State of Illinois
Department of Human Rights

Technical Assistance Guide for the Development of Affirmative Action Plans and Quarterly Reports for Illinois State Executive Agencies

May 2019

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INTRODUCTION

The Illinois Human Rights Act authorizes the Department of Human Rights to issue guidelines for 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.

An affirmative action plan is a detailed, results-oriented, set of procedures arising from an in-depth review of all aspects of the agency's employment process, which may impact equal employment opportunities for minorities, women, and people with disabilities.

Each fiscal year, state executive agencies affirmative action plans must adhere to the format, content and procedures outlined herein. Each affirmative action plan will be evaluated based on these guidelines.

This *Technical Assistance Guide* outlines and explains the components of the plans and sets forth the criteria for affirmative action performance. The State Agency Liaison Unit is responsible for monitoring and implementing these guidelines.

The *Technical Assistance Guide* and forms for the quarterly reports, as well as other EEO/AA forms, can be accessed on the Department's State Agency Liaison Unit webpage.

AFFIRMATIVE ACTION PLAN CHECKLIST

Section One

_____ EEO/AA Certification Form
_____ EEO/AA Policy Statement of the Chief Executive Officer **[Chief Executive Officer's Signature]**
_____ Agency Profile
_____ Identification and Duties of the Agency EEO/AA Officer
_____ Internal EEO/AA Organizational Chart/Agency-Wide Organizational Chart
_____ Methods of Disseminating the Agency's AA Policy/Plan

Section Two

- Internal Workforce Analysis:
  _____ Workforce Analysis (DHR-9)
  _____ Workforce Transactions Summary (DHR-10) total for previous fiscal year

- Availability Analysis
  _____ Availability Percent Worksheet (DHR-5 AAP)
  _____ Utilization Analysis (DHR-8 AAP)
  _____ Underutilization Summary by Region (DHR-11)

Section Three

- Numerical and Program Goals
  _____ Timetables
  _____ Responsible Persons
  _____ Monitoring Procedures

Section Four

_____ Employment Discrimination Complaint Process
_____ Employment Discrimination Complaint Form (DHR-21)

Section Five

- Disability program:
  ____ Labor Force Analysis with People with Disabilities (DHR-34 AAP)
  ____ Numerical Goals, if necessary
  ____ Reasonable Accommodation Policy **[Chief Executive Officer's Signature]**
  ____ Accommodation Procedures / Request Forms
  ____ Physical Barriers
  - Procedural Barrier Narrative
    ____Pre-employment Screening
    ____Employment Criteria and Job Description Review
    ____Employment Testing
    ____Identification of ADA Coordinator
    ____Emergency Evacuation Procedures

Section Six

_____ Applicable EEO Laws: Any Federal law that mandates the agency to adhere to additional EEO/AA requirements.

Section Seven

_____ Hiring Monitor (DHR-19)
_____ Promotion Monitor (DHR-20)
_____ Exit Questionnaire (DHR-30)

SECTION ONE

Requirement:
The EEO/AA Program Certification of an agency certifies that the AAP represents the Equal employment Opportunity/Affirmative Action Program of the agency.
[Title 56, Section 2520.APPENDIX A, Part I (a)].

EXAMPLE

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION PROGRAM CERTIFICATION

AGENCY_____

MAIN ADDRESS_____

TELEPHONE NUMBER: (Voice)_____

TTY / NEXTALK: (For the Deaf or Hearing / Speech Impaired)_____

WEBSITE: _____

CHIEF EXECUTIVE OFFICER_____

EEO/AA OFFICER_____

ADA COORDINATOR_____

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

_____

Chief Executive Officer Date

_____

EEO/AA Officer Date

January 2019

EEO/AA POLICY STATEMENT OF THE CHIEF EXECUTIVE OFFICER

Requirement:
The policy statement, which must be **signed by the Chief Executive Officer** of an agency, should indicate a positive and determined commitment to equal employment opportunity and affirmative action, as well as his/her endorsement of the affirmative action plan as that of his/her administration.
[Title 56, Section 2520.APPENDIX A, Part I (b)].

An example of a policy statement which addresses all the required elements is provided below. An agency is free to add additional provisions.

EXAMPLE

1. Decisions regarding recruitment, hiring, training, promotion, layoff and awarding of benefits must be made without regard to the following bases; including but not limited to race, color, religion, sex, sexual orientation, national origin, ancestry, citizenship status, disability, age, order of protection status, marital status, pregnancy, arrest record, military status, and unfavorable discharge from military service.

2. The agency will reasonably accommodate pregnant employees as required by the law (PA 98-1050; Illinois Human Rights Act 775 ICLS 5/1et.seq).

3. A commitment to undertaking affirmative action to correct the underutilization of minorities and females in all levels of employment.

4. The agency is committed to implementing sexual harassment and other harassment policies and programs.

5. The agency is committed to undertaking affirmative action to increase the number of persons with disabilities in the agency as a whole.

6. The support and commitment is expected of all executive, managerial, and supervisory staff in implementing the agency affirmative action plan.

7. A statement of non-retaliation against employees who file a complaint should be included.

AGENCY PROFILE

Requirement:
The agency profile should indicate the mission of the agency, as well as the primary function and day-to-day operations of the agency. In addition, it should indicate any specific EEO/AA problems and needs. [Title 56, Section 2520.APPENDIX A, Part I (c)].

THE IDENTIFICATION AND DUTIES OF EEO/AA OFFICER

Requirement:
The person assigned the responsibility of discharging the EEO/AA function for the Chief Executive Officer should be identified by name, location, phone number, and e-mail address. In addition, the various responsibilities of the agency and/or local EEO Officer(s) should be listed. [Title 56, Section 2520.APPENDIX A, Part I (d)].

Section 2-105 (B) (4) of the Human Rights Act and Section 2520.780 (a) of the Department of Human Rights Rules and Regulations requires that agencies employing 1,000 or more employees must have a full time EEO/AA Officer who is on the administrative staff of the agency's Chief Executive Officer. Agencies with less than 1,000 employees can assign the EEO/AA responsibilities on a part-time basis; however, in agencies with less than 1,000 employees the EEO/AA Officer should have direct access to the agency Director.

In addition, Section 2520.780 (a & b) requires that the Chief Executive Officer inform the Director of the Department of Human Rights when there is an interim or permanent change in EEO Officer and obtain approval of this individual prior to appointment when the agency has more than 1,000 employees.

The duties of the agency EEO/AA Officer include, but are not limited to those delineated in the Human Rights Act and Department's Rules and Regulations:

EXAMPLE

1. To develop the agency's affirmative action plan, goals and objectives;

2. To assist in identifying and solving EEO problems;

3. To design and implement internal audits and reporting systems for measuring the effectiveness of agency programs indicating need for remedial action, and determining the degree to which the agency's goals and objectives have been attained;

4. To serve as liaison between the agency and EEO enforcement authorities;

5. To serve as liaison between the agency, minorities, women and disability organizations;

6. To inform management of developments in the EEO field;

7. To assist in the evaluation of employees and job applicants so that minorities, women and disabled persons are given equal employment opportunity;

8. To regularly confer with managers, supervisors and employees to assure that the agency's EEO policies are observed;

9. To advise managers and supervisors if employment practices comply with the Act;

10. To report to the Department all internal and external complaints of discrimination against the agency;

11. To assist in the investigation of internal and external complaints of discrimination as specified in Section 2520.790 (a & b) of these regulations;

12. At the request of the agency's Chief Executive Officer, to direct agency staff in taking appropriate action to correct discriminatory practices identified by the Department and report to the Chief Executive Officer on the progress of actions taken;

13. In conjunction with the filing of quarterly reports, to submit recommendations to the Chief Executive Officer and the Department for improvements to the agency's Affirmative Action Plan;

14. To immediately notify the Chief Executive Officer and the Department when unable to resolve employment practices or conditions which have or tend to have disparate impact on minorities, women, or people with disabilities;

15. If the agency is in noncompliance, as described in Section 2520.795 (c) (2) (3) to work with Central Management Services to develop programs for the preparation and promotion of the affirmative action group in question.

The EEO/AA Officer's duties should also include:

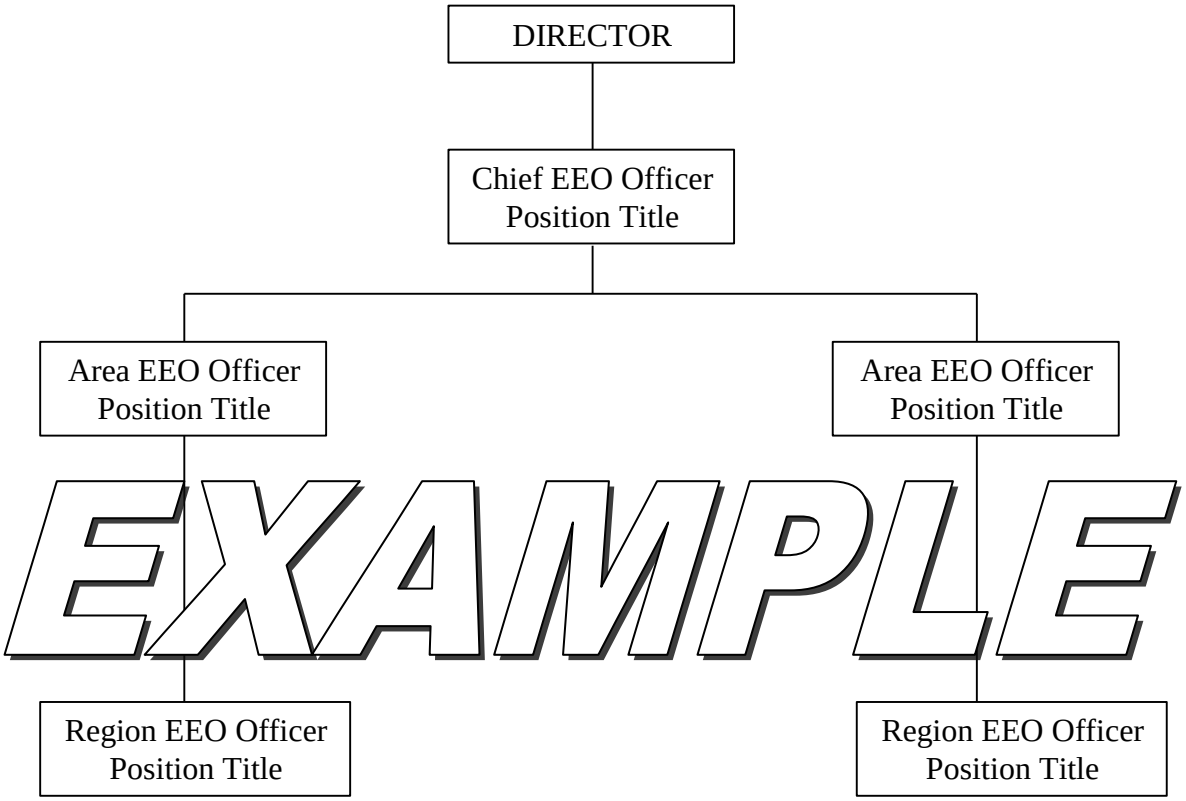
1. Reporting on and/or analyzing layoff reports [2520.770 (f)], reorganization reports [2520.770 (g)], hiring and promotion monitors [2520.770 (h)], and exit questionnaires [2520.770 (i)];

