10 Purpose](#)
- [Section 308.20 Definitions](#)
- [Section 308.30 The Department's Nondiscrimination Policy with Respect to Private Purchase of Service Providers](#)
- [Section 308.40 Affirmative Action and Civil Rights Compliance](#)
- [Section 308.50 Complaints Alleging Discrimination in Service Delivery](#)
- [Section 308.60 Complaints Alleging Discrimination in Employment](#)
- [Section 308.70 Contract Termination](#)

AUTHORITY: Implementing the U.S. Constitution; 1964 Civil Rights Act, Titles VI and VIII (42 U.S.C. 2000d et seq. and 2000e et seq.); 1973 Rehabilitation Act, Sections 503 and 504 (29 U.S.C. 793 and 794); and The Age Discrimination Act (42 U.S.C. 6101 et seq.) and implementing and authorized by "AN ACT creating the Department of Children and Family Services, codifying its powers and duties, and repealing certain Acts and Sections herein named" (Ill. Rev. Stat. 1979, ch. 23, pars. 5001 et seq.).

SOURCE: Adopted and codified at 5 Ill. Reg. 5831, effective June 5, 1981; recodified at 18 Ill. Reg. 11510, effective July 11, 1994.

Section 308.10 Purpose

These rules describe the Department's policies to ensure that private providers receiving public funds and providing services to Department clients do not discriminate in their employment and service delivery practices. These rules also describe the means available to the Department and other appropriate government agencies for obtaining nondiscrimination assurances from providers, monitoring related contract provisions and terminating contracts when discrimination is indicated. Refer to Part 429, Equal Employment Opportunity Through the Department of Children and Family Services, and to Part 309, Review and Appeal Process, for descriptions of how the Department assures nondiscrimination in employment and service provision.

Section 308.20 Definitions

"Affirmative action", as in these rules, is the undertaking of specific personnel steps in recruiting, selecting, placing, transferring, promoting, and other basic terms and conditions of employment, for the purpose of eliminating present effects of past discrimination.

"Affirmative action exhibits" means affirmative action compliance reporting forms submitted by purchase of service providers to the Department, as specified by the Purchase of Service Contract.

"Civil rights compliance review" means a formal assessment conducted by the Department or other appropriate governmental agencies to determine whether the provider, directly or indirectly through its employees, has discriminated in service delivery or employment practices or failed to comply with any other laws or regulations related to the civil rights of individuals.

“Employment discrimination” or “discrimination”, as used in these rules means any policy, procedure or practice which has an adverse effect on an applicant employee or group of employees with regard to their hiring, firing, compensation, terms, conditions, or privileges of employment, on the basis of race, color, religion, sex, national origin, age, or physical or mental handicap unrelated to ability.

“Purchase of service provider” means an agency or individual offering services to a Department client through a signed contract for paid services.

Section 308.30 The Department’s Nondiscrimination Policy with Respect to Private Purchase of Service Providers

- a) The Department shall contract only with service providers who, in the provision of their services and opportunities for employment, exercise nondiscriminatory policies and practices. All purchase of service providers must provide contractual exhibits assuring that they do not discriminate in their employment and service delivery practices. Such providers include all child welfare service providers, social service providers, or any other purchase of service providers with whom the Department may contract.
- b) Each provider shall comply with Title VI and VII of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq. and 2000e et seq.); Section 503 and 504 of the Rehabilitation Act (29 U.S.C. 793 and 794); the U.S. Constitution; the 1970 Illinois Constitution; any state and federal laws, regulations or orders which prohibit discrimination in employment on the grounds of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service other than a dishonorable discharge and service delivery on the grounds of race, sex, color, religion, national origin or ancestry, the inability to speak or comprehend the English language or by reason of any handicap. Refer to Part 307, Indian Child Welfare Services which defines the special rights of American Indians.
- c) Purchase of service providers should notify the Department’s administrator responsible for affirmative action whenever a discrimination complaint is filed against them.

Section 308.40 Affirmative Action and Civil Rights Compliance

- a) **Affirmative Action Exhibits**

The Department requires all purchase of service providers to file semiannual affirmative action exhibits with the Department’s administrator responsible for affirmative action as required in their contract with the Department.
- b) **Civil Rights Compliance Review**
 - 1) Purchase of service providers will be subject to periodic civil rights compliance reviews conducted by the Department or other appropriate governmental agencies. Such review will be conducted whenever, a report, complaint, or any other information indicates a possible failure to comply with nondiscrimination requirements.

- 2) In instances where there is a preliminary finding of noncompliance, a reasonable period will be granted to allow the provider to comply. If the provider fails to make a good faith effort to achieve compliance during the period granted, the purchase of service contract shall be terminated.
 - 3) The Department shall order a review when the Illinois Department of Human Rights or the United States Equal Employment Opportunity Commission issues a probable cause finding in response to a complaint.
 - 4) If the results of a review indicate that discrimination has occurred, the service provider will be requested to submit quarterly reports on the status of employment or service delivery.
- c) Workforce Analysis
- A workforce analysis, as specified in the Purchase of Service Contract, will be required from providers. Should the workforce analysis reflect an underutilization of any of the protected classes (Blacks, Hispanics, Native Americans, Asian Americans and women) in a particular job category or classification, compared to what would reasonably be expected by their presence, with requisite skills, in the labor market, the Department's administrator responsible for affirmative action will make recommendations that good faith efforts be made to correct this employment condition.

Section 308.50 Complaints Alleging Discrimination in Service Delivery

- a) No person, on the grounds of race, color or national origin, may be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.
- b) Any applicant or recipient of Department aid, care, service, or any program provided by the Department who believes that he is being discriminated against by a Department provider or a subcontractor of the Department should file a written complaint with the Department's administrator responsible for affirmative action within 30 days of the alleged discriminatory act. The complaint should give all related information concerning the alleged discrimination.
- c) Upon receipt of the complaint, the Department's administrator responsible for affirmative action will initiate an investigation of the circumstances related to the complaint, and provide a written report to the Director of the Department of Children and Family Services. If in the report there is not adequate evidence to support the allegation(s), the complainant will be so notified. In cases where there are reasonable grounds to believe that discrimination has occurred, the Department will work with the provider and the client to resolve the matter through advice and conciliation.
- d) Any person alleging discrimination in purchased service delivery has the right to file a complaint with the United States Department of Health and Human Services, Office of Civil Rights, or the Department of Labor, Office of Federal Contract Compliance.

Section 308.60 Complaints Alleging Discrimination in Employment

- a) An applicant for employment or an employee may notify the Department's administrator responsible for affirmative action about alleged discrimination in employment. The Department's affirmative action staff shall within 10 days, if practicable, investigate the allegations. The determination and result of such investigation will be sent to the complainant and the purchase of service provider.
- b) A person alleging employment discrimination by a Department provider also has the right to file a complaint with the Illinois Department of Human Rights or the United States Equal Employment Opportunity Commission.

Section 308.70 Contract Termination

Contract termination shall result when the Department determines that discrimination, either in service delivery or employment, is indicated and the provider continues to fail to comply within any reasonable compliance period the Department may grant. Contract termination can also result from proof of discrimination determined in a court of law unless the provider takes immediate steps to correct the discriminatory practices, when such steps meet Department or court approval. Indicated and proved discrimination will be reported to appropriate state and federal authorities.

RULE 425
AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE

ADMINISTRATIVE CODE

**TITLE 4: DISCRIMINATION PROCEDURES
CHAPTER XIV: DEPARTMENT OF CHILDREN AND FAMILY SERVICES
PART 425 AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE**

The General Assembly's Illinois Administrative Code database includes only those rulemakings that have been permanently adopted. This menu will point out the Sections on which an emergency rule (valid for a maximum of 150 days, usually until replaced by a permanent rulemaking) exists. The emergency rulemaking is linked through the notation that follows the Section heading in the menu.