2. Evaluating tests, employment policies and practices and reporting to the agency director any such policies, practices and evaluation mechanisms that have adverse impact on minorities, women, and people with disabilities. The agency EEO Officer will also assist in the recruitment of minorities, women and people with disabilities;

3. Provide counseling for any aggrieved employee or applicant for employment who believes that he or she has been discriminated against because of including but not limited to race, color, religion, sex, sexual orientation, national origin, ancestry, age, order of protection status, marital status, arrest record, military status, unfavorable discharge from military service, citizenship status, and disability.

INTERNAL EEO ORGANIZATIONAL CHART

Requirement:
The EEO organization chart should reflect the agency's entire EEO network, including any agency-wide EEO/AA advisory council. This chart should identify any employees who have EEO/AA responsibilities in their respective locations and the geographic scope of their responsibility (e.g. facility, region). A separate agency-wide organizational chart should be submitted to reflect the EEO/AA position within the administrative structure. [Title 56, Section 2520.APPENDIX A, Part I (e)].



METHODS OF DISSEMINATING THE AGENCY'S AA POLICY AND PLAN

Requirement:
The Plan should indicate the methods to be used by the agency to disseminate the AA Policy and Plan both internally and externally. An example of methods used to disseminate policy and plan information is provided below. An agency is free to add additional methods to this list. [Title 56, Section 2520.APPENDIX A, Part I (f)].

EXAMPLE

Policy

- Post policy on bulletin boards or any other conspicuous location used to display important agency notices;
- Display EEO/AA posters in conspicuous locations;
- Inclusion in supervisors' and employees' handbooks;
- Inclusion in brochures and other appropriate publications which discuss the hiring practices of the agency;
- Inclusion in new employee orientation and other appropriate training programs;
- Communications sent to employee/employer associations;
- Communications sent to area minority groups and women's organizations and advocacy groups for persons with disabilities;
- Information included on the agency's website.

Plan

- To all managerial and supervisory personnel, etc.;
- Notification to all staff that the AAP is available for review or obtained from the EEO Officer;
- Illinois State Library; [Title 23, Part 3020, Ch. 1, Subpart A, Section 3020.110]
- Available to state and federal regulatory agencies;
- Available to all recruitment sources;
- Agency intranet.

SECTION TWO

Internal Workforce Analysis

Requirement:
In this section of the affirmative action plan, the agency must provide a copy of the workforce analysis (DHR-9), and workforce transaction (DHR-10). In addition, the agency should provide a narrative analyzing each one of the summaries.
[Title 56, Section 2520.APPENDIX A, Part II (a) (b)].

For the workforce transactions report, an assessment of the agency's personnel transactions for the previous fiscal year, including, but not limited to, a breakdown of new hires, promotions, demotions, transfers and separations by affirmative action groups.

For the workforce analysis, an analysis, as of June 30th of the previous fiscal year, of the distribution of present employees by affirmative action group among the 8 EEO job categories in the 10 regions.

NOTE: The above-mentioned forms can be accessed on the Department's State Agency Liaison Unit webpage.

EXAMPLE

Workforce Analysis by Region

Agency: _____ Reporting Period: _____

Region:

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	M	F	W	B/AA	H/L	A	AI/AN	NHOPI	PWD
Officials / Administrators	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Professionals	0	0								0								0.00%	0.00%	0.00%	0.00%	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%
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	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Administrative Support	0	0								0								0.00%	0.00%	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%
Service / Maintenance	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Grand Total Employees for Region 1: Males: 0 0.00% Females: 0 0.00% Total Minorities: 0 0.00%

White: 0 0.00% Black/African American: 0 0.00% Hispanic/Latino: 0 0.00% Asian: 0 0.00% AI/AN: 0 0.00% NHOPI: 0 0.00% PWD: 0 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)

EXAMPLE

Workforce Transactions Report
by EEO Category

Agency: _____ **Reporting Period:** _____

EEO Category:

			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 NHOPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities

DHR-10 (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.

Lay Off: 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 the 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 2008

AVAILABILITY ANALYSIS - EXTERNAL WORKFORCE

PROCESS

The availability analysis provides a numerical measure of utilization through an analysis of the internal workforce of each state entity and the availability of affirmative action groups in surrounding labor area(s). Comparison of the availability numbers and the actual number of affirmative action groups currently employed by the agency will indicate whether or not the agency is underutilized. The resulting number becomes the ultimate goal of the agency.

NOTE: Availability data can be accessed on the Department's State Agency Liaison Unit webpage.

Availability Percent Worksheet

The availability percent worksheet (AP) process begins with completion of this AP worksheet and continues with the utilization analysis.

1. Computation of the AP is based upon a two-factor weighted mathematical formula. The AP worksheets (see example on pages 16 - 17) must be prepared for each DHR region (see pages 23 - 24), and each affirmative action group (Women, Black or African American, Hispanic or Latino, Asian, American Indian or Alaskan Native, Native Hawaiian or Other Pacific Islander) and each EEO job category, when there are **ten (10) or more total employees** in that job category in the region in question [Title 56, Section 2520.APPENDIX A, Part III (a) (1)].

2. The worksheet contains the two factors used for calculating AP's. The statistics for factor one (1) is provided by DHR for all agencies. Factor two (2) is provided by the agency.

- Factor 1 - Those having requisite skills in the region.
- Factor 2 - Those promotable, trainable, and transferable in the region

For purposes of factor two, the agency determines which employees are promotable, trainable, and transferable in the region in question. The Department's rules (Title 56, Section 2520.700) define these terms as follows: "Promotable" means agency employees who within the fiscal year, under standard employment practices, are able to move from one of the EEO job categories to another; "Trainable" means agency employees who within the fiscal year are eligible for participation in established training programs that when completed would allow them to move from one of the EEO job categories to another; "Transferable" means an agency employee eligible for transfer within the fiscal year from one region to another.

Note that in the past, the Department provided a chart showing promotional categories, which reflected typical promotional patterns. This guidance is no longer provided, and each agency shall determine its own promotional patterns for purposes of this analysis. An agency is free to use the promotional categories that it used in the past for this analysis or revise appropriately.

The worksheet has six columns that are identified below:

Column A - the grand total
Column B - the affirmative action group
Column C - Percentage of the grand total
Column D - Value weight is a percentage assigned by the agency. This determination should be based upon employment practices. The agency is free to give factors one and two any value weight from 0% to 100%, with the understanding that the total of this column must equal 100%.
Column E - The weighted factor is the number arrived at by multiplying column C by column D. The sum of the figures in column E is the availability percentage (AP).
Column F - Source of statistics.

<u>Calculating AP's</u>

The AP is arrived at by performing the calculations steps indicated below. To complete the AP worksheet an EEO Officer will need the following:

- Workforce analysis (DHR-9).
- Internally developed data for those employees who are promotable, trainable, and transferable.

1. Enter the number for factor two (2) in column A and B. This number comes from your workforce analysis form and reflects the number of employees who are promotable, trainable, and transferable. The percentage that is inserted in column C is determined by the following formula: $B \div A = C$.

2. Enter the value weights in column D. In order to identify appropriate value weights, the agency should determine whether most candidates for employment come from inside the agency, from other state agencies or from outside of state government. These value weights (percentages) are based on recruitment patterns. Agencies that recruit from the labor force would give a higher value weight (percentage) to factor one; agencies that rely on promotions, transfers, and training programs would give a higher value weight (percentage) to factor two. The sum of the value weight percentages must total 100%. When assigning value weights, the EEO Officer must remember the following:

a. When column B or C for a given factor is zero; the value weight must also be zero.

b. When a value weight is zero in a particular factor, the other value weights must be adjusted because the total must equal 100%.

c. The value weight for each factor should be identical for each affirmative action group within an EEO job category, except where there is a zero factor.

3. For column E, the percentage for factors 1 and 2 are arrived at by the following calculation formula: (*C* x *D=E).* The total of column E equals your availability percent (AP). The AP is then multiplied by 80%, pursuant to the Human Rights Act, Section 2-105 (B) (3) (b).

Calculating Agency Underutilization

The determination of whether an agency is underutilized in any affirmative action group is made by performing the following steps on the availability summary sheet [AS] (DHR-8). [See example on pages 19 – 21].

1. Using the figures from the workforce analysis form DHR-9:

   a. Indicate present number of employees. However, do not calculate utilization for categories that have **less than ten (10) total employees** because the numbers are too small to yield statistical reliability.

   b. Number of affirmative action group members already employed.

2. Enter the availability percentage (AP) in line 2, which comes from the AP worksheet (DHR-5) for the appropriate affirmative action group.

3. Multiply the present number of employees by the AP and enter the result in the Number Needed for Parity (line 3). If the result includes a fraction, round down to the closest whole number.

4. Subtract the number of affirmative action group members already employed (line 4) from Number Needed for Parity (line 3). If the number of affirmative action group members already employed is greater than the Number Needed for Parity, parity has been achieved and a “P” for parity, should be entered in line 5. If the result is a positive number, underutilization exists for the affirmative action group and job category. This number represents additional persons needed in the category to eliminate regional underutilization.