- [Section 425.10 Purposes](#)
- [Section 425.20 Definitions](#)
- [Section 425.30 Procedure](#)
- [Section 425.40 Designated Coordinator Level](#)
- [Section 425.50 Final Level](#)
- [Section 425.60 Accessibility](#)
- [Section 425.70 Case-By-Case Resolution](#)

AUTHORITY: Implementing the Americans With Disabilities Act of 1990 (42 USC 12101 et seq.) and authorized by Section 4 of the Children and Family Services Act [20 ILCS 505/4].

SOURCE: Adopted at 36 Ill. Reg. 12303, effective July 20, 2012.

Section 425.10 Purposes

- a) This grievance procedure is established pursuant to the Americans With Disabilities Act of 1990 (42 USC 12101 et seq.) (ADA) and specifically Section 35.107 of the Title II regulations (28 CFR 35) requiring that a grievance procedure be established to resolve grievances asserted by qualified individuals with disabilities. Should any individual desire to review the ADA or its regulations to understand the rights, privileges and remedies afforded by it, please contact the Designated Coordinator:

DCFS ADA Officer
1921 S. Indiana Ave.
Chicago IL 60616
312/808-5000

DCFS.OfficeofAffirmativeAction@illinois.gov

- b) In general, the ADA requires that each program, service and activity offered by the Department of Children and Family Services, when viewed in its entirety, be readily accessible to and usable by qualified individuals with disabilities.
- c) It is the intention of the Department to foster open communication with all individuals requesting readily accessible programs, services and activities. The Department encourages supervisors of programs, services and activities to respond to requests for modifications before they become grievances.

Section 425.20 Definitions

“**Act**” or “**ADA**” means the Americans With Disabilities Act of 1990 (42 USC 12101 et seq.).

“**Complainant**” is an individual with a disability who files a Grievance Form provided by the Department under this procedure.

“**Department**” means the Department of Children and Family Services.

“**Designated Coordinator**” is the person appointed by the Department who is responsible for the coordination of efforts of the Department to comply with and carry out its responsibilities under Title II of the ADA, including investigation of grievances filed by complainants. (See 28 CFR 35.107.)

“**Director**” means the Director of the Department of Children and Family Services.

“**Disabilities**” shall have the same meaning as set forth in the ADA.

“**Grievance**” is any complaint under the ADA that is reduced to writing by an individual with a disability who meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Department and believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of the Department or has been subject to discrimination by the Department.

“**Grievance Form**” is prescribed for the purpose of filing a grievance under this Part and includes information such as name, address, phone number, nature of the grievance, with specificity, including date of incident, time, place and witnesses if applicable.

“**Qualified Individual with a Disability**” means an individual with a disability who, with or without reasonable modifications to rules, policies or practices, the removal of architectural, communication or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Department.

Section 425.30 Procedure

- a) Grievances must be submitted in accordance with procedures established in Sections 425.40 and 425.50. It is mutually desirable and beneficial that grievances be satisfactorily resolved in a prompt manner. Time limits established in this Part are in calendar days, unless otherwise stated, and may be extended by mutual agreement, in writing, by the complainant and the reviewer, at the Designated Coordinator and/or the Final Levels described in Section 425.50.
- b) A complainant's failure to submit a grievance, or to submit or appeal it to the next level of procedure within the specified time limits, shall mean that the complainant has withdrawn the grievance or has accepted the last response from the Department given during the grievance procedure.
- c) The Department shall, upon being informed of an individual's desire to file a formal grievance, instruct the individual how to receive a copy of this Part and the Grievance Form.

Section 425.40 Designated Coordinated Level

- a) If an individual desires to file a grievance, the individual shall promptly, but no later than 180 days after the alleged discrimination, submit the grievance to the Designated Coordinator in writing on the Grievance Form prescribed for that purpose. The Grievance Form must be completed in full in order to receive proper consideration by the Designated Coordinator.
- b) Upon request, assistance in completing the Grievance Form shall be provided by the Department.
- c) The Designated Coordinator, or his/her representative, shall investigate the grievance and, if the grievance is found to be valid, shall make reasonable efforts to resolve it. The Designated Coordinator shall provide a written response to the complainant and Director within 15 business days after receipt of the Grievance Form.