NOTE: This form calculates by itself when the availability percent worksheet and the workforce analysis information have been entered into the computer.

Underutilization Summary by Region

Enter the underutilization figures on the Underutilization Summary form by Department region (DHR-11) [see example on page 22], which comes from the availability summary (DHR-8) form(s).

NOTE: This form calculates automatically when the availability percent worksheet, the workforce analysis, and the utilization analysis information have been entered into the computer.

Availability Percent Worksheet

AGENCY:
Category:

Affirmative Action Group:
WOMEN
Region: 1
Facility:

EXAMPLE

FACTORS	A Grand Total #	B Aff. Action Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Those having requisite skills in the region.	618,175	244,044	39.48%		0.00	U. S. Census Bureau / American Community Survey.
2. Those promotable, trainable, and transferable in the region.			0.00%		0.00	Agency Workforce.
				0	0.00	Availability Percent.

AGENCY:
Category:

Affirmative Action Group:
BLACK or AFRICAN AMERICAN
Region: 1
Facility: 0

FACTORS	A Grand Total #	B Aff. Action Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Those having requisite skills in the region.	618,175	61,680	9.98%		0.00	U. S. Census Bureau / American Community Survey.
2. Those promotable, trainable, and transferable in the region.	0		0.00%		0.00	Agency Workforce.
				0	0.00	Availability Percent.

AGENCY:
Category:

Affirmative Action Group:
HISPANIC or LATINO
Region: 1
Facility: 0

FACTORS	A Grand Total #	B Aff. Action Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Those having requisite skills in the region.	618,175	38,688	6.26%		0.00	U. S. Census Bureau / American Community Survey.
2. Those promotable, trainable, and transferable in the region.	0		0.00%		0.00	Agency Workforce.
				0	0.00	Availability Percent.

DHR-5-AAP (Rev. Feb. 2012)

Availability Percent Worksheet

AGENCY:
Category: Officials/Administrators

Affirmative Action Group:
ASIAN
Region: 1
Facility:

EXAMPLE

FACTORS	A Grand Total #	B Aff. Action Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Those having requisite skills in the region.	571,580	36,035	6.30%		0.00	U. S. Census Bureau / American Community Survey.
2. Those promotable, trainable, and transferable in the region.	0		0.00%		0.00	Agency Workforce.
				0	0.00	Availability Percent

AGENCY:
Category: Officials/Administrators

Affirmative Action Group:
AMERICAN INDIAN or ALASKAN NATIVE
Region: 1
Facility:

FACTORS	A Grand Total #	B Aff. Action Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Those having requisite skills in the region.	571,580	493	0.09%		0.00	U. S. Census Bureau / American Community Survey.
2. Those promotable, trainable, and transferable in the region.	0		0.00%		0.00	Agency Workforce.
				0	0.00	Availability Percent.

AGENCY:
Category: Officials/Administrators

Affirmative Action Group:
NATIVE HAWAIIAN or OTHER PACIFIC ISLANDER
Region: 1
Facility:

FACTORS	A Grand Total #	B Aff. Action Group #	C Percentage Total %	D Value Weight %	E Weighted Factor %	Source of Statistics
1. Those having requisite skills in the region.	571,580	190	0.03%		0.00	U. S. Census Bureau / American Community Survey.
2. Those promotable, trainable, and transferable in the region.	0		0.00%		0.00	Agency Workforce.
				0	0.00	Availability Percent.

DHR-5-AAP (Rev. Feb. 2012)

EXAMPLE

Workforce Analysis by Region

Agency: _____ Reporting Period: _____

Region:

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	M	F	W	B/AA	H/L	A	AI/AN	NHOPI	PWD
Officials / Administrators	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Professionals	0	0								0								0.00%	0.00%	0.00%	0.00%	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%
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	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Administrative Support	0	0								0								0.00%	0.00%	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%
Service / Maintenance	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Grand Total Employees for Region 1: Males: 0 0.00% Females: 0 0.00% Total Minorities: 0 0.00%

White: 0 0.00% Black/African American: 0 0.00% Hispanic/Latino: 0 0.00% Asian: 0 0.00% AI/AN: 0 0.00% NHOPI: 0 0.00% PWD: 0 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

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Utilization Analysis

EXAMPLE

Agency:
Affirmative Action Group: **WOMEN** Region 1

	Officials/ Administrators	Professionals	Technicians	Protective Service	Para-Professionals	Admin Support	Skilled Craft	Service/ Maintenance
Present Number of Employees	0	0	0	0	0	0	0	0
Availability Percent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Number Needed for Parity	0	0	0	0	0	0	0	0
Number of Affirmative Action Group Members Already Employed	0	0	0	0	0	0	0	0
Underutilization								

Agency:
Affirmative Action Group: **BLACK or AFRICAN AMERICAN** Region 1

	Officials/ Administrators	Professionals	Technicians	Protective Service	Para-Professionals	Admin Support	Skilled Craft	Service/ Maintenance
Present Number of Employees	0	0	0	0	0	0	0	0
Availability Percent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Number Needed for Parity	0	0	0	0	0	0	0	0
Number of Affirmative Action Group Members Already Employed	0	0	0	0	0	0	0	0
Underutilization								

DHR-5-AAP (Rev. Feb. 2016)

Utilization Analysis

EXAMPLE

Agency:
Affirmative Action Group: **HISPANIC or LATINO** Region 1

	Officials/ Administrators	Professionals	Technicians	Protective Service	Para-Professionals	Admin Support	Skilled Craft	Service/ Maintenance
Present Number of Employees	0	0	0	0	0	0	0	0
Availability Percent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Number Needed for Parity	0	0	0	0	0	0	0	0
Number of Affirmative Action Group Members Already Employed	0	0	0	0	0	0	0	0
Underutilization								

Agency:
Affirmative Action Group: **ASIAN** Region 1

	Officials/ Administrators	Professionals	Technicians	Protective Service	Para-Professionals	Admin Support	Skilled Craft	Service/ Maintenance
Present Number of Employees	0	0	0	0	0	0	0	0
Availability Percent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Number Needed for Parity	0	0	0	0	0	0	0	0
Number of Affirmative Action Group Members Already Employed	0	0	0	0	0	0	0	0
Underutilization								

DHR-S-AAP (Rev. Feb. 2016)

Utilization Analysis

EXAMPLE

Agency:
Affirmative Action Group: **AMERICAN INDIAN or ALASKAN NATIVE** Region 1

	Officials/ Administrators	Professionals	Technicians	Protective Service	Para-Professionals	Admin Support	Skilled Craft	Service/ Maintenance
Present Number of Employees	0	0	0	0	0	0	0	0
Availability Percent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Number Needed for Parity	0	0	0	0	0	0	0	0
Number of Affirmative Action Group Members Already Employed	0	0	0	0	0	0	0	0

Underutilization

Agency:
Affirmative Action Group: **NATIVE HAWAIIAN or OTHER PACIFIC ISLANDER** Region 1

	Officials/ Administrators	Professionals	Technicians	Protective Service	Para-Professionals	Admin Support	Skilled Craft	Service/ Maintenance
Present Number of Employees	0	0	0	0	0	0	0	0
Availability Percent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Number Needed for Parity	0	0	0	0	0	0	0	0
Number of Affirmative Action Group Members Already Employed	0	0	0	0	0	0	0	0

Underutilization

DHR-S-AAP (Rev. Feb. 2016)

EXAMPLE

Underutilization Summary by Region

Name of Agency: **Fiscal Year:**

Region	Officials and Administrators						Professionals						Technicians						Protective Service Workers					
	W	B/AA	H/L	A	AI/NA	NHOPI	W	B/AA	H/L	A	AI/NA	NHOPI	W	B/AA	H/L	A	AI/NA	NHOPI	W	B/AA	H/L	A	AI/NA	NHOPI
1																								
2																								
3																								
4																								
5																								
6																								
7																								
8																								
9																								
10																								
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Region	Paraprofessionals						Administrative Support						Skilled Craft Workers						Service-Maintenance					
	W	B/AA	H/L	A	AI/NA	NHOPI	W	B/AA	H/L	A	AI/NA	NHOPI	W	B/AA	H/L	A	AI/NA	NHOPI	W	B/AA	H/L	A	AI/NA	NHOPI
1																								
2																								
3																								
4																								
5																								
6																								
7																								
8																								
9																								
10																								
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total underutilization for Women: 0 Total underutilization for Black or African American: 0 Total underutilization for Hispanic or Latino: 0

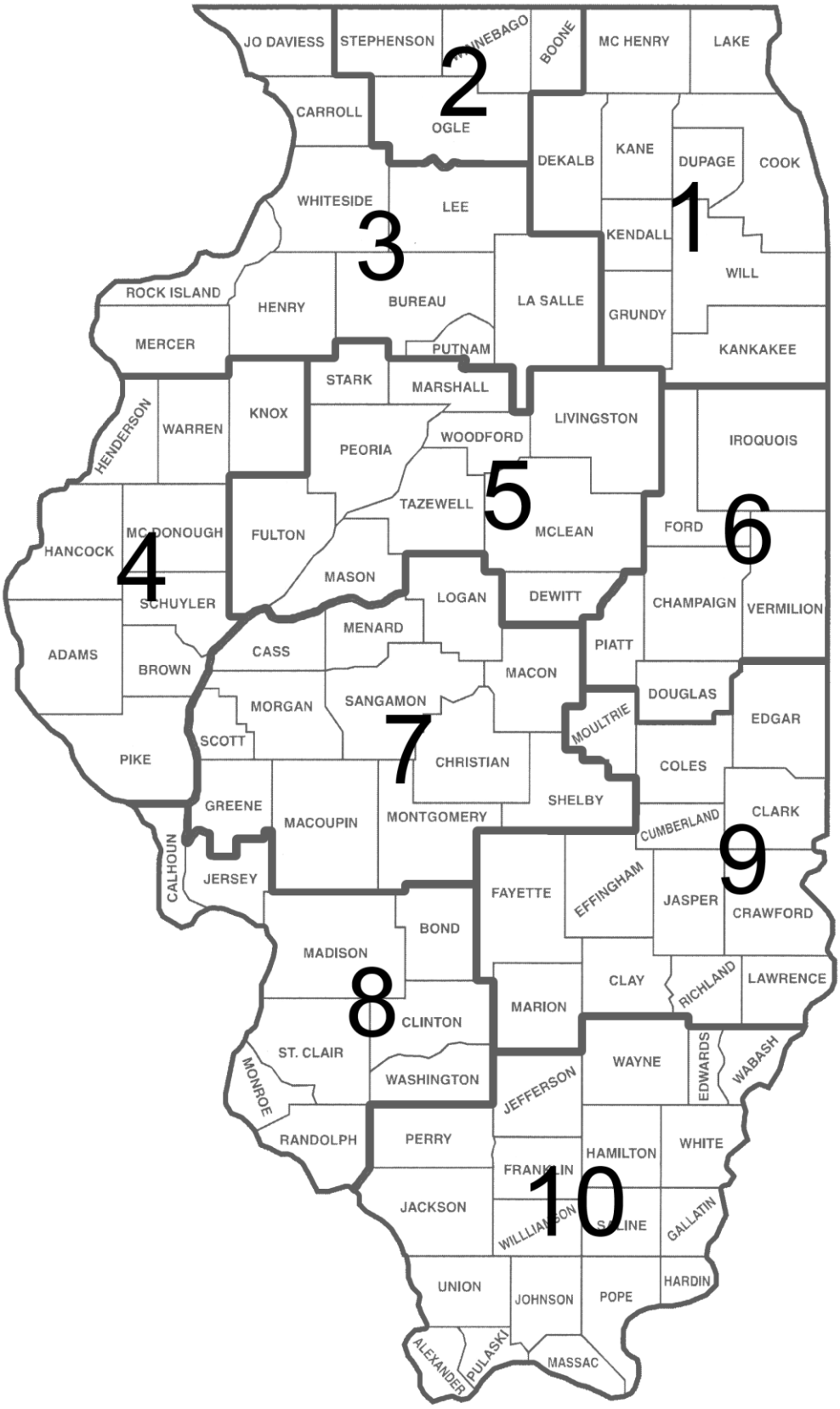
Total underutilization for Asian: 0 Total underutilization for American Indian or Alaskan Native: 0 Total underutilization for Native Hawaiian or Other Pacific Islander: 0

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 AI/AN – American Indian or Alaskan Native NHOPI – Native Hawaiian or Other Pacific Islander

DHR 11-AAP (Rev. Feb. 2016)

Illinois Department of Human Rights State Regional Map



Illinois Counties by Region

REGION 1
Cook
DeKalb
DuPage
Grundy
Kane
Kankakee
Kendall
Lake
McHenry
Will

REGION 2
Boone
Ogle
Stephenson
Winnebago

REGION 3
Bureau
Carroll
Henry
Jo Daviess
LaSalle
Lee
Mercer
Putnam
Rock Island
Whiteside

REGION 4
Adams
Brown
Hancock
Henderson
Knox
McDonough
Pike
Schuyler
Warren

REGION 5
DeWitt
Fulton
Livingston
Marshall
Mason
McLean
Peoria
Stark
Tazewell
Woodford

REGION 6
Champaign
Douglas
Ford
Iroquois
Piatt
Vermilion

REGION 7
Cass
Christian
Greene
Logan
Macon
Macoupin
Menard
Montgomery
Morgan
Sangamon
Scott
Shelby

REGION 8
Bond
Calhoun
Clinton
Jersey
Madison
Monroe
Randolph
St. Clair
Washington

REGION 9
Clark
Clay
Coles
Crawford
Cumberland
Edgar
Effingham
Fayette
Jasper
Lawrence
Marion
Moultrie
Richland

REGION 10
Alexander
Edwards
Franklin
Gallatin
Hamilton
Hardin
Jackson
Jefferson
Johnson
Massac
Perry
Pope
Pulaski
Saline
Union
Wabash
Wayne
White
Williamson

SECTION THREE

DEVELOPING GOALS AND TIMETABLES

Requirement:
When the utilization analysis results in a determination that affirmative action groups are being underutilized, specific numerical goals must be established. However, when labor market availability of a specific affirmative action group in a specific region is less than 2%, no goals are required. [Title 56, Section 2520.APPENDIX A, Part III (b)].

Regarding **numerical goals**, it should be noted that there is no requirement for quotas. Quotas are expressly forbidden by law. Numerical goals for minorities and females are targets for recruitment and outreach and should be reasonably attainable by means of applying concerted effort. Agencies should make a concerted effort to meet the minimum compliance criteria established by the Department, which is 80% of the statewide labor market availability rate of minorities and females. In determining whether an agency made a concerted effort, the Department will evaluate the agency's overall actions taken over the course of the fiscal year to reduce its underutilization when there have been opportunities to hire or promote in underutilized categories. When agency underutilization is confined to one region of the State or one affirmative action group, the labor market availability rate in question will be considered. Numerical goals do not create guarantees for specific groups, nor are they designed to achieve proportional representation or equal results.

Program goals must be developed in conjunction with the agencies internal and external workforce analysis, as well as any other additional needs.

The following items should be noted in developing a format for goals and timetables:

- The area to be addressed reflects numerical or program concern(s).
- The goal is a broad category, which describes the area to be addressed.
- The objective delineates the specific intention.
- The action items outline in detail which steps are going to be taken to achieve the objective.
- The assignment of responsibility names the individual(s) who is (are) held accountable to the chief executive officer for carrying out the action item.
- The target date for completion is the date that this action item should be completed.
- The monitoring procedure outlines the procedure, whereby; a review is made to determine whether or not the objective is being met per the target date.

NUMERICAL GOALS

EXAMPLE

1. AREA TO BE ADDRESSED

   Underutilization of one Asian and one Female official / administrators in region one.

   GOAL:

   Eliminate underutilization of one Asian and one Female official / administrators in region one.

   OBJECTIVE:

   As vacancies occur, hire / promote one Asian and one Female official / administrators.

	Action Item	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
a.	Notify relevant recruitment sources of potential vacancies for referrals of qualified applicants	EEO Officer HR Director	Quarterly	Reviewed by DHR
b.	Employ one Asian official / administrator	Appropriate Interviewing Officer	M/D/Y	Review of hires / promotions by EEO Officer
c.	Employ one Female official / administrator	Appropriate Interviewing Officer	M/D/Y	Review of hires / promotions by EEO Officer

2. AREA TO BE ADDRESSED:

   Underutilization of one Black professional in region seven.

   GOAL:

   Eliminate underutilization of one Black professional in region seven.

   OBJECTIVE:

   As vacancies occur, hire / promote one Black professional.

	Action Item	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
a.	Notify recruitment sources of potential vacancies	EEO Officer HR Director	Quarterly	Reviewed by DHR
b.	Employ one Black professional	Appropriate Interviewing Officer	M/D/Y	Review of promotions by EEO Officer

PROGRAM GOAL

EXAMPLE

AREA TO BE ADDRESSED:

The Agency experienced a 100% increase in the number of sexual harassment charges filed.

GOAL:

To ensure that employees know the definition of sexual harassment as well as ensure supervisors and managers know their responsibilities regarding sexual harassment prevention.

OBJECTIVE:

To provide training for employees concerning their rights and supervisors/managers their responsibilities regarding sexual harassment.

	Action Item	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1.	Purchase sexual harassment video	EEO/AA Officer Training Manager	Quarterly	Purchase
2.	Schedule meeting between agency General Counsel, Training Division and Personnel to discuss training module	EEO/AA Officer Training Manager Personnel Director	M/D/Y	Memo about meeting
3.	Schedule brown-bag lunch program to show video (attendance voluntary)	EEO/AA Officer Training Manager Personnel Director	M/D/Y	Announcement about program
4.	Present training for supervisors / managers	General Counsel Training Manager	M/D/Y	Training agenda
5.	Schedule dates for all employees	EEO/AA Officer Personnel Director	On-going	Memo regarding availability

SECTION FOUR

EMPLOYMENT DISCRIMINATION INTERNAL COMPLAINT PROCESS

Requirement:
Executive state agencies must make available to their employees a complaint process (Title 56, Section 2520.APPENDIX A, Part IV) which addresses any complaint which the employee feels is a civil rights violation on, including but not limited to, the following bases: race, color, religion, sex, sexual orientation, sexual harassment, national origin, ancestry, citizenship status, age, marital status, pregnancy, disability, arrest record, military status, and unfavorable discharge from military service. This action may involve: refusal to hire, promote, reinstate, selection for training or apprenticeship, layoff, discharge, disciplinary measures, unequal wages, privileges or conditions of employment. The complaint process should be described in detail in this section of the affirmative action plan.

Elements should include but not be limited to:

1. How the complaint should be filed and with whom;
2. Time restrictions for each step of the procedure, which should be consistent with agency practices, such as filing, acceptance, investigation, findings and decision of the Chief Executive Officer;
3. How the findings of the investigation will be relayed to the employee, i.e. written report by the Chief Executive Officer;
4. If, when and how the completed investigation file will be made available to the employee.

This section should also state that employees are to be advised of their right to file a charge with the Illinois Department of Human Rights (IDHR), the U.S. Equal Employment Opportunity Commission (EEOC), or any other appropriate government agency.

Refer to the Rules and Regulations of the Department of Human Rights, Section 2520.790 (a) & (b), for mandates regarding the involvement of the agency EEO Officer in processing complaints of internal or external employment discrimination.

On the following page is an **example** of an equal employment opportunity complaint investigation procedure.

EXAMPLE

EQUAL EMPLOYMENT OPPORTUNITY COMPLAINT INVESTIGATION PROCEDURE

A. Policy

The agency affirms its commitment to a policy of equal employment opportunity through the implementation of an EEO complaint investigation procedure to promote the internal resolution of employee complaints of alleged discrimination. It is the conviction of the agency that the establishment of this EEO complaint investigation procedure shall provide an internal avenue of redress to informally resolve complaints of alleged discrimination at the lowest organizational level, reducing the backlog, delay, and expense of a prolonged formal investigation.

To that end, the EEO/AA Officer shall advise and support management in the investigation of complaints, documentation of facts, the presentation of findings, and recommendations to resolve the dispute.

The use of this internal EEO complaint investigation procedure does not preclude the rights of an employee to file a charge directly with the state (DHR) or the federal government (EEOC) or any other appropriate government agency. The filing of any complaint of alleged discrimination may not be used as a basis for future retaliation adversely affecting the rights of any employee.