Section 425.50 Final Level

- a) If the grievance is not resolved at the Designated Coordinator Level to the satisfaction of the complainant, the complainant may submit a copy of the Grievance Form and Designated Coordinator's response to the Director for final review. The complainant shall submit these documents to the Director, together with a short written statement explaining the reasons for dissatisfaction with the Designated Coordinator's written response, within 15 business days after receipt by the complainant of the Designated Coordinator's response.
- b) Within 15 business days, the Director shall appoint a three-member panel to review the grievance at the Final Level. One member shall be designated chair. The panel shall schedule a review of the grievance, which shall commence no later than 15 business days after the last member of the panel is appointed.
- c) Complainant shall be afforded an opportunity to appear before the panel. Complainant shall have a right to appoint a representative to appear on his or her behalf. The panel shall review the Designated Coordinator's written response and may conduct interviews and seek advice as it deems appropriate.
- d) Upon agreement of at least two of the panel members, but not later than 15 business days after the review described in subsection (b), the panel shall make recommendations in writing to the Director as to the proper resolution of the grievance. All recommendations shall include reasons for those recommendations and shall bear the signatures of the concurring panel members. A dissenting member of the panel may make a recommendation to the Director in writing and shall sign the recommendation.
- e) Within 15 business days after receipt of recommendations from a panel, the Director or designee shall approve, disapprove or modify the panel recommendations; shall render a decision on those recommendations in writing; shall state the basis for his or her decision; and shall cause a copy of the decision to be served on the parties. The Director's decision shall be final. If the Director disapproves or modifies the panel's recommendations, the Director may include written reasons for that disapproval or modification.

- f) The Grievance Form, the Designated Coordinator's response, the statement of the reasons for dissatisfaction, the recommendations of the panel, and the decision of the Director shall be maintained in accordance with the State Records Act [5 ILCS 160] or as otherwise required by law.

Section 425.60 Accessibility

The Department shall ensure that all stages of the grievance procedure are readily accessible to and usable by individuals with disabilities.

Section 425.70 Case-By-Case Resolution

Each grievance involves a unique set of factors that includes but is not limited to: the specific nature of the disability; the essential eligibility requirements, the benefits to be derived, and the nature of the service, program or activity at issue; the health and safety of others; and whether an accommodation would constitute a fundamental alteration to the program, service or activity or undue hardship on the Department. Accordingly, termination of a grievance at any level, whether through the granting of relief or otherwise, shall not constitute a precedent on which any other complainants should rely.

RULE 429

**EQUAL EMPLOYMENT OPPORTUNITY
THROUGH THE ILLINOIS DEPARTMENT OF
CHILDREN AND FAMILY SERVICES**

ADMINISTRATIVE CODE

**TITLE 89: SOCIAL SERVICES
CHAPTER III: DEPARTMENT OF CHILDREN AND FAMILY SERVICES
SUBCHAPTER f: GENERAL ADMINISTRATION
PART 429 EQUAL EMPLOYMENT OPPORTUNITY THROUGH THE DEPARTMENT
OF CHILDREN AND FAMILY SERVICES**

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- [Section 429.1 Purpose](#)
- [Section 429.2 Definitions](#)
- [Section 429.3 The Department's Affirmative Action Policy](#)
- [Section 429.4 Employment Discrimination Complaints](#)

AUTHORITY: Implementing the U. S. Constitution; 1964 Civil Rights Act, Titles VI and VII (42 U.S.C. 2000d et seq. and 2000e et seq.); 1973 Rehabilitation Act, Sections 503 and 504 (29 U.S.C. 793 and 794); The Age Discrimination Act (42 U.S.C. 6101 et seq.); Executive Order 11246 (as revised) and the Illinois Human Rights Act (Ill. Rev. Stat. 1980 Supp., ch. 68, pars. 1-101 et seq.); and authorized by Section 4 of "AN ACT creating the Department of Children and Family Services, codifying its powers and duties, and repealing certain Acts and Sections herein named" (Ill. Rev. Stat. 1979, ch. 23, par. 5004).