B. Procedures

The discrimination complaint form (attached) shall be used to clearly record the date, nature, and other pertinent information of the complaint of alleged discrimination submitted to the EEO/AA Officer for investigation.

1. Scope and Timeliness

Unless of a continuing nature, all complaints must be received by the EEO/AA Officer in writing, within a **designated timeframe,** consistent with agency practice. The scope of the investigation shall be restricted to the specific allegations cited in the charge.

2. Intake-Screening

Immediately upon receipt of the discrimination complaint form, the EEO/AA Officer shall review the form to determine the initial timeliness, validity and thoroughness of the information submitted in the complaint.

The EEO/AA Officer shall inform the employee in writing of the acceptance of the complaint for investigation within a **designated timeframe** consistent with agency practice. The complainant shall be promptly notified if further information or documentation is required to support the charge.

3. Investigation

Within a **designated timeframe** consistent with the agency practice, the EEO/AA Officer shall initiate a thorough investigation of the allegation(s) of discrimination cited in the complaint. In order to document the merits of the charge, the investigation shall entail the verification of information with the immediate supervisors, staff, and witnesses to the alleged discriminatory employment practice. The investigation shall be concluded within a **designated timeframe** after acceptance of the complaint.

4. Withdrawal of the Complaint

The complaint, or any part of the allegation, may be withdrawn during the investigation upon a written request for withdrawal by the complainant.

5. Settlement During Investigation

If a settlement is reached an agreement shall be obtained in writing with the approval of management before the complaint shall be considered closed.

6. Dismissal of the Complaint

After an analysis of the complaint, if there is a lack of substantial evidence to indicate that discrimination has occurred, the complainant shall be notified of the findings in writing and informed of the right to appeal within a **designated timeframe**.

7. Investigation Findings

At the conclusion of the investigation, if substantial evidence that discrimination may have occurred, the EEO/AA Officer shall submit a written notice to the CEO with the findings and recommendations to resolve the complaint. Within a **designated timeframe,** a conciliation meeting shall be initiated and the EEO/AA Officer shall participate to seek an equitable resolution of the complaint.

C. Conciliation Efforts

The EEO/AA Officer shall conduct and coordinate conciliation efforts by conferring with the parties in an attempt to secure a settlement. A conciliation conference may be convened, which all parties may attend in person or by representative, to propose, discuss, and agree to a resolution of the complaint.

If the complaint cannot be satisfactorily resolved at this level within a **designated timeframe**, the EEO/AA Officer shall document the efforts made to resolve the complaint and shall provide a written explanation of the reasons why the complaint was not able to be resolved.

The findings, conciliation efforts, and proposed settlement shall be forwarded to the CEO for the final review, approval or other determination. The CEO shall make known to the EEO/AA Officer the official position of the agency within a **designated timeframe** of receipt of the EEO/AA Officer's written report.

The employee has the right to file with the Illinois Department of Human Rights (IDHR) or with the U. S. Equal Employment Opportunity Commission (EEOC) or any other appropriate government agency. The EEO Officer shall represent the agency in responding to any charges.

Illinois Department of Human Rights (IDHR)

Chicago:
James R. Thompson Center
100 West Randolph Street, Suite 10-100
Chicago, Illinois 60601
1-312-814-6200
TTY 1-866-740-3953

Springfield:
535 W. Jefferson Street, First Floor
Springfield, Illinois 62702
1-217-785-5100
TTY 1-866-740-3953

Marion:
Marion Regional Office Building
2309 W. Main Street, Suite 112
Marion, Illinois 62959
1-618-993-7463
TTY 1-866-740-3953

To file with IDHR, the complaint must be filed within 300 calendar days from date of harm.

IDHR administers the State of Illinois Sexual Harassment and Discrimination Helpline:
Helpline: 1-877-236-7703 (Monday – Friday 8:30 to 5:00)
Website: www.illinois.gov/sexualharassment

Equal Employment Opportunity Commission (EEOC)

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

St. Louis:
1222 Spruce Street, Room 8-100
St. Louis, Missouri 63103
1-800-669-4000
TTY: 1-800-669-6820

To file with the EEOC, the complaint must be filed within 300 days from date of harm.

Discrimination Complaint Form **EXAMPLE**

To: Agency EEO/AA Officer

_____

Name of Agency

1. Name_____Telephone_____

   Home Address_____

2. Are you currently employed by the agency? Yes_____ No_____

3. Indicate your present job title, status, work unit, address, telephone number, and length of service in your current title:

   _____

   Job Title Status Unit

   _____

   Location Phone Number Length of Service in Classification

4. Date of the alleged discriminatory practice: _____

5. Basis of the alleged discriminatory practice:

   _____Race _____Color _____Sex _____Religion _____Age _____Disability

   _____National Origin _____Ancestry _____Marital Status _____Military Status ____Pregnancy

   _____Retaliation _____Sexual Orientation Other_____

6. The discrimination occurred in connection with:

   _____Interview _____Hiring Selection _____Promotion _____Disciplinary Action

   _____Compensation _____Transfer _____Lay Off _____Training Opportunity

   Other (specify) _____

7. The facts of the alleged discriminatory employment practice are:

   _____

   _____

   (Continue on additional sheets, if necessary)

8. Name(s), Title(s), Work Location(s) and Telephone Number(s) who you believe discriminated against you.

   _____

   Name Title Location Phone Number

   _____

   Name Title Location Phone Number

9. Please supply evidence to document the basis for the discriminatory practice you are claiming, as indicated in your response to number five of the form.

   I have attached supporting evidence: Yes_____ No_____ If yes, describe attachments:

   _____

   (Continue on additional sheets, if necessary)

10. Have you made an effort to resolve the discrimination through your supervisors, the grievance procedure or with any public or private organization? Yes_____ No_____

    If yes, please explain indicating the outcome of the efforts:

    _____

    (Continue on additional sheets, if necessary)

COMPLAINANT'S SIGNATURE AND DATE FILED EEO/AA OFFICER'S SIGNATURE AND DATE RECEIVED

DHR-21 (Rev. November 2017)

SECTION FIVE

AFFIRMATIVE ACTION FOR EMPLOYING PEOPLE WITH DISABILITIES

Requirement:
This section of the affirmative action plan concerns people with disabilities. Although the plan as a whole covers all affirmative action groups, this part addresses policies and practices that are only applicable to people with disabilities.
(Title 56, Section 2520.APPENDIX A, Part V).

To complete this section the agency EEO/AA Officer must first conduct an analysis to determine whether people with disabilities are employed in number consistent with their representation in the labor force.

The labor force analysis for people with disabilities form (DHR-34-AAP) is used to conduct this analysis (see page 35):

- The total number of employees should be entered on line one.
- The percent of people with disabilities in Illinois is provided by DHR on line two.
- For line three, labor force number, the total employees are multiplied by people with disabilities in the Illinois labor force as provided by the Department of Human Rights.
- The labor force number is compared to the number of employees with disabilities in the agency. The number of employees with disabilities in the agency is subtracted from the labor force number. If a positive number results, the agency is underutilized by that many people with disabilities.
- Where the number of people with disabilities in the agency is equivalent to or greater than the labor force number, the agency is at parity and a "P" should be entered on the underutilization/parity line.

This section must also include the following components:

1. Reasonable Accommodation:
   a. Reasonable accommodation policy

   b. Accommodation procedures / request forms (see pages 38 - 41).

      This part of the plan must contain procedures adopted by the agency for accommodation requests.

2. Physical Barriers: Identify physical barriers present in any of the agency's facilities and explain how each barrier will be removed.

3. Procedural Barriers:

In each of the following areas, compliance information should be set forth.

a. **Pre-employment screening:** An agency must review its pre-employment inquiries and medical examination policies to determine whether they comply with the law. The plan should state that the agency's pre-employment process complies with the law.

b. **Employment criteria and job description review:** Any employment criteria established by the agency to screen applicants should be reviewed before positions are filled to determine whether they would screen out applicants with disabilities. Employment criteria with a disparate impact on applicants with disabilities should be examined to determine if they are job-related. If such criteria are not job-related, they should be eliminated. Job descriptions should be reviewed before interviews are held to identify essential job duties. In determining whether an applicant is a qualified individual with a disability, the agency must assess his or her ability to perform essential job duties with reasonable accommodations. The plan should state that employment criteria and job descriptions used by the agency for a specific title will be reviewed prior to filling a vacancy in that title and that the EEO/AA Officer will certify his/her review of the criteria and job descriptions by initialing and dating the documents.

c. **Employment testing:** For agencies conducting their own testing, a statement that the test does not have an adverse impact on people with disabilities. Also, accommodation in testing should be provided upon request of the applicant. The plan should state whether the agency conducts its own pre-employment testing, and if it does, indicate that the agency will provide reasonable accommodation in conjunction with such testing.

d. **Identification of ADA Coordinator:** The ADA Coordinator should be identified by name, title, address, telephone number, TTY number, and E-mail address.

e. **Emergency evacuation procedures:** The plan should state the agency participates in the online survey where emergency needs are identified and any such information submitted will be provided to safety personnel.

Labor Force Analysis for People with Disabilities

Agency:

Fiscal Year:

Total Employees	_____
Percent of People with Disabilities In Illinois Labor Force	as provided by IDHR
Labor Force Number	_____
Number of Employees with Disabilities in Agency	_____
Underutilization or Parity	_____

NOTE: This form can be accessed on the Department's State Agency Liaison Unit webpage. The form can be found under "Other EEO/AA Report Forms", and then go to "disability forms". The form is in Excel format and will perform the mathematical computations automatically.

DHR 34-AAP (Rev June 2013)

Requirement:
If there is underutilization, a numerical goal must be developed and should include a brief description of the area of concern, objectives that delineate specific intentions, action items outlining steps to be taken to achieve the objectives, the individual responsible for carrying out the action item, the target date for completion, and the procedure for monitoring progress toward meeting the goal.
[Title 56, Section 2520.APPENDIX A, Part V, (a) (3) (E)]:

NOTE: Code agencies may request the Successful Disability Opportunities list for vacancies when there is such a list: www2.illinois.gov/sites/work/Pages/Disabpgm. Non-Code agencies should develop their own disability recruitment resources.