SOURCE: 5 Ill. Reg. 7800, effective August 3, 1981.

Section 429.1 Purpose

These rules describe the Department's policy of nondiscrimination in employment practices. Refer to part 308, Nondiscrimination Requirements of Department Service Providers.

Section 429.2 Definitions

"Affirmative action", as applied in this part, is the undertaking of specific personnel steps in recruiting, selecting, placing, transferring, promoting, and other basic terms and conditions of employment, for the purpose of eliminating present effects of past or current discrimination.

"Employment discrimination" or "discrimination", as applied in this part, means any policy, procedure or practice which has an adverse effect on an applicant, employee or class of employees with regard to their hiring, firing, compensation, terms, conditions or privileges of employment on the basis of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service other than a dishonorable discharge.

Section 429.3 The Department's Affirmative Action Policy

- a) The Illinois Department of Children and Family Services will not discriminate in employment on the grounds of race, color, religion, sex, marital status, national origin or ancestry age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service other than a dishonorable discharge. This policy is mandated by both federal and state law, including the Civil Rights Act of 1964 (amended, 1972), presidential and gubernatorial executive orders, various other policies and guidelines, and a general recognition of the importance of eliminating artificial, arbitrary, and unnecessary barriers to employment.
- b) The policy of affirmative action shall require an analysis of the Department's work force to determine underutilization of any of the protected classes: Blacks, Hispanics, Native Americans, Asian Americans and women. When an underutilization is determined, goals will be set, in compliance with applicable law, to ensure utilization with regard to representation in the population, availability and requisite skills.

- c) This policy also requires agencies and individuals that do business with the Department to comply with this part. (See part 308, Nondiscrimination Requirements of Department Service Providers.)
- d) Nothing in this policy shall prohibit the Department from denying employment to persons on the basis of criminal convictions. However, the Department will consider the gravity of the offense, the circumstances under which it occurred, the background and age of the applicant at the time of the offense and whether the offense is related to the applicant's suitability for employment.

Section 429.4 Employment Discrimination Complaints

- a) Complaints of alleged employment discrimination shall be resolved informally whenever possible. If an employee or applicant for employment believes discrimination has occurred he/she should contact the Department administrator responsible for affirmative action to discuss the matter. This initial contact (if other than in writing) is to be followed by a written statement of the complaint being filed with the Department administrator responsible for affirmative action. No complaint shall be accepted for investigation if not filed with the Department's administrator responsible for affirmative action within 180 days of the alleged discriminatory act(s).
- b) The written complaint should provide sufficient information to adequately explain the alleged discriminatory act(s). If the complaint does not set forth sufficient information concerning the alleged discriminatory act(s), the office of affirmative action will contact the person in an effort to secure additional information. Within 5 working days following the filing of the complaint, a staff person from the office of affirmative action will initiate an investigation of the complaint. Upon completion of the investigation (within 30 work days) a determination as to whether evidence exists to support or not support the charge(s), as filed, will be made. Within 5 work days following the completion of the investigation, the complainant and regional or unit administrator shall be notified by the office of affirmative action, in writing, of the determination. The written notification to the regional or unit administrator will include the remedial measures, if any, which should be implemented within 10 work days of the receipt of such notice. If the complainant is dissatisfied with the findings of the investigation, and/or the recommended remedial action, the complainant will be informed of other available avenues for resolving complaints.
- c) The relief provisions provided above shall be the exclusive Departmental procedure for persons complaining of Department discriminatory acts in employment, but shall not be construed as limiting a person's right to utilize existing legal remedies. A person complaining of any manner of employment discrimination also has the right to file complaints with the Director of the Illinois Department of Personnel, the State Department of Human Rights, the Equal Employment Opportunity Commission (E.E.O.C., federal), the Department of Health and Human Services (formerly H.E.W.), the Office of Federal Contract Compliance (federal), and initiate civil court action.



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