EXAMPLE

Numerical Goal for People with Disabilities

AREA TO BE ADDRESSED:

Underutilization of two people with disabilities.

GOAL:

Eliminate underutilization of two people with disabilities.

OBJECTIVES:

As vacancies occur, hire two people with disabilities.

	Action Item	Assignment of Responsibility	Completion Target Date	Monitoring Procedure
1.	Identify recruitment sources for people with disabilities	EEO/AA Officer HR Director	M/D/Y	Provide copy of list at quarterly DHR visit
2.	Send job vacancies to recruitment sources	EEO/AA Officer HR Director	Ongoing	Copies of transmittal letters for quarterly visit
3.	Hire one person with a disability	Relevant Supervisor	M/D/Y	Copy of survey form for quarterly review
4.	Hire one person with a disability	Relevant Supervisor	M/D/Y	Copy of survey form for quarterly review
5.	Evaluate recruitment sources for quality/quantity referrals	EEO/AA Officer HR Director	M/D/Y	Memo summarizing evaluation for review at quarterly visit

EXAMPLE

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 AGENCY'S NAME to reasonably accommodate the known physical or mental conditions of otherwise qualified applicants and employees with disabilities. AGENCY'S NAME 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 AGENCY'S NAME 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.

_____	_____
Chief Executive Officer	**Date**

State of Illinois
Reasonable Accommodation Request for Employees

Pursuant to the requirements of state and federal laws, a qualified individual with a disability has the right to request reasonable accommodation in conjunction with his or her employment. Reasonable accommodation means a modification to application procedure, access to the work site, and adjustment to the work process or work schedule that would enable a person with a disability to perform a particular job. Employers are not required to provide accommodations that would impose undue hardship on the operations of their programs. The procedures for accommodation request appear on the back of this form. Completed accommodation request forms should be submitted to the immediate supervisor, with a copy to the agency's EEO/AA Officer and/or the ADA Coordinator. The agency EEO/AA Officer and/or the ADA Coordinator can respond to questions about the accommodation process.

Name	Job Title	Division	Telephone Number
Functional Limitations			

SPECIFY TYPE OF ACCOMMODATION NEEDED AND PROVIDE A DETAILED DESCRIPTION OF THE ITEM REQUESTED – PLEASE BE SPECIFIC

☐ Purchase or modification of equipment or devices_____

_____

☐ Job restructuring or task modification_____

_____

☐ Provision of reader, sign language interpreter or personal assistant_____

_____

☐ Structural modification to work site or facility_____

_____

☐ Modification of work schedule or leave policy_____

_____

☐ Modification of examinations, training materials or personal assistant_____

_____

☐ Reassignment to vacant position_____

_____

☐ Other_____

_____

Narrative Explanation

Describe how your functional limitation interferes with performance of a particular duty or participation in an activity sponsored by the employer. Explain how the requested accommodation would be used to enhance job performance or would allow you to participate in an employer-sponsored activity. (Use additional sheets if necessary)

_____

_____

Employee's Signature	Date

RAC Recommendation ☐ Grant ☐ Deny ☐ Date _____
(RAC's initials _____) Return for _____

Chief Executive Officer's Final Action ☐ Grant ☐ Deny ☐ Date _____
(CEO's initials _____) Return for _____

Remarks _____

_____

Accommodation Request Procedures for Employees

The following procedures should be followed in processing reasonable accommodation requests from employees. The agency EEO/AA Officer and/or the ADA Coordinator can provide guidance on the accommodation process.

1. The employee shall submit a completed reasonable accommodation request form to his or her immediate supervisor and give a copy of the form to the agency EEO/AA Officer and/or the ADA Coordinator. The employee should retain a copy of this information in his or her files.

2. Once received, the supervisor shall review the request form for completeness and, in consultation with the EEO/AA Officer and/or ADA Coordinator, determine whether medical documentation is needed to either establish the presence of a disability or determine an appropriate accommodation. If documentation is needed, the agency should narrowly tailor its request to the issues of whether the employee has a disability under the law and how he or she can be accommodated. The employee should be asked to complete a medical release form (also narrowly tailored), if the agency has additional questions upon review of the medical documentation. When necessary, the employee should be asked to provide documentation to address these issues.

3. Upon receipt of necessary documentation, the supervisor shall make a recommendation, in writing, to the Division Manager within five (5) working days.

4. The Division manager shall review the supervisor's recommendation and make a recommendation to the Reasonable Accommodation Committee (RAC) within five (5) working days of receipt of the supervisor's recommendation. The Division Manager shall forward his/her recommendation along with the original reasonable accommodation request form and all documentation to the agency's EEO/AA Officer and/or the ADA Coordinator.

5. The EEO/AA Officer and/or the ADA Coordinator shall convene a meeting of the Reasonable Accommodation Committee within ten (10) working days of receipt of the Division Manager's recommendation. The RAC shall review the accommodation request. Once the Committee's review is complete, the Committee's recommendation shall be submitted to the Director within five (5) working days of the Committee's review for the Director's approval or denial.

6. The Director shall review the RAC's recommendation and shall render a decision of denial or approval within five (5) working days of receipt from the RAC.

7. Provided that appropriate documentation has been submitted, the EEO/AA Officer and/or the ADA Coordinator shall inform the employee in writing of the agency's decision to grant or deny the request within thirty (30) working days of receipt of the completed request form and any necessary medical documentation. A copy of the response will also be sent to the supervisor.

8. If the Director approves the accommodation request, the agency shall take appropriate action to comply with the accommodation request. Approved accommodation requests shall be implemented as soon as possible. Please note that the agency may offer alternative suggestions providing an equally effective accommodation to remove the workplace barrier in question.

9. Reconsideration: If an employee wishes to ask the Director to reconsider a decision on a reasonable accommodation request, a written request shall be addressed to the Director within ten (10) working days of notification of the decision. The reconsideration request shall include the reasons that a reconsideration is being requested and, if appropriate, alternative suggestions for reasonable accommodation. After a complete review of the matter, a decision shall be made and the employee shall be notified. The Director's decision on this recommendation shall constitute the final internal action by the Department on the accommodation request.

10. An employee who has been denied accommodation has the right to file a complaint at the state level with the Illinois Department of Human Rights within 300 calendar days of the denial of the request. An employee may also have the right to file a complaint with the U. S. Equal Employment Opportunity Commission (EEOC) within 300 days or any other appropriate government agency pursuant to their time frame.

11. The EEO/AA Officer and/or the ADA Coordinator shall document any action taken on a reasonable accommodation request where indicated on the request form and shall retain completed accommodation request forms one year following final action in the matter.

State of Illinois
Reasonable Accommodation Request for Applicants

Pursuant to the requirements of state and federal laws, a qualified individual with a disability has the right to request reasonable accommodation in conjunction with his or her employment. Reasonable accommodation means a modification to application procedure, access to the work site, and adjustments to the work process or work schedule that would enable a person with a disability to perform a particular job. Employers are not required to provide accommodations that would impose undue hardship on the operations of their programs. The procedures for accommodation request appear on the back of this form. Completed accommodation request forms should be submitted to the interviewing officer. The agency EEO/AA Officer and/or the ADA Coordinator can respond to questions about the accommodation process.

Name:	Interviewing Agency:
Home Address:	
Telephone:	Functional Limitations:

Type of Accommodation Needed

- ❑ Sign Language Interpreter for the Employment Interview
- ❑ Reader Service
- ❑ Accessible Interviewing Site
- ❑ Re-formatting of Examinations
- ❑ Examination Markers for Applicants with Limited Manual Dexterity
- ❑ Other (indicate type of accommodation needed) _____

_____

Narrative Explanation

Describe how your functional limitation interferes with a portion of the pre-employment process, e.g., applying, testing or interviewing. Explain how the requested accommodation would be used to enable you to complete the application process. (Use additional sheet if necessary).

_____

_____

Applicant's Signature:	Date:

Agency Action

Interviewing Officer's Determination ☐ Grant ☐ Deny

Remarks (If denied, provide explanation) _____

_____

Final Agency Approval

Signature:	Date:

Accommodation Request Procedures for Applicants

Qualified applicants and employees with disabilities have the right to request reasonable accommodation under the law. Applicants may request accommodation to any stage of the application process, including the employment application, examination procedure or interviewing process. Note that the Department of Central Management Services is responsible for accommodations to its testing procedures.

Once an individual with a disability has been hired, he or she has the right to request accommodation to the work site, work schedule or work process that would enable him or her to perform the job in question. Procedures for applicants to follow in making an accommodation request are listed below. The EEO/AA Officer and/or the ADA Coordinator can provide additional information about the accommodation process within their agencies.

Procedures:

1. Applicants may request accommodations to the application process orally or in writing (either through correspondence or the use of the accommodation request form for applicants). If the request is made orally or through written correspondence, the agency EEO/AA Officer and/or the ADA Coordinator will complete accommodation request forms in the matter for purposes of processing and documenting the request.

2. Applicants shall submit accommodation requests to the interviewing officer. The interviewing officer should provide a copy of the form to the EEO/AA Officer and/or the ADA Coordinator. In cases where the EEO/AA Officer and/or the ADA Coordinator completes the form for the applicant with a disability, the EEO/AA Officer and/or the ADA Coordinator shall submit completed forms to the interviewing officer and retain a copy for him or herself.

3. A response to the request will be provided to the applicant within five (5) days following receipt of the request by the interviewing officer.

4. If it is within the bounds of the authority of the interviewing officer to grant the request and he or she believes it to be reasonable, the accommodation will be provided. Information regarding the type of accommodation provided will be sent to the EEO/AA Officer and/or the ADA Coordinator.

5. If another official within the agency must be consulted in order for the accommodation to be provided, he or she will determine whether the agency will grant the request.

6. If the agency denies the request, the applicant has the right to file an internal complaint with the EEO/AA Officer and/or the ADA Coordinator and/or external complaint with the Illinois Department of Human Rights within 300 calendar days of the denial. An applicant may also have the right to file a complaint with the U. S. Equal Employment Opportunity Commission (EEOC) within 300 days or any other appropriate government agency pursuant to their time frame.

The most current disability survey form can be found on the State of Illinois Disability Survey website:

www2.illinois.gov/DisabilitySurvey

SECTION SIX

APPLICABLE EEO LAWS

Requirement:
This part should set forth the relevant summaries of any federal law that mandates the agency to adhere to additional EEO/AA requirements. Some of the significant federal laws in this area are listed below. (Title 56, Section 2520.APPENDIX A, Part VI).

CIVIL RIGHTS ACT OF 1964, as amended

Title VI prohibits discrimination on grounds of race, color, or national origin in federally assisted programs

Title VII prohibits discrimination on the grounds of race, color, religion, sex or national origin by employers or unions with 15 or more employees. The designation employer includes the government of the United States, corporations wholly owned by the United States, and state or political subdivisions thereof.

EQUAL EMPLOYMENT OPPORTUNITY ACT OF 1972

This is an amendment to the Civil Rights Act of 1964, which adds sex and religion to the Title VII portion and extends Equal Employment Opportunity (EEO) to state, local and municipal organizations, all employment agencies (private and public) and to labor organizations. This Act empowers EEOC to bring civil action against any organization, which is alleged to be practicing discrimination. The Act also gives the right to an individual to take a complaint directly to a court of law.

PREGNANCY DISCRIMINATION ACT

This law amended Title VII to make it illegal to discriminate against a woman because of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth. The law also makes it illegal to retaliate against a person because the person 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 expands 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 and in response to recent Supreme Court decisions, expands the scope of relevant civil rights statutes.

AGE DISCRIMINATION IN EMPLOYMENT ACT OF 1967

This Act prohibits arbitrary discrimination against persons 40 years of age or older.

REHABILITATION ACT OF 1973

This Act sets the standards for promoting, expanding, and assisting in employment opportunities for the handicapped in all programs or activities receiving Federal financial assistance. Sections 503 and 504 provide for the prohibition of discrimination against qualified handicapped individuals. The Office of Federal Contract Compliance Programs (OFCCP), U. S. Department of Labor, enforces section 503. Section 504 is enforced by the agency providing the federal funds in question.

EQUAL PAY ACT OF 1963

This 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 U. S. Equal Employment Opportunity Commission (EEOC) enforces this Act.

AMERICANS WITH DISABILITIES ACT OF 1990, AS AMENDED BY THE AMERICANS WITH DISABILITIES AMENDENTS ACT OF 2008

Congress enacted the Americans with Disabilities Act of 1990 ("the ADA") to eliminate discrimination against individuals with disabilities in the areas of employment, public accommodations, education, transportation, communication, recreation, institutionalization, health services, voting, and access to public service. Title I of the ADA prohibits discrimination in employment against individuals with disabilities and establishes the standards governing an employer's affirmative duty to accommodate an individual with a disability. Title II of the ADA prohibits discrimination against individuals with disabilities by state and local governments. The ADA Amendments Act of 2008 broadens the coverage of “disability” and thereby brings more individuals under the protection of the law. EEOC issued regulations under this Act.

FAMILY MEDICAL LEAVE ACT of 1993

This act requires employers to provide up to 12 weeks of unpaid job-protected leave to "eligible" employees for certain family and medical reasons. Employees are eligible if they have worked for a covered employer for at least one year, and for 1,250 hours during the year preceding the start of the leave, and be 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.

Unpaid leave must be granted for any of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Section 585(a) of the National Defense Authorization Act (NDAA) amended the FMLA to provide eligible employees working for covered employers two important leave rights related to military service:

- **Qualifying Reason for Leave.** Eligible employees are entitled to up to 12 weeks of leave because of "any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.
- **Leave Entitlement.** An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member. This military caregiver leave is available during "a single 12-month period" during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)

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 Service (VETS) is authorized to investigate and resolve complaints of USERRA violations.

GENETIC INFORMATION NONDISCRIMINATION ACT OF 2008

This law makes it illegal to discriminate against employees or applicants because of genetic information. Genetic information includes information about an individual's genetic tests and the genetic tests of an individual's family members, as well as information about any disease, disorder or condition of an individual's family members (i.e. an individual's family medical history). The law also makes it illegal to retaliate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

SECTION SEVEN

Requirement:
The hiring and promotion monitor form and exit questionnaire that are used by agencies must be included in the appendix of agencies affirmative action plans.
(Title 56, Section 2520.APPENDIX A, Part VII).

Hiring and Promotion Monitor

Section 2520.770 (h) of the Human Rights Rules and Regulations requires agencies to use hiring and promotion monitors whenever personnel transactions occur. As stated in the rules: "No hire or promotion commitment shall be made until the agency EEO Officer or designee has reviewed and signed the monitor indicating approval of the transaction. In all transactions, the agency Chief Executive Officer or designee shall sign and date the monitor, indicating approval. The Department of Central Management Services shall not complete any hire or promotion transaction if it has not received the approved monitor."

Exit Questionnaire

Each state entity shall provide an exit questionnaire according to Section 2520.770 (i) of the Department's Rules.

- The employee has the option of completing the form. The EEO/AA Officer may obtain better cooperation in the exit interview process if he or she conducts an oral interview on the last day or encloses a self-addressed envelope marked confidential with the exit questionnaire form.
- The answers are confidential, will not be used against the employee, will not be available for reasons of prospective employment, and will not be made a part of the employee's personnel file.
- The form will be maintained in a separate file by the EEO Officer for possible review by DHR, or upon occasion, federal authorities.

HIRING MONITOR

Name of Agency _____ Candidate's Name _____

City / County _____ Position Number _____

IDHR Region / (Facility) _____ Bid Number _____

EEO Job Category _____

Title of Job to be filled _____ Date of Hire _____

1. Is this EEO Category underutilized? Yes _____ No _____ If yes, by which of the following:

   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 of person_____

   Disability: Yes_____ No_____ Veteran: Yes_____ No_____

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? Yes_____ No_____

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 concur / do not concur 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)]

DHR-19 (Rev. July 2015)

PROMOTION MONITOR

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

1. Is this EEO Category underutilized? Yes _____ No _____ If yes, by which of the following:
   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 the 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? Yes _____ No _____

   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? Yes _____ No _____

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 concur / do not concur with this promotion. Remarks on reverse side.

_____ _____
EEO/AA Officer Date

I approve of this promotion.

_____ _____
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.**

EXAMPLE

EXIT QUESTIONNAIRE

Instructions: This questionnaire will be provided to all employees at the time of their separation from the agency whether voluntary or involuntary. The completion of this questionnaire shall be at the employee's option. Please send the completed form in an envelope to the Equal Employment Opportunity Officer. The Equal Employment Opportunity Officer shall maintain a separate file of all forms for possible review by the Department of Human Rights.

Name _____ Sex: Male_____ Female_____ Age: _____

Disability: Yes_____ No_____ Race_____ Hispanic: Yes____ No____

Date of Employment _____ Separation Date_____

Position Title _____

Starting Salary _____Current Salary _____

Who was your immediate supervisor? _____

Reason for leaving: _____

_____

Were you terminated while still in your probationary period? If so, what could your agency have done to ensure you successfully met your probationary period resulting in certification?

_____

_____

Would you want to work here again? Yes _____ No _____

Explain: _____

_____

Same Position? Yes ____ No _____ Explain: _____

_____

Same Supervisor? Yes ____ No_____ Explain: _____

_____

Do you feel the working conditions were satisfactory?

Yes _____ No _____ Explain: _____

_____

_____

Do you have any suggestions for improving employee morale? _____

_____

_____

Were you satisfied with the pay you received for the work performed and with promotions? Yes_____ No_____

Explain: _____

_____

Did you receive bilingual pay? If so, do you feel it was an appropriate amount? _____

_____

Were you satisfied with the supervision and were you trained properly?
Yes_____ No_____ Explain: _____

_____

Do you think management adequately recognized employee contributions? If not, what recommendations would you make to improve this?

_____

_____

Did you receive any equal employment opportunity / affirmative action orientation? Yes_____ No_____
Explain: _____

_____

During your employment, did you request an accommodation based on your disability? Yes____ No____ N/A____
If yes, please explain:

_____

_____

_____

Did you personally experience any discrimination while working in your position?

Yes _____ No _____ Explain: _____

_____

Are you aware of instances where others have been discriminated against?
Yes _____ No_____ Explain:

_____

_____

If you have answered “Yes” to the last two questions, have you discussed or given written notice of this discrimination to your supervisor or EEO/AA Officer?
Yes _____ No _____ Explain: _____

_____

_____

_____

_____

Additional comments / concerns: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Employee Signature_____ Date _____

DHR-30
Rev. May 2012

QUARTERLY REPORT FORMS

Quarterly Report

Requirement:
Each agency submits a quarterly report during the fiscal year per DHR Rules and Regulations (Section 2520.770 (c) Reporting and Record-Keeping). There are six forms required for the report. **The Chief Executive Officer and EEO/AA Officer must sign the report.**

The "Program Goals" form (DHR-13-Q) lists the objectives for the quarter. The affirmative action plan (AAP) written for each fiscal year has a detailed section as to how the agency plans to meet its program and numerical goals throughout the fiscal year. Those goals are reviewed each quarter to see whether or not the agency is on schedule to meet their goals or have indicated any new proposed goals.

DHR divides the state into ten regions. The "Quarterly Underutilization Summary" form (DHR-12-Q) indicates the agency underutilization for each region the agency is in. The first quarter report will show the underutilization figures as they appear in the AAP. The race and sex of each newly hired employee and promoted employee is categorized into EEO job categories. Total hires and promotions (from one category to another) are subtracted from the underutilization at the beginning of the quarter. This process determines the current underutilization.

The "Workforce Analysis" form (DHR-9) by region details the present number of employees in each EEO job category by race and sex. This is displayed by each region separately and a combined total of all the regions.

The "Workforce Transactions" form (DHR-10) is a breakdown of the new hires, promotions, suspensions, separations, discharges, layoffs, etc., for each EEO job category by race and sex.

The "Quarterly Report on Disability" form (DHR-27-Q) is a report on the status of employment of people with disabilities for the quarter. The underutilization of people with disabilities is shown along with the total number of hires for the quarter and the total hires of people with disabilities for the quarter. The number of people with disabilities, which are underrepresented, is displayed.

The "Employment Discrimination Complaints" form (DHR-15-Q) details the complaints filed against the agency. Internal and external complaints are listed by date received, location, issue, basis, and current status of the charge.

NOTE: This information can be accessed on the Department's State Agency Liaison Unit webpage.

Quarterly Report Checklist

_____Cover letter signed by the agency Chief Executive Officer and EEO/AA Officer

_____Program Goals (DHR-13-Q)

_____Quarterly Underutilization Summary (DHR-12-Q)

_____Workforce Analysis (DHR-9)

_____Workforce Transactions (DHR-10)

_____Disability Quarterly Report (DHR-27-Q)

_____Employment Discrimination Complaints (DHR-15-Q)

Quarterly Report - Program Goals

Agency_____ Reporting Period_____

Program Goals and Objectives Met/Not Met

Special Problems in Attaining Program Goal(s)

Proposed New Program Goal(s)

DHR-13-Q (Rev June 2008)

EXAMPLE

Quarterly Underutilization Summary Form

Agency:

Region:

Reporting Period:

Beginning underutilization for this quarter

	Off/Admn	Prof	Tech	Pro/Sv	Paraprof	Admn Sup	Sk/Crft	Serv/Mtc
Women								
Black / African American								
Hispanic / Latino								
Asian								
American Indian / Alaskan Native								
Native Hawaiian / Other Pacific Islander								

Summary of hires and promotions for this quarter

	Off/Admn	Prof	Tech	Pro/Sv	Paraprof	Admn Sup	Sk/Crft	Serv/Mtc
Promotions Total:								
New Hires (Veterans) Total:								
New Hires (Non-Vets) Total:								

Ending underutilization for this quarter

	Off/Admn	Prof	Tech	Pro/Sv	Paraprof	Admn Sup	Sk/Crft	Serv/Mtc
Women								
Black / African American								
Hispanic / Latino								
Asian								
American Indian / Alaskan Native								
Native Hawaiian / Other Pacific Islander								

DHR 12-Q (Rev. Feb. 2016)

Quarterly Underutilization Summary Form Instructions

Beginning underutilization for this quarter

The first quarter report will show the underutilization figures as they appear in the affirmative action plan. Thereafter, each report will indicate the updated status of underutilization.

Summary of hires and promotions for this quarter

Promotions: Indicate promotions into new EEO categories. Do not include promotions within the same EEO category, i.e. Clerk I to Clerk II; Accountant II to Accountant III; Executive I to Executive II.

New Hires (Veterans): Report all permanent new hires that are veterans by EEO category.

New Hires (Non-Veterans): Report all permanent new hires that are not veterans by EEO category.

In the boxes, provide a breakdown by number, sex and race. M=Male, F=Female, 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. (Examples: 2BM, 3WF, 1HF, and 1AM)

Ending underutilization for this quarter

The current underutilization is the result of subtracting your affirmative action hires and promotions from the beginning underutilization. Remember, the ending underutilization is the beginning underutilization for the next quarter.

NOTE: Be sure the appropriate Hiring/Promotion Monitors and open competitive lists are available for discussion at the quarterly review meeting with the DHR liaison.

DHR-12-Q (Reverse side)
Rev. May 2012

EXAMPLE

Workforce Analysis by Region

Agency: _____ Reporting Period: _____

Region:

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	M	F	W	B/AA	H/L	A	AI/AN	NHOPI	PWD
Officials / Administrators	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Professionals	0	0								0								0.00%	0.00%	0.00%	0.00%	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%
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	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Administrative Support	0	0								0								0.00%	0.00%	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%
Service / Maintenance	0	0								0								0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Grand Total Employees for Region 1: Males: 0 0.00% Females: 0 0.00% Total Minorities: 0 0.00%

White: 0 0.00% Black/African American: 0 0.00% Hispanic/Latino: 0 0.00% Asian: 0 0.00% AI/AN: 0 0.00% NHOPI: 0 0.00% PWD: 0 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)

EXAMPLE

Workforce Transactions Report
by EEO Category

Agency: _____ **Reporting Period:** _____

EEO Category:

			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 NHOPI=Native Hawaiian or Other Pacific Islander PWD=People with Disabilities

DHR-10 (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.

Lay Off: 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 the 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.

Quarterly Report on Disability

Agency:

Quarter:

Underutilization of people with disabilities at the beginning of the quarter: _____

Total hires during the quarter: _____

Total hires of people with disabilities in this quarter: _____

Underutilization of people with disabilities at the end of the quarter: _____

DHR-27-Q (Rev. June 2015)

EMPLOYMENT DISCRIMINATION COMPLAINTS

Agency: **Report Period:**

INTERNAL COMPLAINTS

Date Received	Facility/Region	Action/Issue*	Basis**	Current Status / Finding
1.				
2.				
3.				
4.				
5.				
6.				
7.				

EXTERNAL COMPLAINTS

Date Received	Facility/Region	Action/Issue*	Basis**	Current Status / Finding
1.				
2.				
3.				
4.				
5.				
6.				
7.				

Total Complaints This Fiscal Year _____

***Action/Issue=Discharge, Failure to hire, Suspension, etc.**
****Basis=Sex, Race, Religion, National Origin, etc.**

(DHR-15-Q Rev. June 2005)

APPENDIX

A. EXPLANATION OF TERMS

Explanation of Terms

AA - Affirmative Action - The legal concept mandated under Executive Order 11246 which requires an employer to do more than ensure employment neutrality in recruitment, hiring and promotion of qualified individuals in order to overcome the effects of past systemic exclusion and discrimination.

AAP - Affirmative Action Plan - A written document, which encompasses the EEO policy and all the actions necessary to create a non-discriminatory work environment, including the development of numerical goals for established affirmative action groups when underutilization of such groups has been identified.

Accessibility - The extent to which a facility is readily approachable and usable by individuals with disabilities

Adverse Impact - A theory of employment discrimination (also referred to as disparate impact, disparate effect, adverse effect), which occurs when an employer's policy or practice, neutral on its face and in its application, has a negative effect on the employment opportunities of affirmative action groups.

Affirmative Action Groups - For the development of an AAP by a state entity, this refers to Women, Black or African American, Hispanic or Latino, Asian, American Indian or Alaskan Native, Native Hawaiian or Other Pacific Islander, and People with Disabilities.

Availability Percent (AP) - the percentage of affirmative action groups that can reasonably be expected to be available for employment.

CEO - Chief Executive Officer - The individual ultimately responsible for the operation of an agency.

Department or DHR - Department of Human Rights

Disability - as used in Section 2-105 (B) of the Act and this Subpart, impairment of long-lasting physical, mental, hearing, cognition, ambulation, self-care, independent living or other functions.

Disparate Treatment - A theory of employment discrimination, which occurs when an employer treats, protected class employees differently than non-protected class employees in similar situations.

Equal Employment Opportunity (EEO) - EEO is achieved when all terms and conditions of employment and management decisions are consistently based on job related factors, without regard to, including but not limited to, race, color, disability, national origin, age, religion or sex.

EEO Job Category - Classes of position titles that are assigned to one of the eight EEO job categories: Officials/Administrators, Professionals, Technicians, Protective Service Workers, Paraprofessionals, Administrative Support, Skilled Craft Workers and Service Maintenance.

Equal Employment Opportunity Commission (EEOC) - DHR's federal counterpart, which implements the Civil Rights Act of 1964 and other statues.

Labor Force - All persons, 16 years of age or older, who are either employed or unemployed.

Numerical Goal - Means the number of members of an affirmative action group, which have been determined to be necessary to bring an agency to parity.

Parity - Achieved when availability and utilization are equal.

Protected Class - Various groups of people protected under the Human Rights Act.

Program Goal - Program goal is an agency's fiscal year strategy to address EEO problem areas or to enhance its affirmative action program through recruitment or training efforts, or other specialized programs.

Reasonable Accommodation - is a modification to the work site, work process and/or work schedule to enable a person with a disability to perform essential job duties.

Region - The term "region" shall mean a group of adjacent state counties; there are 10 regions within Illinois.

Underutilization - The number of additional persons in a particular affirmative action group which is necessary to achieve parity with the availability of that group in the labor force.

Workforce - Current number of employees in the agency.

B. EEO JOB CATEGORIES

Definitions of EEO Job Categories

1. **Officials and Administrators** -- Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the Agency's operation, or provide specialized consultation on a regional, district or area basis. ***Includes:*** *department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, examiners, wardens, superintendents, sheriffs, police and fire chiefs and inspectors and kindred workers.*

2. **Professionals** -- Occupations, which require specialized and theoretical knowledge, which is usually acquired through college training or through work experience and other training, which provides comparable knowledge. ***Includes:*** *personnel and labor relations workers, social workers, doctors, psychologists, registered nurses, economists, dietitians, lawyers, system analysts, accountants, engineers, employment and vocational rehabilitation counselors, teachers or instructors, police and fire captains and lieutenants and kindred workers.*

3. **Technicians** -- Occupations, which require a combination of basic scientific or technical knowledge and manual skill, which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. ***Includes:*** *computer programmers and operators, technical illustrators, highway technicians, technicians (medical, dental, electronic, physical sciences), assessors, inspectors, police and fire sergeants, and kindred workers.*

4. **Protective Service Workers** -- Occupations in which workers are entrusted with public safety, security and protection from destructive forces. ***Includes:*** *police patrol officers, fire fighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, and kindred workers.*

5. **Paraprofessionals** -- Occupations in which workers perform some of the duties of a professional or technician in supportive roles, which usually require less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. ***Includes:*** *library assistants, research assistants, medical aids, child support workers, police auxiliary, welfare service aides, recreation assistants, homemaker aides, home health aides, and kindred workers.*

6. **Administrative Support (Including Clerical and Sales) --** Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. ***Includes:*** *bookkeepers, messengers, clerk typists, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks, office machine and computer operators, telephone operators, legal assistants, sales workers, cashiers, toll collectors, and kindred workers.*

7. **Skilled Craft Workers** -- Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience of through apprenticeship or other formal training programs. ***Includes:*** *mechanics and repairmen, electricians, heavy equipment operators, stationary engineers, skilled machining occupations, carpenters, compositors and typesetters, and kindred workers.*

8. **Service Maintenance** -- Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. ***Includes:*** *chauffeurs, laundry and dry-cleaning operatives, truck drivers, bus drivers, garage laborers, custodial personnel, gardeners and groundskeepers, refuse collectors, construction laborers.*

February 2016